



# Inpatient Public Reporting Preview Help Guide

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Hospital staff are the target audience for this publication. The document scope is limited to instructions for hospitals to access and interpret the data provided on the public reporting user interface prior to publication of the data on *Care Compare*.

## **January 2021 Public Reporting Preview/April 2021 Care Compare Release**

**Note:** CMS will not use data reflecting services provided January 1, 2020–June 30, 2020 (Q1 and Q2 2020) in its calculations for the Medicare quality reporting. For more information please refer to this [Listserve](#).

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# Overview

## Care Compare

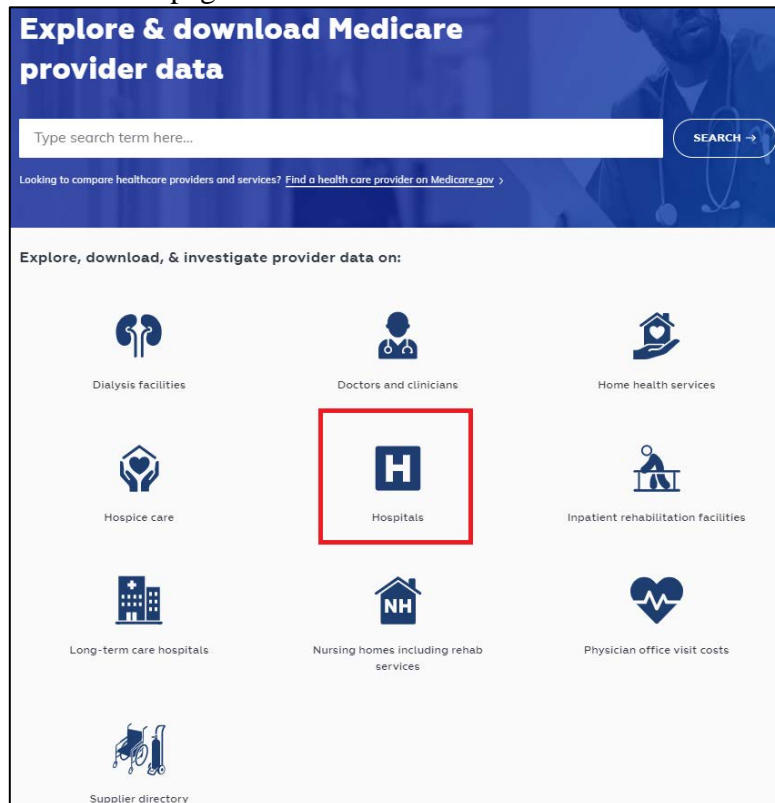
The Centers for Medicare & Medicaid Services (CMS) and the nation’s hospitals work collaboratively to publicly report hospital quality performance information on Care Compare website located at [www.medicare.gov/care-compare/](http://www.medicare.gov/care-compare/) and the provider data catalog on [data.cms.gov](http://data.cms.gov).

Care Compare displays hospital performance data in a consistent, unified manner to ensure the availability of credible information about the care delivered in the nation’s hospitals. Most of the participants are short-term acute care hospitals that will receive a reduction to the annual update of their Medicare fee-for-service payment rate if they do not participate by submitting data or meet other requirements of the Hospital Inpatient Quality Reporting (IQR) Program. The Hospital IQR Program was established by Section 501(b) of the [Medicare Modernization Act \(MMA\)](#) of 2003 and extended and expanded by Section 5001(a) of the [Deficit Reduction Act of 2005](#).

## Provider Data Catalog (PDC)

Navigating the data catalog on [data.cms.gov](http://data.cms.gov).

1. Select Hospital on the home page.



2. On the HQR Landing page, users will be able to easily view data sets. This page is an interactive search window listing of all the data sets with sorting and filtering options.

**Search**

Type search term here...

73 datasets found in Topics: Hospitals [Clear all filters](#)

**Hospitals**

**Veterans Health Administration Measure Dates**  
Data collection periods for all measures for VHA hospitals.  
Last updated Aug 27, 2020 [Download CSV](#)

**Hospitals**

**Medicare Spending Per Beneficiary - National**  
The Medicare Spending Per Beneficiary (MSPB) Measure shows whether Medicare spends more, less, or about the same for an episode of care (episode) at a specific hospital compared to all hospitals nationally. An MSPB episode includes Medicare.  
Last updated Aug 27, 2020 [Download CSV](#)

**Hospitals**

**Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS) survey for ambulatory surgical centers - Facility**  
A list of ambulatory surgical center ratings for the Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS) survey. The data are updated and reported each quarter with data from the...  
Last updated Oct 29, 2020 [Download CSV](#)

**Sort by**

**Topics**

- Dialysis facilities (0)
- Doctors and clinicians (0)
- Home health services (0)
- Hospice care (0)
- Hospitals (73)
- Inpatient rehabilitation facilities (0)
- Long-term care hospitals (0)
- Nursing homes including rehab services (0)
- Physician office visit costs (0)
- Supplier directory (0)

**Tags**

- 6 Decimal (2)
- 6 Digit (1)
- ACS (1)
- ACoS (1)

- Users are able to download the dataset easily into CSV. By selecting the dataset's title, the user is directed to the specific dataset page where the publicly displayed data on the Dataset explorer can be viewed.

**Medicare Spending Per Beneficiary - Hospital Additional Decimal Places**

The Medicare Spending Per Beneficiary (MSPB) Measure shows whether Medicare spends more, less, or about the same for an episode of care (episode) at a specific hospital compared to all hospitals nationally. An MSPB episode includes Medicare Part A and Part B payments for services provided by hospitals and other healthcare providers the 3 days prior to, during, and 30 days following a patient's inpatient stay. This measure evaluates hospitals' costs compared to the costs of the national median (or midpoint) hospital. This measure takes into account important factors like patient age and health status (risk adjustment) and geographic payment differences (payment-standardization). The data displayed here are identical to the data displayed in the Medicare Spending per Beneficiary file, except that this file displays hospitals measure values out to six decimal places instead of two decimal places.

Last updated Aug 27, 2020

**Dataset explorer**

1 - 20 of 3143 rows

Rows per page: 20

Display density: [Icon] [Icon] [Icon] [Manage columns](#) [Icon]

Facility ID	Measure ID	Value	Footnote	Start Date	End Date
<input type="text" value="Search 20 recon"/>	<input type="text" value="Search 20 recon"/>	<input type="text" value="Search 20 recon"/>	<input type="text" value="Search 20 recon"/>	<input type="text" value="Search 20 recon"/>	<input type="text" value="Search 20 recon"/>
010001	MSPB-1	1.010099		01/01/2018	12/31/2018
010005	MSPB-1	1.012720		01/01/2018	12/31/2018

**Hospitals** [View topic details >](#)

**Downloads**

**DATASET**

[Download this dataset CSV](#)

**DATA DICTIONARIES**

[HospitalCompare-DataDic... PDF](#)

**Tags**

- Hospital Compare
- Medicare Spending by Claim
- MSPB
- Hospital
- Facility
- Six Decimal

- On the view topic details page, users are able to view and download archived dataset data as well as gather additional information and background regarding the data.

## Hospital Inpatient Prospective Payment System (IPPS)

Section 1886(d) of the Social Security Act sets forth a system of payment for the operating costs of acute care hospital inpatient stays under Medicare Part A (hospital insurance) based on prospectively set rates. Section 1886(g) of the Social Security Act requires the Secretary to pay for the capital-related costs of inpatient hospital services under the inpatient prospective payment system (IPPS). Under the IPPS, Medicare payment for hospital inpatient operating and capital-related costs is made at predetermined, specific rates for each hospital discharge. Discharges are classified according to a list of Medicare Severity Diagnosis-Related Groups (MS-DRGs). Hospitals paid under the IPPS are subject to a one-fourth reduction of the annual payment update (APU) if Hospital IQR Program requirements are not met for each fiscal year. Hospitals not paid under the IPPS that voluntarily submit data for one or more measures may choose to have any or all of the information displayed on *Care Compare*.

### Preview Period

Prior to the public display of data on *Care Compare*, hospitals are given the opportunity to preview their data during a 30-day preview period. The data anticipated for the release can be accessed via Hospital Quality Reporting *page on QualityNet* at <https://hqr.cms.gov/hqrng/login>.

# Public Reporting Preview User Interface (UI)

The Preview UI was developed to allow providers increased flexibility in reviewing their data. The format of the site was designed to be similar to *Care Compare*.

Users must have a HARP account order to access the user interface. If you do NOT have a HARP account please sign in to the Hospital Quality Reporting on <https://qualitynet.cms.gov/> to create one.

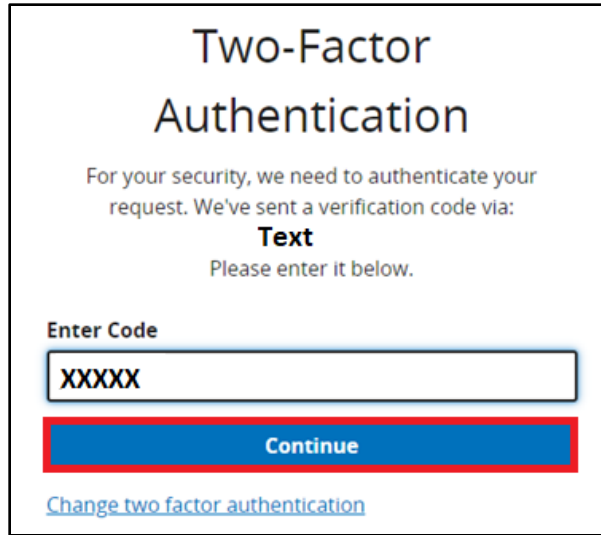
Follow the instructions below to access the UI:

1. Access the Hospital Quality Reporting page for *QualityNet* at <https://hqr.cms.gov/hqrng/login>.
2. Enter your HARP User ID and Password. Then, select **Login**.



The screenshot shows the 'HARP Sign In' page. At the top left, it says 'CMS.gov | QualityNet'. Below that is a dark blue header with 'Hospital Quality Reporting' in white. The main content area is white and contains the following elements: the title 'HARP Sign In', the instruction 'Enter your user ID and password to login.', a yellow warning box with a triangle icon stating 'If you do NOT have a HARP account please sign in to the Hospital Quality Reporting on <https://www.qualitynet.org> to create one.', a 'User ID' label above a text input field containing 'XXXXXXXX', a 'Password' label above a text input field containing '\*\*\*\*\*', and a blue 'Login' button with a triangle icon.

3. You will be directed to the **Two-Factor Authorization page**. Select the device you would like to verify via **Text** or **Email**. Select **Continue**.
4. Once you receive the code via **Text** or **Email**, enter it. Select **Continue**.



**Two-Factor Authentication**

For your security, we need to authenticate your request. We've sent a verification code via:

**Text**

Please enter it below.

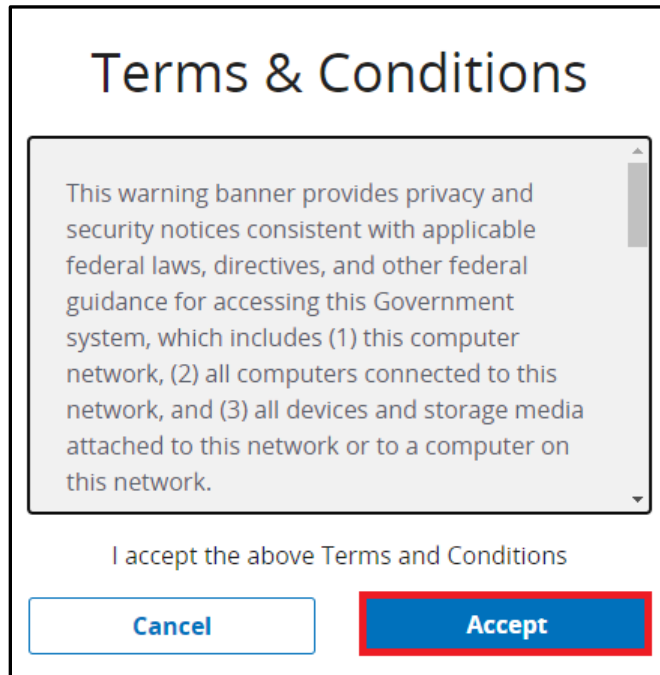
Enter Code

XXXXXX

**Continue**

[Change two factor authentication](#)

5. Read the Terms and Conditions statement. Select **Accept** to proceed. You will be directed to the **My Tasks** page. **Note:** If **Cancel** is selected, the program closes.



