

Inpatient/Outpatient Confusion

Explaining the difference between inpatient and outpatient services, especially observation services, can be a challenging topic to present to a patient and family member.

Telligen's Medicare HelpLine has seen an increase in calls from patients and family members frustrated they were uninformed or unfamiliar with their outpatient status. Of particular concern is misunderstanding about whether or not they would qualify for the skilled nursing facility coverage or not.

The CMS publication "*Are You a Hospital Inpatient or Outpatient? If you have Medicare – Ask!*" may help explain and provide additional resources. You can download the publication at <http://www.medicare.gov/Pubs/pdf/11435.pdf>.

Quality Data Reporting Dates

Telligen Quarterly Webinars 2013

Mark your calendars to join us at 1:00 on:

- June 12
- September 4
- December 4

For questions or more information contact Melony at msickels@iaqio.sdps.org.

Upcoming Deadlines

- April 3 – Hospital Consumer Assessment of Healthcare Provider Systems
- May 1 – inpatient Population & Sampling
- May 1 – Outpatient Population & Sampling and Chart Abstracted Data
- May 15 – Inpatient Chart Abstracted Data
- May 15 – NHSN data for CLABSI, CAUTI, SSI-Colon and SSI Abdominal Hysterectomy

It is recommended providers submit all data to the QIO clinical warehouse and to the NHSN database on a monthly basis. This will allow time to review reports and make necessary changes well before the submission deadlines. Please do not wait until the last minute to submit your data.

Telligen's QIO NHSN Group

To best assist with all of your NHSN data submissions, please join or confer rights to our QIO group, Telligen QIO, for the Patient Safety Module and the Healthcare Personnel Module. Our Group ID is 18980 and our password is HAI-IA.

For questions or more information contact Lisa at lharpenu@iaqio.sdps.org or Deb Davis at ddavis@iaqio.sdps.org.



Quality Data Reporting

IQR/OQR Measures

CAHs are encouraged to abstract and submit every case for a measure to the warehouse, regardless of how low your volume is (the five or fewer submission rule applies to PPS providers and their APU requirement).

Note: if you have no cases for a measure in any quarter, CAHs are asked to enter a 0 in the Population and Sampling tables on the "My Tasks" page under "Manage Measures/View / Edit Population & Sampling" on the secure side of QualityNet.

If a 0 is not entered reports will indicate "N/A." If a 0 is submitted, however, the report will indicate "0 out of 0 patients." This indicates you had nothing to report, while N/A may appear as though you chose to not report (for whatever reason).

Structural Measures

CAHs are encouraged to enter structural measure information into QualityNet for reference periods 1/1/12-12/31/12. This is done once yearly. There is no right or wrong answers, rather simple yes/no questions.

- IP – submit electronically between April 1, 2013 and May 15, 2013
- OP – submit electronically between July 1, 2013 and November 1, 2013 for reference pe

Healthcare Personnel Influenza Summary Data

This is a new Annual Payment Update requirement for PPS hospitals. If CAHs choose to submit this data, please follow the steps below.

To submit Healthcare Personnel Influenza Summary Data for the 2012-2013 flu season the NHSN Facility Administrator needs to:

1. Add the Healthcare Personnel Safety Component to the facility information page
2. Enter the Monthly Reporting Plan for the HCP Module
3. Submit the 2012-2013 Flu Summary before the May 15 due date

For QDR questions or more information contact Deb Davis at ddavis@iaqio.sdps.org.

Patient Safety

Proposed New Patient Safety Goal on Alarm Management

Alarm fatigue has been linked to patient deaths in the past few years. The Joint Commission proposed a new 2014 national patient safety goal on alarm management. If approved, the NPSG would require hospital and critical access hospital leaders to set alarm management as a priority, establish a formal policy and provide training for staff.



Disparities

The QIO Program National Coordinating Center for Disparities is currently performing data analysis in several key areas. We will be receiving data reports related to the following Healthcare-Associated Infections:

- Central Line-Associated Blood Stream Infection
- Catheter-Associated Urinary Tract Infection
- C. Difficile Infection

Information will be shared once it is available. The expected release date for these reports is May 2013.