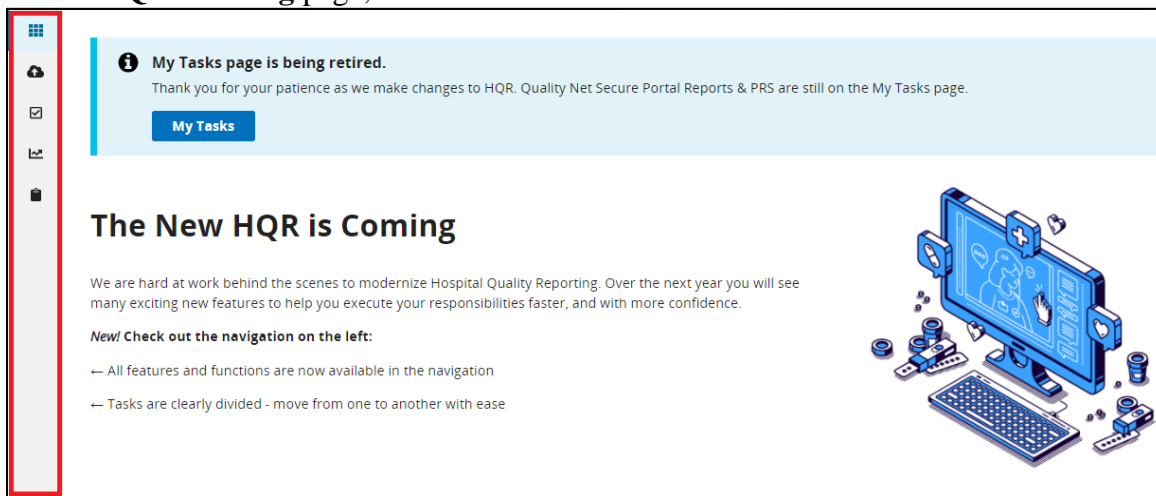
**Terms & Conditions**

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

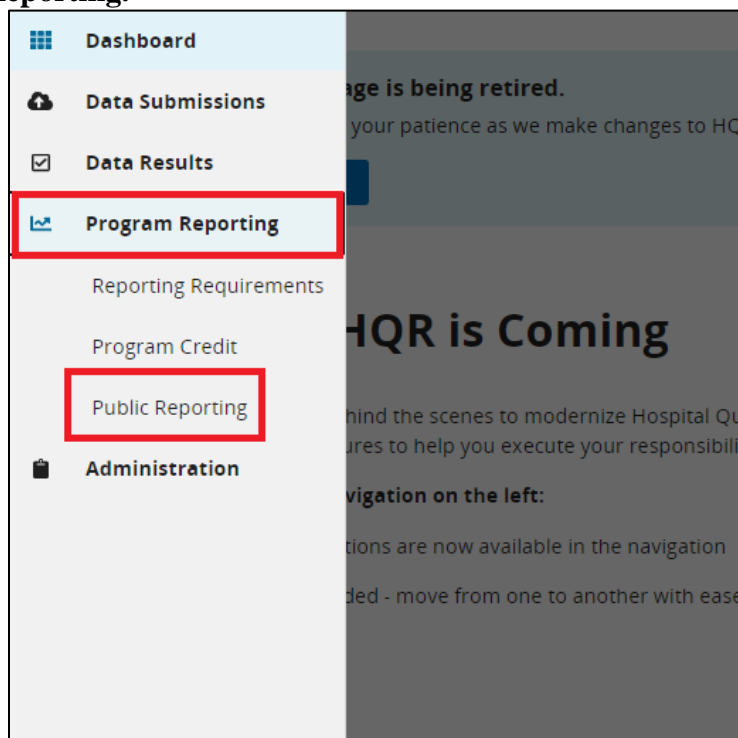
I accept the above Terms and Conditions

**Cancel** **Accept**

- On the **HQR Landing** page, hover over the Lock Menu on the left side.



- Select **Program Reporting**.



- From the drop-down menu, select **Public Reporting**.
- The page will refresh, and the data will be available to preview.
- Your provider name and CMS Certification Number (CCN) will appear at the top of the Preview UI. The **Change Organization Button** is available to users with roles associated with multiple facilities to see a different provider's data.
- There are two tabs: Measure Data and Star Rating.
- Within the Preview UI, users will be able to easily view their data. This page is an interactive analogue to the traditional PDFs. On this page, users can view measures associated by Measure Group, search the entire page for individual measures, dynamically filter through data, and export measure data. The exported measure data will be in PDF format for a user-friendly printed report. Data will be retained following the 30-day preview for future reference.



The screenshot shows a user interface for exporting data. At the top left, there is a blue button labeled 'Export Data'. Below this is a dark blue filter bar containing four input fields: 'Search' (a text input), 'Release' (a dropdown menu), 'Level' (a dropdown menu with 'Select' as the current value), and 'Performance' (a dropdown menu with 'Select' as the current value). To the right of these fields is a white button labeled 'Clear Filters'. Below the filter bar are two expandable sections: '+ Survey of Patients' Experience' and '- Timely and Effective Care'.

**Export Data** - Users will be able to export measure data into a PDF format for a user-friendly printed report.

**Search** - Enter specific measures into this field and the table will dynamically filter for the appropriate content.

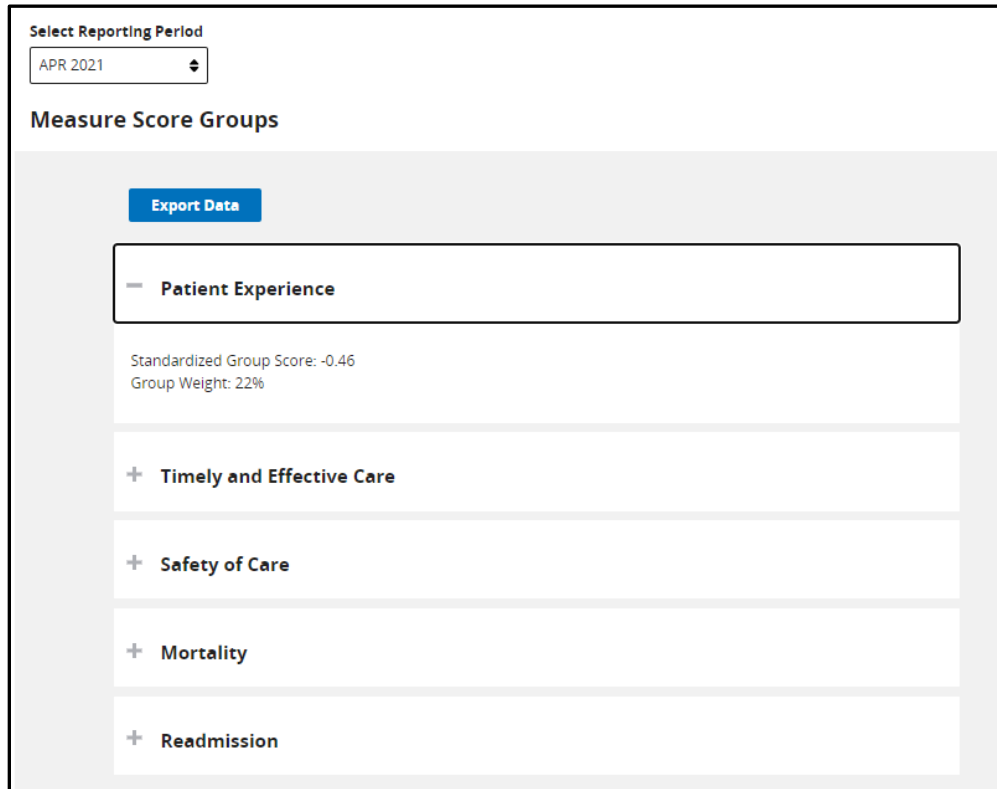
**Filtering** - Users will be able to filter their benchmark data in the following ways:

- Release - Select the release data to be viewed.
- Level - Filter whether your facility's data will be compared to the "State" or "National" average during filtering. This functionality is disabled and will be activated in a future release.
- Performance - Filter your facility's data for being "Above," "Below," or the "Same" as previous Level selections. This functionality is disabled and will be activated in a future release.

# Public Reporting Data Details

## Star Rating Tab

The Star Rating tab displays the Overall Hospital Quality Star Ratings (Overall Star Ratings), facility details (i.e., hospital characteristics), summary score and standardized measure group scores for April 2021. Each group accordion displays the performance for the group and expands to provide additional information.



The Mortality, Safety of Care and Readmission group score accordions expand to display the hospital’s standardized group score, group weight, number of measures scored, and number of measures better, same or worse within the group. Patient Experience group score accordion expands to display the hospital’s standardized group score and group weight only. Timely & Effective Care group score accordion expands to display the hospital’s standardized group score, group weight and number of measures scored.

Additional information at the bottom of the Star Ratings tab includes a link to additional information and resources on the *QualityNet* Overall Hospital [Quality Star Ratings web page](#).

The Overall Star Ratings summarize hospital quality data on the Care Compare website. These ratings reflect measures across five aspects of quality: mortality, safety of care, readmission, patient experience, and timely and effective care. The Overall Star Rating methodology is a scientifically rigorous and valid process to summarize the quality information available. The new 2021 methodology was finalized in December 2020 in the [Calendar Year \(CY\) 2021 OPPS/ASC](#)

[Payment System final rule \(CMS-1736-F\)](#). The Overall Star Rating supplements, rather than replaces, the information on Care Compare.

CMS usually updates the Overall Star Ratings on an annual basis during the January Compare tool on Medicare.gov release. The Overall Star Ratings in the April, July and October releases generally maintain the same rating from the January release, unless otherwise noted.

Hospitals receive an Overall Star Rating (i.e., 1, 2, 3, 4, or 5 stars). The tab contains supplemental information for hospitals to better understand the Overall Star Rating calculations, which include: a summary score (i.e., the weighted average of a hospital's available group scores), the hospital's standardized group scores, the number of measures in the hospital's group score calculation, and the weighting of each group that contributed to the summary score.

Please refer to the Overall Hospital Quality Star Ratings methodology resources on the Overall Star Ratings Resources page at this [link](#).

## Overall Hospital Quality Star Rating Details

The April 2021 Star Ratings were calculated using the measure data from the October 2020 update of Care Compare to allow hospitals more time to preview results prior to publicly releasing Star Ratings.

- **Your Hospital's Overall Star Rating** – 1, 2, 3, 4, or 5 stars. Hospitals that report at least three measures within three measure groups, one of which must specifically be Mortality or Safety of Care, are eligible for an Overall Star Rating. Not all hospitals report all measures. Therefore, some hospitals may not be eligible.
- **Your Hospital's Summary Score** – The weighted average of the hospital's group scores. This score is generally recalculated annually in January releases and is not recalculated for the April, July and October releases, unless otherwise stated.
- **Measure Groups** – Hospital quality is represented by several dimensions, including clinical care processes, initiatives focused on care transitions, and patient experiences. The Overall Star Rating includes five groups:
  - Mortality
  - Safety of care
  - Readmission
  - Patient experience
  - Timely and Effective care
- **Number of Measures** – The number of measures used to calculate the hospital's group scores is based on the data the hospital reported.
- **Number of Measure compared to National Average** – The number of measures better, same or worse the the national average within the measure group.

The Overall Star Rating aims to be as inclusive as possible of measures displayed on Care Compare; however, the following types of measures will not be incorporated in the Overall Star Rating:

- Measures suspended, retired, or delayed from public reporting
- Measures with no more than 100 hospitals reporting performance publicly
- Structural measures
- Non-directional measures (i.e., unclear whether a higher or lower score is better)

- Duplicative measures (e.g., individual measures that make up a composite measure that is already reported or measures that are identical to another measure)

The tables below include a full list of the measures included in each group that, if reported by the hospital, were used in calculating the Overall Star Rating for April 2021.

### Mortality (N=7)

Measure	Description
MORT-30-AMI	Acute Myocardial Infarction (AMI) 30-Day Mortality Rate
MORT-30-CABG	Coronary Artery Bypass Graft (CABG) 30-Day Mortality Rate
MORT-30-COPD	Chronic Obstructive Pulmonary Disease (COPD) 30-Day Mortality Rate
MORT-30-HF	Heart Failure (HF) 30-Day Mortality Rate
MORT-30-PN	Pneumonia (PN) 30-Day Mortality Rate
MORT-30-STK	Acute Ischemic Stroke (STK) 30-Day Mortality Rate
PSI 4 SURG-COMP	Death Among Surgical Inpatients with Serious Treatable Complications

### Safety of Care (N=8)

Measure	Description
HAI-1	Central Line-associated Bloodstream Infection (CLABSI)
HAI-2	Catheter-Associated Urinary Tract Infection (CAUTI)
HAI-3	Surgical Site Infection from colon surgery (SSI-colon)
HAI-4	Surgical Site Infection from abdominal hysterectomy (SSI-abdominal hysterectomy)
HAI-5	Methicillin-Resistant Staphylococcus aureus (MRSA) Bacteremia
HAI-6	Clostridium Difficile (C. difficile)
COMP-HIP-KNEE	Hospital-Level Risk-Standardized Complication Rate (RSCR) Following Elective Primary Total Hip Arthroplasty (THA) and/or Total Knee Arthroplasty (TKA)
PSI-90 Safety	Patient Safety and Adverse Events Composite

### Readmission (N=11)

Measure	Description
READM-30-CABG	Coronary Artery Bypass Graft (CABG) 30-Day Readmission Rate
READM-30-COPD	Chronic Obstructive Pulmonary Disease (COPD) 30-Day Readmission Rate
READM-30-HIP-KNEE	Hospital-Level 30-Day All-Cause Risk-Standardized Readmission Rate (RSRR) Following Elective Total Hip Arthroplasty (THA)/Total Knee Arthroplasty (TKA)
READM-30-HOSP-WIDE	Hospital-Wide All-Cause Unplanned Readmission (HWR)
EDAC-30-PN	Excess Days in Acute Care (EDAC) after hospitalization for Pneumonia (PN)
EDAC-30-AMI	Excess Days in Acute Care (EDAC) after hospitalization for Acute Myocardial Infarction (AMI)
EDAC-30-HF	Excess Days in Acute Care (EDAC) after hospitalization for Heart Failure (HF)
OP-32	Facility 7-Day Risk Standardized Hospital Visit Rate after Outpatient Colonoscopy
OP-35 ADM	Admissions Visits for Patients Receiving Outpatient Chemotherapy
OP-35 ED	Emergency Department (ED) Visits for Patients Receiving Outpatient Chemotherapy
OP-36	Hospital Visits after Hospital Outpatient Surgery

### Patient Experience (N=8)

Measure	Description
H-COMP-1	Communication with Nurses (Q1, Q2, Q3)
H-COMP-2	Communication with Doctors (Q5, Q6, Q7)
H-COMP-3	Responsiveness of Hospital Staff (Q4, Q11)
H-COMP-5	Communication About Medicines (Q16, Q17)
H-COMP-6	Discharge Information (Q19, Q20)
H-COMP-7	Care Transition (Q23, Q24, Q25)
H-CLEAN-HSP/H-QUIET-HSP	Cleanliness of Hospital Environment (Q8) & Quietness of Hospital Environment (Q9)

Measure	Description
H-HSP-RATING/H-RECMND	Hospital Rating (Q21) & Recommend the Hospital (Q22)

**Timely & Effective Care (N=15)**

Measure	Description
ED-2b	Admit Decision Time to ED Departure Time for Admitted Patients
IMM-3	Healthcare Personnel (HCP) Influenza Vaccination
OP-10	Abdomen Computed Tomography (CT) Use of Contrast Material
OP-13	Cardiac Imaging for Preoperative Risk Assessment for Non-Cardiac Low-Risk Surgery
OP-18b	Median Time from ED Arrival to ED Departure for Discharged ED Patients
OP-2*	Fibrinolytic Therapy Received Within 30 Minutes of ED Arrival
OP-22	ED-Patient Left Without Being Seen
OP-23	ED-Head CT or MRI Scan Results for Acute Ischemic Stroke or Hemorrhagic Stroke Who Received Head CT or MRI Scan Interpretation Within 45 Minutes of Arrival
OP-29	Endoscopy/Polyp Surveillance: Appropriate Follow-Up Interval for Normal Colonoscopy in Average Risk Patients
OP-30	Endoscopy/Polyp Surveillance: Colonoscopy Interval for Patients with a History of Adenomatous Polyps – Avoidance of Inappropriate Use
OP-33	External Beam Radiotherapy
OP-3b	Median Time to Transfer to Another Facility for Acute Coronary Intervention
OP-8	MRI Lumbar Spine for Low Back Pain
PC-01	Elective Delivery Prior to 39 Completed Weeks Gestation: Percentage of Babies Electively Delivered Prior to 39 Completed Weeks Gestation
SEP-1	Sepsis

\*Measure were removed from Star Rating calculation due to too few hospitals reporting.

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Measures with less than 100 hospitals reporting are not included in the Overall Hospital Quality Star Ratings calculation. A complete list of the measures that will be individually reported, including the measures excluded from the Overall Hospital Quality Star Ratings, is available on [QualityNet](#).

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The new 2021 methodology uses a simple average of measure scores to calculate measure group scores and Z-score standardization to standardize measure group scores for the following measure groups:

- Mortality
- Safety of Care
- Readmission
- Patient Experience
- Timely & Effective Care

After estimating the group score for each hospital and each group, CMS calculates a weighted average to combine the five group scores into a single hospital summary score. If a hospital is missing a measure category or group, the weights are redistributed proportionally amongst the qualifying measure categories or groups.

After summary score calculation, hospitals are assigned to one of three peer groups based on the number of measure groups for which they report at least three measures; three measure groups, four measure groups, or five measure groups.

Finally, hospitals are assigned to star ratings within each peer group using k-means clustering so that summary scores in one star rating category are more similar to each other and more different than summary scores in other star rating categories.

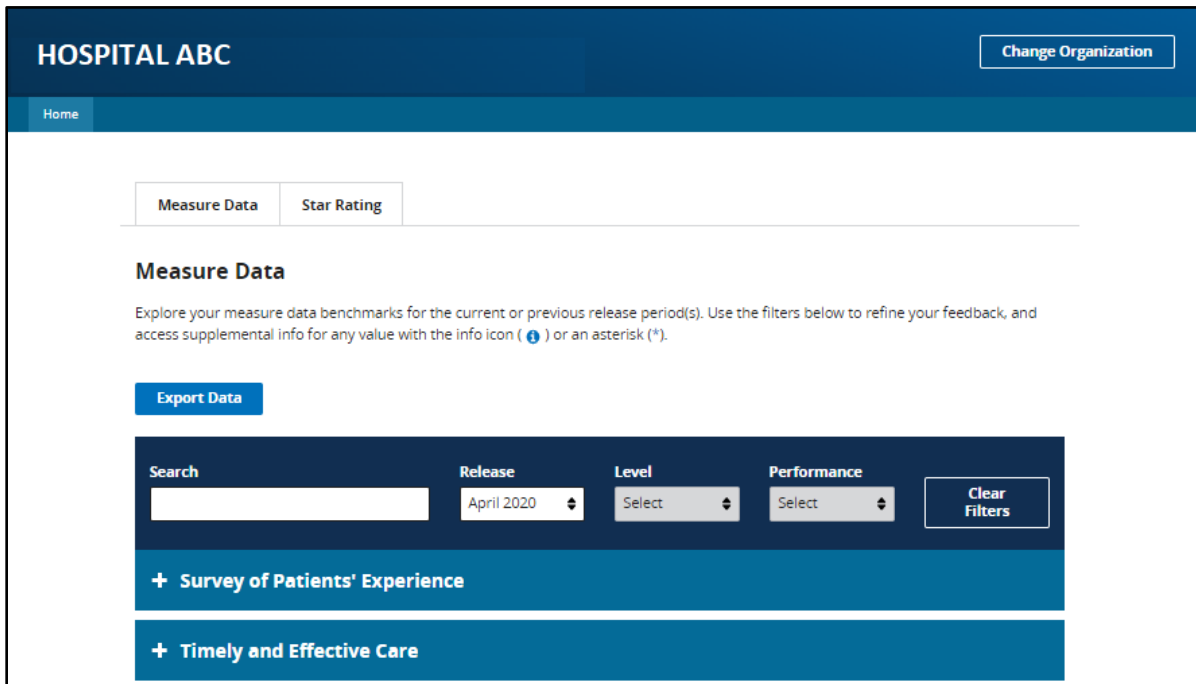
### Overall Hospital Quality Star Rating Hospital-Specific Reports (HSRs)

The Overall Hospital Quality Star Rating HSR contains hospital-specific Overall Star Rating and national results, hospital-specific measure group score results and weights, hospital-specific measure score results, and hospital-specific peer grouping for the reporting period. Hospitals are encouraged to review their April 2021 Overall Hospital Quality Star Rating HSRs along with the October 2020 Hospital Inpatient and Outpatient Quality Reporting Program Preview data.



These HSRs are provided when the Overall Hospital Star Rating is recalculated annually.


## Measure Data Tab

The **Measure Data** tab will display accordions and measures based on the *QualityNet* access of the user. If the user has access to inpatient and outpatient data, then the measures for both programs will display for review.



The accordions are labeled similarly to the sections on Care Compare and can be expanded by selecting the (+) to the left of the title. Selecting the (-) will collapse the table. Once the accordion is expanded, the measures and data will display.

— Complications & Deaths				
30 Day Death Rates				
	Eligible Discharges	Facility Rate	National Rate	National Compare
 MORT-30-AMI	175	12.6%*	12.9%*	SAME
 MORT-30-HF	370	8.5%*	11.5%*	BETTER
 MORT-30-PN	308	13.9%*	15.6%*	SAME
 MORT-30-STK	200	14.2%*	13.8%*	SAME
 MORT-30-COPD	244	7%*	8.5%*	SAME
 MORT-30-CABG	31	4.4%*	3.1%*	SAME

Select the info icon (  ) to the left of the measure ID to display the full measures description in a modal.

[Close](#)


### SEP-1: Details

**Description:**  
Severe Sepsis and Septic Shock

**Reporting Period:**  
Q1 (2018) - Q4 (2018)

[Cancel](#)

Data display with an asterisk (\*). Selecting the data value by the asterisk will reveal a modal with additional details about the data (e.g., a footnote).

Sepsis	
	Facility Rate
 SEP-1	83%*

[Close](#)

### SEP-1 Facility Rate: Details

**Footnote(s):**  
(2) - Data submitted were based on a sample of cases/patients.

[Cancel](#)

To view the state information, select the **State** data next to the asterisk. To view the national information, select the **National** data next to the asterisk.

Sepsis					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
SEP-1	41%*	88*	68%*	60%*	82%

Within the Preview UI, facilities have the ability to filter. In the below scenario, the filters for Release, State level, and Better performance are selected. The accordions will then appear, and facilities can see which measures meet these requirements. The system compares the State Rate to the Facility Rate and reflects those measures where the Facility Rate is better than the State Rate. The same functionality is available to compare the national-level data.

Search

Release

Level

Performance

Clear Filters

January 2020

Select

Select

+ Survey of Patients' Experience

- Timely and Effective Care

**Sepsis**

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
SEP-1	45%*	67*	67%	58%	80%
SEV-SEP-3HR	70%*	20*	83%	79%	96%

## Data Details

### Hospital Characteristics

The Preview UI displays your hospital CCN and name above the hospital characteristics. Hospital characteristics include your hospital’s address, city, state, ZIP Code, phone number, county, type of facility, type of ownership, and emergency service provided status.

Type of ownership is publicly available only in the downloadable database on PDC.

If the displayed hospital characteristics are incorrect, your hospital should contact your state Certification and Survey Provider Enhanced Reports (CASPER) agency coordinator to correct the information. The state CASPER contact list is available from: <https://data.cms.gov/provider-data/dataset/su86-ag6b>. If your hospital’s state CASPER agency is unable to make the needed change, your hospital should contact its [CMS regional office](#).

### Rounding Rules

All percentage and median time calculations (provider, state, and national) are rounded to the nearest whole number using the following rounding logic, unless otherwise stated:

- Above [x.5], round up to the nearest whole number.
- Below [x.5], round down to the nearest whole number.



- Exactly [x.5] and “x” is an even number, round down to the nearest whole, even number. (Rounding to the even number is a statistically accepted methodology.)
- Exactly [x.5] and “x” is an odd number, round up to the nearest whole, even number. (Rounding to the even number is a statistically accepted methodology.)

## Accordions

### +Survey of Patients’ Experience

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

#### Patient Experience Data (HCAHPS)

All IPPS hospitals must continuously collect and submit HCAHPS data in order to qualify for the full annual payment update. All participating hospitals receive a preview and non-IPPS hospitals have the option of withholding HCAHPS results from being publicly reported on Care Compare. The HCAHPS measure data are updated quarterly.

**Note:** CMS will not use data reflecting services provided January 1, 2020–June 30, 2020 (Q1 and Q2 2020) in its calculations for the Medicare quality reporting. For more information please refer to this [Listserve](#).

Hospitals participating in the Hospital IQR Program may not withhold HCAHPS results.

The HCAHPS Survey data contain survey results from four quarters of data, which display as aggregate results. Each hospital’s aggregate results are compared to state and national averages. Also, the preview data contain each hospital’s number of completed surveys and survey response rate for the reporting period.

#### HCAHPS Star Ratings

HCAHPS Star Ratings are based on the quarters of survey data in the preview. Hospitals will receive an HCAHPS Star Rating (1, 2, 3, 4, or 5 stars) for each of the 10 HCAHPS measures plus the HCAHPS Summary Star Rating, which is a single summary of all the HCAHPS Star Ratings. The Preview data also contain the linear mean scores that are used in the calculation of the HCAHPS Star Ratings. For additional information on HCAHPS Star Ratings and linear mean scores, please see the HCAHPS Star Ratings section on the official HCAHPS website, <http://www.hcahponline.org>.

**Note:** Beginning with October 2020 public reporting, Composite 4 (Pain Communication) and the two associated individual questions (Q13 and Q14) was removed from the Public Reporting Preview UI.

**Note:** Although Composite 4 was removed, the numbering of the composites has remained the same. However, the removal from the HCAHPS Survey of the questions that comprised Composite 4 (Pain Communication) caused the subsequent questions to be re-numbered. In this Help Guide we provide both the original question numbers and the new numbers.

HCAHPS Composites, Individual Items, Global Items, and individual questions in the accordion include:

- HCAHPS Composites
  - Composite 1 – Communication with Nurses (Question Q1, Q2, Q3)
    - Q1 – Nurse Courtesy & Respect

- Q2 – Nurse Listen
- Q3 – Nurse Explain
  
- Composite 2 – Communication with Doctors (Q5, Q6, Q7)
  - Q5 – Doctor Courtesy & Respect
  - Q6 – Doctor Listen
  - Q7 – Doctor Explain
- Composite 3 – Responsiveness of Hospital Staff (Q4, Q11)
  - Q4 – Call Button
  - Q11 – Bathroom Help
- Composite 5 – Communication about Medicines (Q16, Q17; Q13, Q14 **on surveys after October 2019**)
  - Q16 (Q13) – Medicine Explain
  - Q17 (Q14) – Side Effects
- Hospital Environment Items
  - Cleanliness of Hospital Environment (Q8)
  - Quietness of Hospital Environment (Q9)
- Discharge Information Composite
  - Composite 6 – Discharge Information (Q19, Q20; Q16, Q17 **on surveys after October 2019**)
    - Q19 (Q16) – Help After Discharge
    - Q20 (Q17) – Symptoms
- Care Transition Composite
  - Composite 7 – Care Transition (Q23, Q24, Q25; Q20, Q21, Q22 **on surveys after October 2019**)
    - Q23 (Q20) – Preferences
    - Q24 (Q21) – Understanding
    - Q25 (Q22) – Medicine Purpose

The HCAHPS Global Items include:

- Hospital Rating (Q21; Q18 **on surveys after October 2019**)
- Recommend this Hospital (Q22; Q19 **on surveys after October 2019**)

Hospitals must have at least 100 completed surveys in order to receive HCAHPS Star Ratings.

- HCAHPS Star Ratings are provided for each of the six composite measures, two environment items, and two global items.
- Whole stars (1, 2, 3, 4, or 5) are assigned to each of the 10 HCAHPS measures, plus the HCAHPS Summary Star Rating.

**Linear Mean Scores:** HCAHPS linear mean scores are provided for each of the six composite measures, two environment items, and two global items. The scores are available in the downloadable database on [PDC](#).

Survey of Patients' Experience			
<p>Attention: Individual question scores appear only in the Preview Report and downloadable databases. Individual question scores are presented for informational purposes only; they are not official HCAHPS measures. A simple average of the individual questions that comprises a composite measure may not always match the composite score.</p> <p>HCAHPS individual question scores based on fewer than 50 completed surveys will not be reported in the downloadable database.</p>			
HCAHPS Summary Star Rating			Q4 (2017) - Q3 (2018)
★★★★★			
Completed Surveys			1,164
Survey Response Rate			30%
<p>More Stars are better.</p> <p>*For more information on HCAHPS Star Ratings and Linear Scores, please see <a href="http://www.hcahpsonline.org">www.hcahpsonline.org</a></p> <p>**When HCAHPS scores are based on fewer than 25 completed surveys, scores WILL NOT be reported on Hospital Compare.</p>			
Communication with Nurses			Q4 (2017) - Q3 (2018)
★★★★★ Linear Score (1 - 100): 94			
Composite (Q1 - Q3)	Facility	State	National
Always	84%	76%	80%
Usually	14%	17%	16%
Sometimes/Never	2%	7%	4%
Nurse Courtesy & Respect (Q1)	Facility	State	National
Always	91%	83%	87%
Usually	8%	13%	10%
Sometimes/Never	1%	4%	3%

## State and National Average Rates

State and national un-weighted average rates for each HCAHPS measure are calculated based on all data available in the HCAHPS Data Warehouse. State and national averages are not reported for the HCAHPS Star Ratings. The state and national averages include data from Department of Defense (DoD) hospitals and Veterans Health Administration (VHA) hospitals.

## HCAHPS Individual Question Scores

Scores for the 15 individual questions on the HCAHPS Survey that are used to form the six HCAHPS composite measures will be included in the Public Reporting Preview UI.

**Note:** The removal of the questions that comprised Composite 4 (Pain Communication) from the HCAHPS Survey caused the subsequent questions to be re-numbered. In this Help Guide we provide both the original question numbers and the new numbers used on surveys after October 2019.

- Hospitals must have at least 50 completed surveys for individual question scores to be shown in the downloadable database
- HCAHPS individual question scores will NOT be reported on Care Compare
- The following individual question scores are included in the Preview UI and downloadable database:
  - Q1 – Nurse Courtesy & Respect
  - Q2 – Nurse Listen
  - Q3 – Nurse Explain
  - Q4 – Call Button
  - Q5 – Doctor Courtesy & Respect
  - Q6 – Doctor Listen
  - Q7 – Doctor Explain
  - Q11 – Bathroom Help
  - Q16 – Medicine Explain (Q13 on surveys after October 2019)
  - Q17 – Side Effects (Q14 on surveys after October 2019)
  - Q19 – Help After Discharge (Q16 on surveys after October 2019)
  - Q20 – Symptoms (Q17 on surveys after October 2019)
  - Q23 – Preferences (Q20 on surveys after October 2019)

- Q24 – Understanding (Q21 on surveys after October 2019)
- Q25 – Medicine Purpose (Q22 on surveys after October 2019)

Please note: HCAHPS individual question scores are presented for informational purposes only. They are not official HCAHPS measures. A simple average of the individual questions that comprise a composite measure may not match the composite score due to rounding, item weighting, and patient-mix adjustment.

### +Timely and Effective Care

Sepsis (SEP-1, SEV-SEP-3HR, SEV-SEP-6HR, SEP-SH-3HR, SEP-SH-6HR)

Healthcare Personnel Influenza Vaccination (IMM-3)

Perinatal Care (PC-01)

The measures contain up to four quarters of data and display as an aggregate rate.

**Note:** CMS will not use data reflecting services provided January 1, 2020–June 30, 2020 (Q1 and Q2 2020) in its calculations for the Medicare quality reporting. For more information please refer to this [Listserve](#).

In addition to the Severe Sepsis and Septic Shock (Sepsis [SEP-1]) measure, three-hour and six-hour bundles are displayed for Severe Sepsis and for Septic Shock. The data in the bundles match the reporting quarters of the overall SEP-1 measure. The bundles are included in the timely and effective care downloadable databases available on [PDC](#) and facility-level preview reports that began being reported with the January 2020 release.

Data displayed are for a full influenza season, quarter four through quarter one of the following year. IMM-3 reflects the same time period but is updated with data from the Centers for Disease Control and Prevention (CDC) for public reporting each year during the Care Compare October release

SEP-1, SEV-SEP-3HR, SEV-SEP-6HR, SEP-SH-3HR, SEP-SH-6HR, and PC-01 display the following data:

- Facility Rate
- Number of Patients
- State Rate
- National Rate
- Top 10%

Sepsis					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
SEP-1	45%*	67*	67%	58%	80%
SEV-SEP-3HR	70%*	20*	83%	79%	96%
SEV-SEP-6HR	60%*	10*	91%	88%	100%
SEP-SH-3HR	90%*	10*	89%	85%	100%
SEP-SH-6HR	N/A*	0*	77%	68%	100%
Emergency Department Care					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
ED-2b	187 minutes*	657*	105 minutes*	102 minutes*	30 minutes
Perinatal Care					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
PC-01	4%*	85*	1%*	2%	5%

Denominators greater than zero and less than 11 will display on the Preview UI but will not be reported on Care Compare.

The state and national rates are calculated based on the data in the CMS Clinical Data Warehouse, regardless of whether your hospital elected to opt-out of publicly reporting data on Care Compare.

### State Rate

The state performance rate is derived by summing the numerators for all cases in the state divided by the sum of the denominators in the state.

### National Rate

The national performance rate is derived by summing the numerators for all cases in the nation divided by the sum of the denominators in the nation.

### Top 10%

The 90th percentile is calculated for each measure using the un-weighted average or median for each eligible hospital and identifying the top 10% of hospitals.

### Healthcare Personnel Influenza Vaccination

IMM-3 includes the number of healthcare workers contributing towards successful influenza vaccination adherence within the displayed time frame, (October 1 through March 31) regardless of clinical responsibility or patient contact.

The Influenza Vaccination Adherence Percentage is calculated as the total number of healthcare workers contributing to successful influenza vaccination adherence (i.e., the number of healthcare workers who were vaccinated at the facility or provided written documentation of vaccination elsewhere) divided by the total number of healthcare workers among whom influenza vaccination is measured per the CDC’s National Healthcare Safety Network (NHSN) protocol. IMM-3 displays the following data:

- Facility’s Adherence Rate
- State Adherence Rate
- National Adherence Rate

Healthcare Personnel Influenza Vaccination			
	Facility's Adherence Rate	State Adherence Rate	National Adherence Rate
<b>IMM-3</b>	97%	81%	90%

### Facility's Adherence Rate

Facility's Adherence Rate is calculated as the total number of healthcare workers in your hospital contributing to successful vaccination adherence divided by the total number of healthcare workers in your hospital among whom influenza vaccination is measured per NHSN protocol.

### State Adherence Rate

State Adherence Rate is calculated as the total number of healthcare workers in the state contributing to successful vaccination adherence divided by the total number of healthcare workers in the state among whom influenza vaccination is measured per NHSN protocol.

### National Adherence Rate

National Adherence Rate is calculated as the total number of healthcare workers in the nation contributing to successful vaccination adherence divided by the total number of healthcare workers in the nation among whom influenza vaccination is measured per NHSN protocol.

+Complications & Deaths
30 Day Death Rates (MORT-30-AMI, MORT-30-HF, MORT-30-PN, MORT-30-STK, MORT-30-COPD, MORT-30-CABG)
CMS Patient Safety Indicators (PSI-3, PSI-4, PSI-6, PSI-8, PSI-9, PSI-10, PSI-11, PSI-12, PSI-13, PSI-14, PSI-15, PSI-90)
Infections (HAI-1, HAI-2, HAI-3, HAI-4, HAI-5, HAI-6)
Surgical Complications (Comp-HIP-KNEE)

The 30-Day Death Rate measures, also referred to as the 30-Day Risk-Standardized Mortality measures, are typically updated annually during the July Care Compare release.

Hospitals are not required to submit these data because CMS calculates the measures from claims and enrollment data.

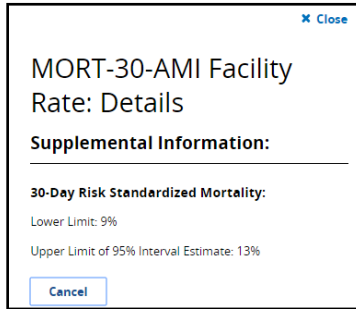
- Hospitals with fewer than 25 eligible cases for the mortality measures are assigned to a separate category described as “the number of cases is too small (fewer than 25) to reliably tell how well the hospital is performing” and are included in the measure calculation but will not be reported on Care Compare.

30 Day Death Rate measures display the following data:

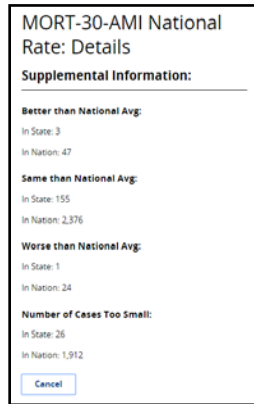
- Eligible [Medicare] Discharges
- Facility Rate
- National Rate
- National Compare

30 Day Death Rates				
	Eligible Discharges	Facility Rate	National Rate	National Compare
<b>MORT-30-AMI</b>	529	10.9% <sup>*</sup>	13.2% <sup>*</sup>	BETTER

Additional details, including your hospital’s Risk-Standardized Mortality Rate (RSMR) and 95% Interval Estimates, can be found by selecting the data next to the asterisk in the Facility Rate column.



State rates do not display for the Mortality measures. However, for each of the measures the national observed result and the number of hospitals in the state and the nation whose performance was categorized as Better, No Different, or Worse than the National Rate can be found by selecting the data next to the asterisk in the National Rate column in the accordion.



The Hospital-Specific Reports (HSRs) distributed to hospitals QualityNet provide the average state risk-standardized outcome rates and national-observed (unadjusted) rates for all of the mortality and readmission measures. The state and national averages include data from VHA hospitals for the following measures:

- MORT-30-AMI
- MORT-30-HF
- MORT-30-PN
- READM-30-AMI
- READM-30-HF
- READM-30-PN
- MORT-30-COPD
- READM-30-COPD
- READM-30-HOSPWIDE

**CMS Patient Safety Indicators (PSIs)**

The following are the CMS PSI measures reported on Care Compare:

- PSI-4 Rate of Death Among Surgical Inpatients with Serious Treatable Complications
- PSI-90 Patient Safety and Adverse Events Composite (CMS PSI-90 measure)

The following indicators are individual components of the CMS PSI-90 measure and are included in the accordion; however, these indicators will only display in the downloadable database on [PDC](#):

- PSI-3 Pressure Ulcer Rate
- PSI-6 Iatrogenic Pneumothorax Rate
- PSI-8 In-Hospital Fall with Hip Fracture Rate
- PSI-9 Perioperative Hemorrhage or Hematoma Rate
- PSI-10 Postoperative Acute Kidney Injury Requiring Dialysis Rate
- PSI-11 Postoperative Respiratory Failure Rate
- PSI-12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate
- PSI-13 Postoperative Sepsis Rate
- PSI-14 Postoperative Wound Dehiscence Rate
- PSI-15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate

CMS PSIs display the following data:

- Eligible [Medicare] Discharges (except for PSI-90)
- Facility Ratio/Value (per 1,000 discharges)
- National Ratio/Value
- National Compare

CMS Patient Safety Indicators				
	Eligible Discharges	Facility Ratio	National Ratio	National Compare
<a href="#">PSI-3</a>	10,822	0.17 *	0.41 *	SAME
<a href="#">PSI-4</a>	145	161.31 *	161.73 *	SAME
<a href="#">PSI-6</a>	14,020	0.38 *	0.29 *	SAME
<a href="#">PSI-8</a>	11,457	0.14 *	0.11 *	SAME
<a href="#">PSI-9</a>	3,760	2.65 *	2.6 *	SAME
<a href="#">PSI-10</a>	1,683	0.65 *	1.32 *	SAME
<a href="#">PSI-11</a>	1,205	6.02 *	7.88 *	SAME
<a href="#">PSI-12</a>	3,973	5.57 *	3.86 *	WORSE
<a href="#">PSI-13</a>	1,624	4.45 *	5.23 *	SAME
<a href="#">PSI-14</a>	897	0.57 *	0.86 *	SAME
<a href="#">PSI-15</a>	2,635	1.13 *	1.29 *	SAME
<a href="#">PSI-90</a>	N/A *	0.9 *	1 *	SAME

Additional details, including your hospital’s CMS PSI Rate/Value and 95% Interval Estimates, can be found by selecting the data next to the asterisk in the Facility Ratio column.



<p><b>PSI-90 Facility Ratio: Details</b></p> <p><b>Supplemental Information:</b></p> <hr/> <p><b>PSI Rate/Value</b></p> <p>Lower Limit: 0.68</p> <p>Upper Limit of 95% Interval Estimate: 1.12</p>	<p><b>PSI-90 National Ratio: Details</b></p> <p><b>Supplemental Information:</b></p> <hr/> <p><b>Better than National Avg:</b> In State: 0 In Nation: 91</p> <p><b>Same than National Avg:</b> In State: 81 In Nation: 3,049</p> <p><b>Worse than National Avg:</b> In State: 3 In Nation: 187</p> <p><b>Number of Cases Too Small:</b> In State: N/A (5) In Nation: N/A (5)</p> <p><b>Supplemental Information Footnote(s):</b> (5) - Results are not available for this reporting period.</p>
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State ratios do not display for the CMS PSIs. However, for each of the measures, the national observed result and the number of hospitals in the state and the nation whose performance was categorized as Better than, Same as, or Worse than the National Ratio/Value can be found by selecting the data next to the asterisk in the National Ratio/Value column in the accordion.

## Healthcare-Associated Infections (HAIs)

Hospitals submit HAI data to the CDC’s NHSN system. The CDC provides the HAI data to CMS for display on Care Compare.

**Note:** CMS will not use data reflecting services provided January 1, 2020–June 30, 2020 (Q1 and Q2 2020) in its calculations for the Medicare quality reporting. For more information please refer to this [Listserve](#).

### HAI Measure Definitions

#### HAI-1 — Central Line-associated Bloodstream Infection (CLABSI)

The CLABSI measure includes the number of laboratory-confirmed cases of CLABSI among adult, pediatric, neonatal intensive care unit (ICU), and selected ward patients for events identified within the displayed time frame. CLABSIs identified in patients with mucosal-barrier injury (MBI) are excluded.

#### HAI-2 — Catheter-associated Urinary Tract Infection (CAUTI)

The CAUTI measure includes the number of laboratory-confirmed cases of CAUTI among adult and pediatric ICU and selected ward patients for events identified within the displayed time frame.

#### HAI-3 — Surgical Site Infections for Colon Surgery

The SSI-Colon Surgery measure includes the number of SSIs identified among adults that occur within 30 days following criteria-specific colon surgeries performed for events identified within the displayed time frame. SSIs that were present at time of surgery (PATOS) are excluded.

#### HAI-4 — Surgical Site Infections for Abdominal Hysterectomy Surgery

The SSI-Abdominal Hysterectomy measure includes the number of SSIs identified among adults that occur within 30 days following criteria-specific abdominal hysterectomy surgeries performed for events identified within the displayed time frame. SSIs that were present at time of surgery (PATOS) are excluded.

## HAI-5 — Methicillin-resistant *Staphylococcus aureus* (MRSA) bacteremia Blood Infections

The MRSA bacteremia measure includes the number of hospital-onset MRSA bacteremia LabID events that occur in all inpatient locations facility-wide within the displayed time frame.

## HAI-6 — *Clostridium difficile* (*C. difficile*) Infections

The *C. difficile* measure includes the number of hospital-onset *C. difficile* LabID events that occur in all inpatient locations, facility-wide **minus** neonatal ICUs, well-baby nurseries, or well-baby clinics within the displayed time frame.

## HAI Measure Display

As noted in the image below, HAI measure information is displayed in the following columns:

- Predicted
- Reported
- Days/Procedure
- Facility Ratio
- State Ratio
- National Ratio
- National Compare

Infections							
	Predicted	Reported	Days / Procedure	Facility Ratio	State Ratio	National Ratio	National Compare
HAI-1	30 *	15 *	4930 *	0.240 *	0.971 *	0.0850	Worse *
HAI-2	30 *	15 *	4930 *	0.240 *	0.971 *	0.0850	Worse *
HAI-3	30 *	15 *	4930 *	0.240 *	0.971 *	0.0850	Worse *
HAI-4	30 *	15 *	4930 *	0.240 *	0.971 *	0.0850	Worse *
HAI-5	30 *	15 *	4930 *	0.240 *	0.971 *	0.0850	Worse *
HAI-6	30 *	15 *	4930 *	0.240 *	0.971 *	0.0850	Worse *

## Predicted

Your hospital’s predicted number of infections is the predicted number of infections in scope for quality reporting. The predicted number of infections is calculated using national aggregate NHSN data from 2015 (resulting in the updated Standardized Infection Ratio [SIR] baseline described above) and is risk adjusted for your hospital based on several factors. The predicted number of infections is used by NHSN as the denominator to calculate your hospital’s SIR.

## Reported

Your hospital’s reported number of infections is the observed number of infections reported by your hospital in scope for quality reporting. The observed number of infections is used as the numerator by NHSN to calculate your hospital’s SIR.

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Any data submitted to NHSN after the CMS submission deadline will **not** be included in the data reported for the Preview or on Care Compare.

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## Days/Procedure

**HAI-1 (CLABSI):** The number of central line days in hospital locations in scope (adult, pediatric, and neonatal ICUs, and selected wards) for quality reporting.

**HAI-2 (CAUTI):** The number of urinary catheter days in hospital locations in scope (adult and pediatric ICUs and selected wards) for quality reporting.

**HAI-3 (SSI-Colon):** The procedure count field on this preview and on Care Compare displays the total number of in-plan, inpatient colon procedures performed in the facility on adults 18 years and older with no considerations to the exclusion and inclusion criteria applied to NHSN's Complex 30-day SSI SIR model. A subset of the procedure count field is used in the calculation of the number of predicted infections. This procedure count may not match the procedure count shown on NHSN's SIR Report, as NHSN's SIR Report shows the number of procedures included in the SIR calculation. More information on the procedures included in the calculation of the SIR can be found at this direct link: <https://www.cdc.gov/nhsn/pdfs/ps-analysis-resources/nhsn-sir-guide.pdf>.

**HAI-4 (SSI-Abdominal Hysterectomy):** The procedure count field on this preview and on Care Compare displays the total number of in-plan, inpatient abdominal hysterectomy procedures performed in the facility on adults 18 years and older with no considerations to the exclusion and inclusion criteria applied to NHSN's Complex 30-day SSI SIR model. A subset of the procedure count field is used in the calculation of the number of predicted infections. This procedure count may not match the procedure count shown on NHSN's SIR Report, as NHSN's SIR Report shows the number of procedures included in the SIR calculation. More information on the procedures included in the calculation of the SIR can be found at this direct link: <https://www.cdc.gov/nhsn/pdfs/ps-analysis-resources/nhsn-sir-guide.pdf>.

**HAI-5 (MRSA):** The total number of patient days in hospital facility-wide inpatient locations in scope for quality reporting.

**HAI-6 (C. difficile):** The total number of patient days in hospital facility-wide inpatient locations, minus neonatal ICUs, well-baby nurseries, or well-baby clinics in scope for quality reporting.

### Facility Ratio (SIR)

The SIR is a summary measure used to track HAIs at a facility, state, or national level over time. The SIR is calculated as observed number of infections (numerator) divided by the predicted number of infections (denominator). The number of predicted infections is adjusted based on several factors specific to your hospital. The following link provides more information regarding SIR calculations: <https://www.cdc.gov/nhsn/pdfs/ps-analysis-resources/nhsn-sir-guide.pdf>

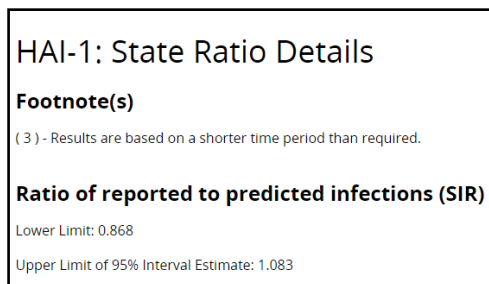
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When a hospital's SIR cannot be calculated for a HAI measure because there is less than one predicted infection, or because the hospital's C. difficile prevalence rate is above the allowed threshold, the SIR displays "N/A (with Footnote 13)" to indicate the results could not be calculated.

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The upper and lower confidence intervals for the facility and state ratios are provided in the associated modal by selecting the data next to the Facility Ratio or the State Ratio. The modal lists your hospital's lower-bound limit and upper-bound limit around the hospital's SIR. The lower- and upper-bound limits of the confidence interval (95%) for your hospital's SIR are an indication of precision and allow interpretation in terms of statistical significance.

When the lower limit of the confidence interval cannot be calculated due to the number of observed infections equaling zero, Footnote 8 is applied.



## State Ratio

The State Ratio SIR is calculated by dividing the state numerator in scope for quality reporting by the state denominator in scope for quality reporting, for a specific infection type.

## National Ratio

The National Ratio SIR is based on current aggregated data in scope for quality reporting from acute care facilities to meet the CMS rule from the same time period as the facility's data. It is shown to demonstrate where the most recent overall national SIR stands. This ratio is not shown on Care Compare to avoid confusion with the National SIR Benchmark used to compare hospital performance.

## National Comparison

Your hospital's performance phrase is determined by comparing your facility's SIR to a national benchmark of 1. A confidence interval with a lower and upper limit is displayed around each SIR to indicate a high degree of confidence (95%) that the true value of the SIR lies within that interval.

Performance phrases displayed are:

- **Better** (Better than the National Benchmark): Displays if your hospital's SIR has an upper limit that is less than the National Benchmark of one
- **Same** (No Different than National Benchmark): Displays if your hospital's SIR has a confidence interval (lower to upper limit) that includes the National Benchmark of one
- **Worse** (Worse than the National Benchmark): Displays if your hospital's SIR has a lower limit that is greater than the National Benchmark of one

## Surgical Complications

Comp-HIP-KNEE - Risk-Standardized Complication Rate (RSCR) Following Elective Primary Total Hip Arthroplasty (THA) and/or Total Knee Arthroplasty (TKA) surgical complications measure is reported on Care Compare.

This risk-standardized complication measure is typically updated annually during the July Care Compare release. The surgical complications portion of the expanded accordion displays the RSCR Following Elective Primary THA and/or TKA measure. This measure is also referred to as the THA/TKA Complication measure.


Hospitals are not required to submit these data because CMS calculates the measure from claims and enrollment data.

- The measure is calculated using three years of data.

- The performance period for the THA/TKA Complication measure starts and ends one quarter before the THA/TKA Readmission measure.
- Hospitals with fewer than 25 eligible cases for the THA/TKA Complication measure are assigned to a separate category described as “the number of cases is too small (fewer than 25) to reliably tell how well the hospital is performing” and are included in the measure calculation but will not be reported on Care Compare.

The Complication measure display includes the following data:

- Eligible [Medicare] Discharges
- Complication Rate
- National Rate
- National Compare

Surgical Complications				
	Eligible Discharges	Complication Rate	National Rate	National Compare
 COMP-HIP-KNEE	315	3%*	2.6%*	SAME

[Close](#)

**COMP-HIP-KNEE**  
**Complication Rate:**  
**Details**

**Supplemental Information:**

---

**Risk Standardized Complication Rate Details**

Lower Limit: 2.0%

Upper Limit of 95% Interval Estimate: 4.6%

[Cancel](#)

Additional details, including your hospital’s RSCR and 95% Interval Estimates, can be found by selecting the data next to the asterisk in the Complication Rate column.

State rates do not display for the THA/TKA Complication measure. However, the national observed result and the number of hospitals in the state and the nation whose performance was categorized as Better than, Same as, Worse than the National Rate or Number of Cases Too Small to report can be found by selecting the data next to the asterisk in the National Rate column in the accordion.

COMP-HIP-KNEE National Rate: Details	
Supplemental Information:	
<b>Better than National Avg:</b>	
In State:	0
In Nation:	68
<b>Same than National Avg:</b>	
In State:	43
In Nation:	2,669
<b>Worse than National Avg:</b>	
In State:	0
In Nation:	44
<b>Number of Cases Too Small:</b>	
In State:	5
In Nation:	678

+Unplanned Hospital Visits
Condition Specific Readmission (READM-30-AMI, READM-30-HF, READM-30-PN, READM-30-COPD)
Procedure Specific Readmission (READM-30-CABG, READM-30-HIP-KNEE)
Hospital Wide Readmission (READM-30-HOSPWIDE)
Excess Days in Acute Care (EDAC-30-AMI, EDAC-30-HF, EDAC-30-PN)

The 30-Day Risk-Standardized Readmission Measures are typically updated annually during the July Care Compare release. Hospitals are not required to submit these data because CMS calculates the measures from claims and enrollment data.

- With the exception of the Hospital-Wide Readmission measure, which is calculated using one year of data, the measures are all calculated using three years of data.
- Hospitals with fewer than 25 eligible cases for the readmission measures are assigned to a separate category described as “the number of cases is too small (fewer than 25) to reliably tell how well the hospital is performing” and are included in the measure calculation but will not be reported on Care Compare.

As shown in the image below, the readmission measures display:

- Eligible [Medicare] Discharges
- Facility Rate
- National Rate
- National Compare

- Unplanned Hospital Visits				
Condition Specific Readmission				
	Eligible Discharges	Facility Rate	National Rate	National Compare
• READM-30-AMI	198	16.8%*	15.7%*	SAME
• READM-30-HF	502	23%*	21.6%*	SAME
• READM-30-PN	332	16.9%*	16.6%*	SAME
• READM-30-COPD	308	20.6%*	19.5%*	SAME

Your facility’s Risk-Standardized Readmission Rate (RSRR) and 95% Interval Estimates are provided in a modal that can be viewed by selecting the data value for the measure in the Facility Rate column.

**READM-30-AMI Facility Rate: Details**

**Supplemental Information:**

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**30-Day Risk Standardized Condition Specific Readmission:**

Lower Limit: 13.8%

Upper Limit of 95% Interval Estimate: 18.2%

State rates do not display for the readmission measures. However, for each of the measures, the national observed result and the number of hospitals in the state and the nation whose performance was categorized as Better than, Same as, Worse than the National Rate or Number of Cases Too Small to report can be found by selecting the data next to the asterisk in the National Rate column in the accordion.

**READM-30-AMI National Rate: Details**

**Supplemental Information:**

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**Better than National Avg:**

In State: 0

In Nation: 24

**Same than National Avg:**

In State: 37

In Nation: 2,174

**Worse than National Avg:**

In State: 0

In Nation: 31

**Number of Cases Too Small:**

In State: 44

In Nation: 1,979

### Excess Days in Acute Care

The Excess Days in Acute Care (EDAC) measures are typically updated annually during the July Care Compare release. Hospitals are not required to submit these data because CMS calculates the measures from claims and enrollment data.

- The measures are calculated using three years of data.
- Care Compare will report EDAC as “Hospital Return Days” measures.
- Hospitals with fewer than 25 eligible cases for the EDAC measures are assigned to a separate category described as “the number of cases is too small (fewer than 25) to reliably tell how well the hospital is performing” and are included in the measure calculation but will not be reported on Care Compare.
- The EDAC measures incorporate the time spent in acute care (ED visits, observation stays, and unplanned readmissions) after discharge from the hospital.

EDAC measures display:

- Eligible [Medicare] Discharges
- Patients Included (number of patients included in the EDAC measure)
- Returning to a Hospital (number of patients who returned to a hospital)
- Measure Days (Your hospital’s Excess Days)
- Compare (Your hospital’s performance category)

	Eligible Discharges	Patients Included	Returned to a Hospital	Measure Days	Compare
EDAC-30-AMI	798	754	200	-5.9 *	SAME *

Your hospital’s Measure Days and 95% Interval Estimates are provided in a modal that can be viewed by selecting the data next to the asterisk in the Measure Days column.

**EDAC-30-AMI Measure Days: Details**

**Supplemental Information:**

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**30-Day Risk Standardized Condition Specific Readmission:**

Lower Limit: -15.9  
Upper Limit of 95% Interval Estimate: 4.8

State rates are not calculated for the EDAC measures. However, for each of the measures, the number of hospitals in the state and the nation whose performance was categorized as Fewer Days than Average, Same as National Average Days, More Days than Average, or Number of Cases Too Small to report can be found by selecting the data next to the asterisk in the Compare column.

**EDAC-30-AMI Compare: Details**

**Supplemental Information:**

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**Fewer Days than National Avg:**  
In State: 2  
In Nation: 259

**Same than National Avg:**  
In State: 26  
In Nation: 1,396

**More Days than National Avg:**  
In State: 8  
In Nation: 493

**Number of Cases Too Small:**  
In State: 43  
In Nation: 1,943

## +Payment & Value of Care

Payment (PAYM-30-AMI, PAYM-30-HF, PAYM-30-PN, PAYM-90-HIP-KNEE)  
Medicare Spending per Beneficiary (MSPB-1)

### Medicare Payment Measure

The results for the Medicare condition- and procedure-specific payment measures are typically updated annually during the July Care Compare release. Hospitals are not required to submit payment measure data because CMS calculates the measure from claims and enrollment data.



- Measure results are calculated using three years of data.
- Hospitals with fewer than 25 eligible cases for the payment measures are assigned to a separate category described as “the number of cases is too small (fewer than 25) to reliably estimate the hospital’s Risk-Standardized Payment (RSP).” Those hospitals are included in the measure calculation but will not be reported on Care Compare.
- These measures are hospital-level measures of payments for an episode of care that begins with an inpatient admission for the condition or procedure of interest and ends either 30 days for AMI, HF, and Pneumonia or 90 days for THA/TKA post-admission.
- These payment measures calculate Risk-Standardized Payments (RSPs), which add up payments for patients across multiple care settings, services, and supplies (i.e., inpatient, outpatient, skilled nursing facility, home health agency, hospice, physician/clinical laboratory/ambulance services, durable medical equipment, prosthetics/orthotics, and supplies) during the designated episode of care.
- While these payment measures only include Medicare fee-for-service beneficiaries, they capture payments made by Medicare, other health insurers, and the patients themselves.

Many of the specifications of these payment measures were closely aligned with the specifications of the corresponding mortality measures for AMI, HF, and Pneumonia. The THA/TKA payment measure aligns with the corresponding surgical complication measure. The payment measures risk-adjust for patient age and comorbid conditions. These measures also remove differences due to geographic variation or policy adjustments. A lower or higher RSP does not, by itself, imply that a hospital is providing better care. As the AMI, HF, and Pneumonia payment measure specifications align with those of the mortality measures, and, as the THA/TKA payment measure specifications align with those of the surgical complication measure, RSPs for AMI, HF, Pneumonia, or THA/TKA should be considered alongside hospital performance on the corresponding outcome measure for that condition or procedure.

Payment measure display:

- Eligible [Medicare] Discharges
- Facility Payment
- National Average Payment
- National Compare

Payment				
	Eligible Discharges	Facility Payment	National Average Payment	National Compare
🔍 PAYM-30-AMI	715	\$23,394 *	\$23,745 *	SAME
🔍 PAYM-30-HF	813	\$17,041 *	\$16,632 *	SAME
🔍 PAYM-30-PN	534	\$18,281 *	\$17,415 *	SAME
🔍 PAYM-90-HIP-KNEE	310	\$25,812 *	\$21,953 *	WORSE

The Preview UI will display the Eligible Discharges, Facility Payment, National Average Payment, and National Compare payment category (Greater than, Same as, or Less than the National Average Payment) for each measure. The RSP and 95% Interval Estimates can be viewed by selecting the data next to the asterisk in the Facility Payment column.

**PAYM-30-AMI Facility  
Payment: Details**

**Supplemental Information:**

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**30-Day Risk Standardized Payment:**

Lower Limit: \$22,216

Upper Limit of 95% Interval Estimate: \$24,641

State payment averages are not calculated for the payment measures. However, for each of the measures, the national average payment and the number of hospitals in the state and the nation whose performance was categorized as Greater than National Avg Payment, Same as National Avg Payment, Less than National Avg Payment, or Number of Cases Too Small to report can be found by selecting the data next to the asterisk in the National Average Payment column.

**PAYM-30-AMI National  
Average Payment: Details**

**Supplemental Information:**

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**Greater than National Avg Payment:**

In State: 1  
In Nation: 200

**Same as National Avg Payment:**

In State: 35  
In Nation: 1,907

**Less than National Avg Payment:**

In State: 3  
In Nation: 194

**Number of Cases Too Small:**

In State: 46  
In Nation: 1,883

**Value of Care:**

Average mortality and average payment

The Value of Care category displays the mortality/complication and payment values for each hospital and can be found in the National Average Payment Detail Modal.

### Medicare Spending per Beneficiary

The Medicare Spending per Beneficiary (MSPB) measure assesses Medicare Part A and Part B payments for services provided to a Medicare beneficiary during an episode that spans from three days prior to an inpatient hospital admission through 30 days after discharge. The payments included in this measure are price-standardized and risk-adjusted. Price standardization removes sources of variation that are due to geographic payment differences, such as wage index, geographic practice cost differences, indirect medical education (IME), or disproportionate share hospital (DSH) payments. Risk adjustment accounts for variation due to patient age and health status.

By measuring cost of care through this measure, CMS hopes to increase the transparency of care for consumers and recognize hospitals for the provision of high-quality care.

The results for the MSPB measure will be updated annually during the January Care Compare release. Hospitals are not required to submit data for the measure because CMS calculates the measure from claims and enrollment data.

- Measure results are calculated using one year of data.

- A performance of greater than one indicates that your hospital’s MSPB Amount is more expensive than the U.S. National Median Amount.
- A performance of less than one indicates that your hospital’s MSPB Amount is less expensive than the U.S. National Median Amount.
- Your hospital’s MSPB performance is the ratio of your hospital’s price-standardized, risk-adjusted MSPB Amount to the episode-weighted median MSPB Amount across all hospitals.

MSPB measure will display:

- Facility Rate
- State Rate
- National Rate
- National Median Amount

[✕ Close](#)

### MSPB-1 Facility Rate: Details

An MSPB performance of greater than one indicates that your hospital's MSPB Amount is more expensive than the U.S. National Median MSPB Amount.

A MSPB performance of less than one indicates that your hospital's MSPB Amount is less expensive than the National Median Amount.

[Cancel](#)

Medicare Spending per Beneficiary				
	Facility Rate	State Rate	National Rate	National Median Amount
<b>MSPB-1</b>	0.99*	1	0.99	\$21,127.95

# Withholding Data from Public Reporting

Hospitals participating in the Hospital IQR Program agree to have data publicly reported on Care Compare.

Hospitals voluntarily submitting data to the Hospital IQR Program have an option to withhold data from public reporting on Care Compare. The option to request withholding of data from Care Compare is only available during the 30-day preview period.

## Withholding Overview

To withhold publication of data, your hospital must complete and fax or email an **Inpatient Hospital Compare Request for Withholding Data from Public Reporting Form** on or before the last day of the preview period to the Inpatient Value, Incentives, and Quality Reporting (VIQR) Outreach and Education Support Contractor.

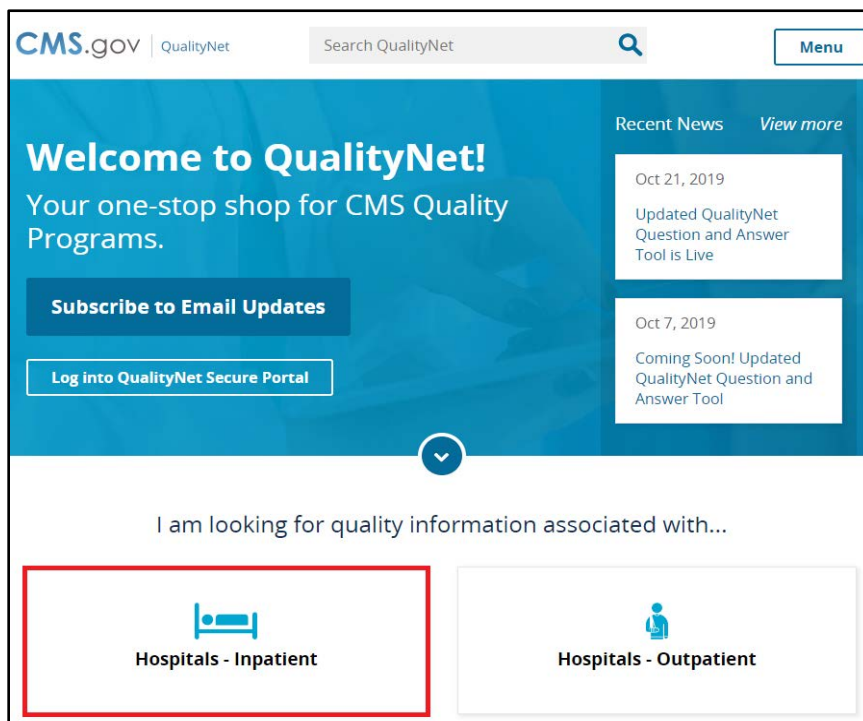
Hospitals that do not have an appropriate Notice of Participation, or pledge, display only the CCN, hospital name and the following message: “You do not have an Inpatient Notice of Participation to publicly report data for the Preview period.”

**Note:** If you received this message in error, contact the Inpatient VIQR Support Contractor prior to the last day of the preview period.

Questions regarding the Hospital IQR Program may be directed to the Inpatient VIQR Support Contractor through the [QualityNet Question and Answer Tool](#), or by calling, toll-free, (844) 472-4477 or (866) 800-8765 weekdays from 8 a.m. to 8 p.m. ET.

## Procedure to Withhold Data

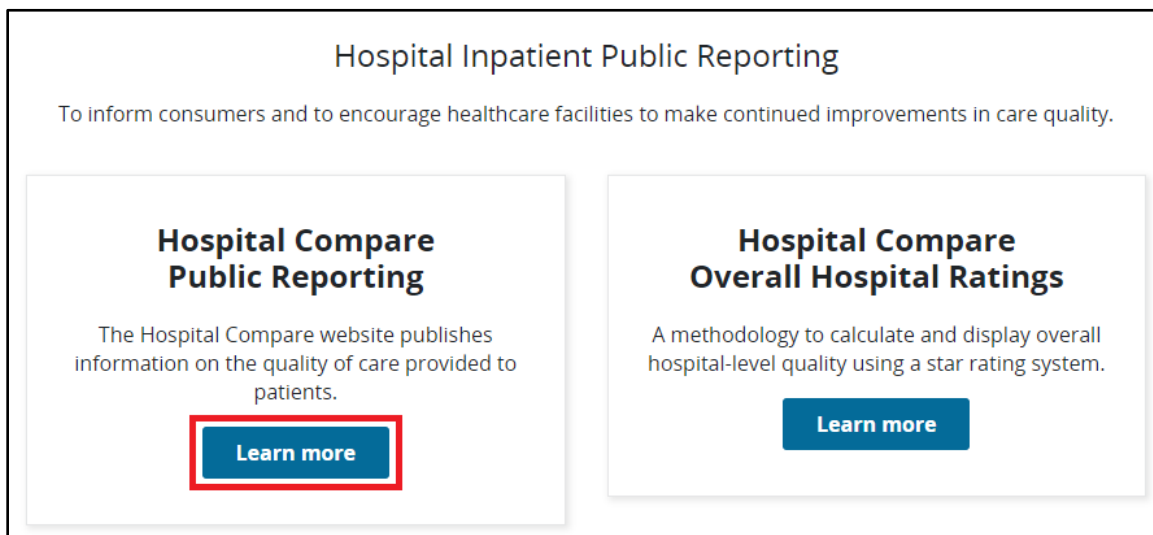
1. Access the public website for *QualityNet* at <https://qualitynet.cms.gov/>.
2. Click on the **Hospitals - Inpatient** card.



3. Select the **Public Reporting** tab.



4. Select **Learn more** under Hospital Compare Public Reporting.



5. Select the **Resources** tab.



6. Select the **Request for Withholding Data from Public Reporting** form. Your hospital must complete the form and fax or email to the Inpatient VIQR Support Contractor prior to the last day of the preview period at secure fax 1 (877) 789-4443 or email [QRFormsSubmission@hsag.com](mailto:QRFormsSubmission@hsag.com).

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Any forms received after the preview period **will not have the requested measures withheld** for that *Compare tool on Medicare.gov* release.

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## Measure IDs Included in Measure Accordions

Measure Accordion	Measure IDs Included
Survey of Patient's Experience	Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) HCAHPS Summary Star Ratings Communication with Nurses Communication with Doctors Responsiveness of Hospital Staff Communication About Medicines Cleanliness of Hospital Environment Quietness of Hospital Environment Discharge Information Care Transition Hospital Rating Recommend this Hospital
Timely and Effective Care	Sepsis (SEP-1 SEV-SEP-3HR, SEV-SEP-6HR, SEP-SH-3HR, SEP-SH-6HR) Emergency Department (OP-18b, OP-18c, OP-22, OP-23) Healthcare Personnel Influenza Vaccination (IMM-3, PCH-28) Perinatal Care (PC-01) Cardiac Care (OP-2, OP-3b) Cancer Care (OP-33) Cataract (OP-31) Colonoscopy (OP-29)
Complications & Deaths	30-Day Death Rates (MORT-30-AMI, MORT-30-HF, MORT-30-PN, MORT-30-STK, MORT-30-COPD, MORT-30-CABG) CMS Patient Safety Indicators (PSI-3, PSI-4, PSI-6, PSI-8, PSI-9, PSI-10, PSI-11, PSI-12, PSI-13, PSI-14, PSI-15, PSI-90) Infections (HAI-1, HAI-2, HAI-3, HAI-4, HAI-5, HAI-6, PCH-6, PCH-7, PCH-26, PCH-27) Surgical Complications (Comp-HIP-KNEE)
Unplanned Hospital Visits	Condition Specific Readmission (READM-30-AMI, READM-30-HF, READM-30-PN, READM-30-COPD) Procedure Specific Readmission (READM-30-CABG, READM-30-HIP-KNEE) Hospital Wide Readmission (READM-30-HOSPWIDE) Inpatient Psychiatric Facility Readmission (READM-30-IPF)

Measure Accordion	Measure IDs Included
	Procedure Specific Outcomes (PCH-30, PCH-31, OP-32, OP-35 ADM, OP-35 ED, OP-36) Excess Days in Acute Care (EDAC-30-AMI, EDAC-30-HF, EDAC-30-PN)
Payment & Value of Care	Payment (PAYM-30-AMI, PAYM-30-HF, PAYM-30-PN, PAYM-90-HIP-KNEE) Medicare Spending per Beneficiary (MSPB-1)
Follow-Up Care	Transition Record (TR1, TR2) Hospital-Based Inpatient Psychiatric Services (HBIPS-5) Follow-Up After Hospitalization for Mental Illness (FUH-7, FUH-30) Medication Continuation Following Inpatient Psychiatric Discharge (MedCoPsy)
Substance Use Treatment	Substance Use (SUB-2, SUB-2a, SUB-3, SUB-3a) Tobacco Use (TOB-2, TOB-2a, TOB-3, TOB-3a)
Patient Safety	Hospital-Based Inpatient Psychiatric Services (HBIPS-2, HBIPS-3)
Preventative Care and Screening	Screening (SMD) Immunization (IPFQR-IMM-2)
Use of Medical Imaging	Imaging Efficiency (OP-8, OP-10, OP-13)
Process Measures	Oncology Care (PCH-15) External Beam Radiotherapy (PCH-25)

## Footnote Table

Number	Description	Application
1	The number of cases/patients is too few to report	<p>Applied to any measure rate where the denominators are greater than zero and less than eleven. Data will not display on Care Compare.</p> <p>For HCAHPS:</p> <ul style="list-style-type: none"> <li>• This is applied when a hospital has zero cases, or five or fewer eligible HCAHPS patient discharges.</li> <li>• HCAHPS scores based on fewer than 25 completed surveys will display on the Preview UI.</li> <li>• Data will not display on Care Compare.</li> </ul> <p>Measures based on claims data: Applied to any hospital where the number of cases reported is too small (less than 25 and greater than zero) to reliably tell how well a hospital is performing.</p>
2	Data submitted were based on a sample of cases/patients	Applied when any case submitted to the CMS Clinical Data Warehouse was sampled for a reported quarter for a topic; applied at the topic level (e.g., VTE)
3	Results are based on a shorter time period than required	Applied when a hospital elected not to submit data, had no data to submit, or did not successfully submit data to the CMS Clinical Data Warehouse for a measure for one or more, but not all possible quarters.
4	Data suppressed by CMS for one or more quarters	Reserved for CMS use.
5	Results are not available for this reporting period	<p>Applied when a hospital either elected not to submit data, or the hospital had no data to submit for a particular measure, or when a hospital elected to suppress a measure.</p> <p>For HCAHPS:</p> <ul style="list-style-type: none"> <li>• When a hospital did not participate in HCAHPS reporting during the period covered by the applicable Preview UI</li> <li>• When a hospital only participated in HCAHPS reporting for a portion of the period covered by the applicable Preview UI</li> <li>• When a hospital chooses to suppress HCAHPS results (A hospital will see HCAHPS results on its Preview UI, but not on Care Compare.)</li> </ul>



Number	Description	Application
6	<p>Fewer than 100 patients completed the HCAHPS survey</p> <p>(Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.)</p>	<p>Applied when the number of completed HCAHPS surveys is 50–99.</p>
7	<p>No cases met the criteria for this measure</p>	<p>Applied when a hospital treated patients for a particular topic, but no patients met the criteria for inclusion in the measure calculation.</p>
8	<p>The lower limit of the confidence interval cannot be calculated if the number of observed infections equals zero</p>	<p>For HAI measures: Applied when the lower limit of the confidence interval cannot be calculated.</p>
9	<p>No data are available from the state/territory for this reporting period.</p>	<p>This footnote is applied when:</p> <ul style="list-style-type: none"> <li>• Too few hospitals in a state/territory had data available.</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>• No data was reported for this state/territory.</li> </ul>
10	<ul style="list-style-type: none"> <li>• Very few patients were eligible for the HCAHPS survey</li> <li>• The scores shown reflect fewer than 50 completed surveys</li> </ul> <p>(Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.)</p>	<p>Applied when the number of completed HCAHPS surveys is fewer than 50.</p>
11	<p>There were discrepancies in the data collection process</p>	<p>Applied when there have been deviations from HCAHPS data collection protocols.</p>
12	<p>This measure does not apply to this hospital for this reporting period</p>	<p>Applied to the measure when either the hospital has a waiver, or the hospital submitted to NHSN:</p> <ul style="list-style-type: none"> <li>• Zero Central Line Days</li> <li>• Zero Catheter Days</li> <li>• Zero Surgical Procedures</li> </ul>

Number	Description	Application
13	Results cannot be calculated for this reporting period	<p>Applied to emergency department measures when the average minutes cannot be calculated for a volume category.</p> <p>For HAI measures: Applied when the hospital's SIR cannot be calculated because:</p> <ul style="list-style-type: none"> <li>• The number of predicted infections is less than one.</li> <li>• The C. difficile prevalence rate is greater than the established threshold.</li> </ul> <p>Note: The number of predicted infections will not be calculated for those facilities with an outlier C. difficile prevalence rate.</p> <p>Applied when the provider was excluded from the measure calculation as a non-IPPS hospital.</p> <p>Applied to the value of care display if one of the two measures that assess value of care is unavailable.</p>
14	The results for this state are combined with nearby states to protect confidentiality.	This footnote is applied when a state has fewer than 10 hospitals to protect confidentiality. Results are combined as follows: (1) the District of Columbia and Delaware are combined; (2) Alaska and Washington are combined; (3) North Dakota and South Dakota are combined; and (4) New Hampshire and Vermont are combined. Hospitals located in Maryland and U.S. territories are excluded from the measure calculation.
15	The number of cases/patients is too few to report a Star Rating.	Applied when CMS has determined there are too few cases or patients to report an HCAHPS Star Rating.
16	There are too few measures or measure groups reported to calculate an overall rating or measure group score.	<p>This footnote is applied when a hospital:</p> <ul style="list-style-type: none"> <li>• Reported data for fewer than three measures in any measure group used to calculate overall ratings or</li> <li>• Reported data for fewer than three of the measure groups used to calculate ratings or</li> <li>• Did not report data for at least one outcomes measure group.</li> </ul>
17	This hospital's overall rating only includes data reported on inpatient services.	This footnote is applied when a hospital only reports data for inpatient hospital services.
22	Overall star ratings are not calculated for VHA or DoD hospitals.	VHA hospitals are not included in the calculations of the Care Compare overall rating. DoD hospitals are not included in the calculations of the Care Compare overall rating or the HCAHPS star ratings.

Number	Description	Application
23	The data are based on claims that the hospital or facility submitted to CMS. The hospital or facility has reported discrepancies in their claims data.	<p>This footnote is applied when a hospital or facility alerts CMS of a possible issue with the claims data used to calculate results for this measure.</p> <p>Calculations are based on a “snapshot” of the administrative claims data and changes that hospitals or facilities make to their claims after the snapshot are not reflected in the data. Issues with claims data include but are not limited to the use of incorrect billing codes or inaccurate dates of service.</p>
25	State and national averages include VHA hospital data.	Applied to state and national data when VHA data is included in the calculation.
26	State and national averages include DoD hospital data.	Applied to state and national data when DoD data is included in the calculation.
27	The DoD TRICARE Inpatient Satisfaction Survey (TRISS) does not represent official HCAHPS results and are not included in state and national averages.	The DoD TRISS uses the same questions as the HCAHPS survey but is collected and analyzed independently.

## Question Resources

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Note: Questions should be directed to the subject matter experts listed below. Managed File Transfer is not intended for question submission.

### Clinical Process, HAI, and HCP Influenza Vaccination Measures

Contact the Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contract Team via the [QualityNet Question and Answer Tool](#). For additional assistance, please contact the *QualityNet* Service Desk at [qnetsupport@hcqis.org](mailto:qnetsupport@hcqis.org) or (866) 288-8912.

### CMS PSI Measures

For questions regarding the CMS PSIs, refer to [CMS Patient Safety Indicators v10.0 Fact Sheet](#) (on the [Resources](#) page on *QualityNet*), or contact the *QualityNet* Help Desk via the [QualityNet Question and Answer Tool](#).

### HCAHPS Measures

Contact the HCAHPS Project Team by email at [hcahps@hsag.com](mailto:hcahps@hsag.com)

### MSPB Measure

Please submit all MSPB inquiries via the [QualityNet Question and Answer Tool](#)

### Outcome Measures

Please contact the:

- Mortality Measures Implementation Team at [QualityNet Question and Answer Tool](#) > Program: Inpatient Claims-Based Measures > Mortality > Understanding Measure Methodology
- Readmission Measures Implementation Team at [QualityNet Question and Answer Tool](#) > Program: Inpatient Claims-Based Measures > Readmission > Understanding Measure Methodology
- THA/TKA Complication Measure Implementation Team at [QualityNet Question and Answer Tool](#) > Program: Inpatient Claims-Based Measures > Complication > Understanding Measure Methodology
- EDAC Measures Implementation Team at [QualityNet Question and Answer Tool](#) > Program: Inpatient Claims-Based Measures > Excess Days in Acute Care (EDAC) > Understanding Measure Methodology
- Payment Measures Implementation Team at [QualityNet Question and Answer Tool](#) > Program: Inpatient Claims-Based Measures > Payment (AMI, heart failure, pneumonia, hip/knee) > Understanding Measure Methodology

### Overall Hospital Quality Star Ratings

Please contact the Overall Hospital Quality Star Ratings Team via the [QualityNet Question and Answer Tool](#).

## Sepsis Measures

For questions regarding Sepsis, refer to the [Specifications Manual page](#) on *QualityNet*.