



# Hospital Outpatient Public Reporting Preview Help Guide

Hospitals are the target audience for this publication.  
The document scope is limited to instructions for hospitals to access  
and understand data provided on the public reporting user interface prior  
to publication on [Care Compare on Medicare.gov](https://www.cms.gov/CareCompare).

## **October 2024 Public Reporting Preview/January 2025 Public Reporting Release**

CMS will not use data reflecting services provided January 1, 2020–June 30, 2020  
(Quarter 1 and Quarter 2 2020) in its calculations for the Medicare quality reporting.

CMS, in recognition of the impacts of the COVID-19 Public Health Emergency (PHE) on  
the ability to submit quality measure data, granted Extraordinary Circumstance Exceptions  
(ECEs) to individual hospitals that indicated the impact of the PHE continued beyond the  
already excluded Q1 2020 and Q2 2020 data submissions.

A new footnote will be applied to the measure data identified by those providers.  
See the Footnote section of this guide for more information.

# Table of Contents

<b>Overview</b> .....	<b>1</b>
Care Compare on Medicare.gov .....	1
Navigating to the Data Catalog on data.cms.gov .....	1
Hospital OQR Program .....	3
Preview Period.....	3
<b>Public Reporting Preview User Interface (UI)</b> .....	<b>4</b>
<b>Star Rating Tab</b> .....	<b>6</b>
Overall Hospital Quality Star Rating Details.....	7
Overall Hospital Quality Star Rating Hospital-Specific Reports (HSRs).....	10
<b>Measure Data Tab</b> .....	<b>10</b>
<b>PR Data Details</b> .....	<b>12</b>
Hospital Characteristics .....	12
Rounding Rules .....	12
<b>Accordions</b> .....	<b>13</b>
+Timely and Effective Care.....	13
+ Unplanned Hospital Visit.....	17
+ Use of Medical Imaging .....	18
<b>Measure IDs Included in Measure Accordions</b> .....	<b>20</b>
<b>Footnote Table</b> .....	<b>22</b>
<b>Questions</b> .....	<b>23</b>

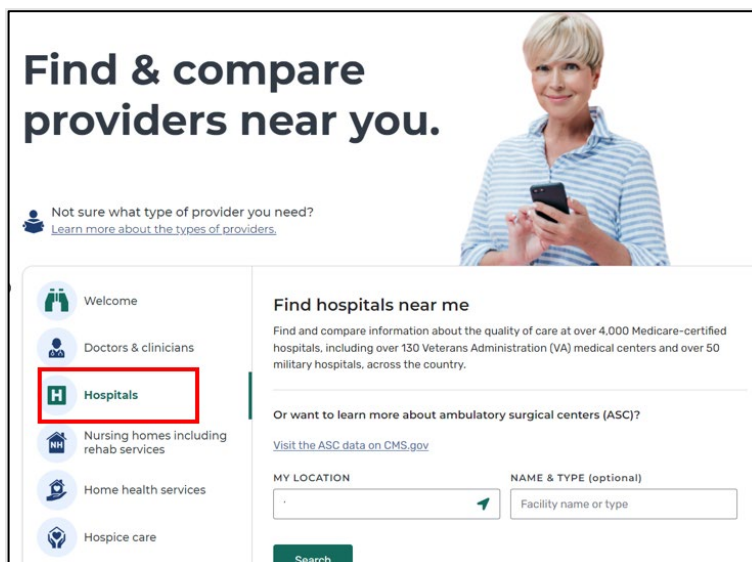
# Overview

## Care Compare on Medicare.gov

[Care Compare on Medicare.gov](#) presents hospital performance data in a consistent, unified manner to ensure the availability of credible information about the care delivered in the nation's hospitals, including outpatient care. Participating hospitals submit quality of care measure data as part of the Hospital Outpatient Quality Reporting (OQR) Program. Hospitals that do not meet program requirements, as required by statute, will be subject to a two percent reduction of their Outpatient Prospective Payment System (OPPS) Annual Payment Update.

To navigate to [Care Compare on Medicare.gov](#):

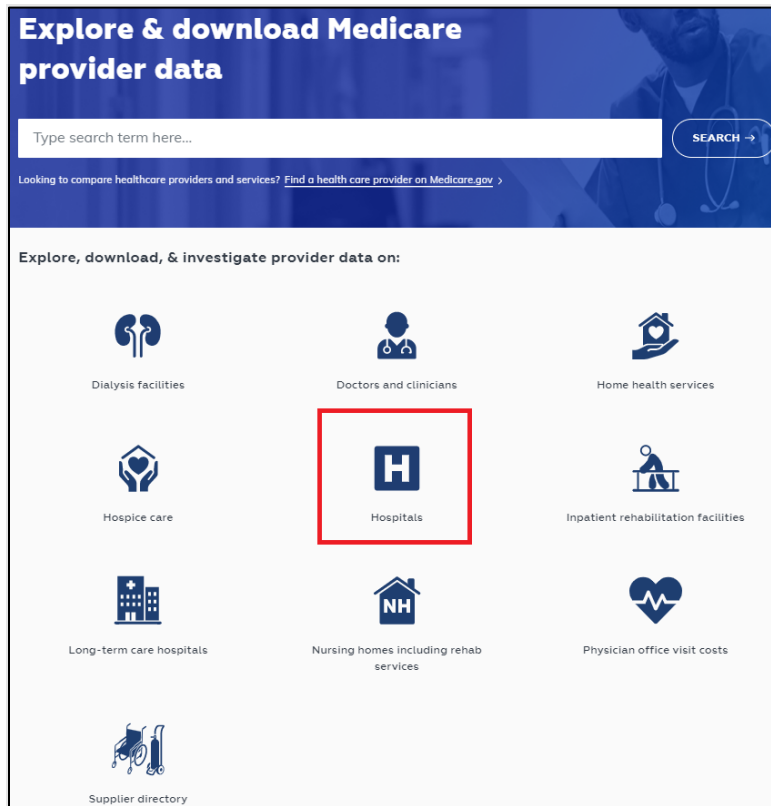
1. From the left column of the home page, select **Hospitals**.



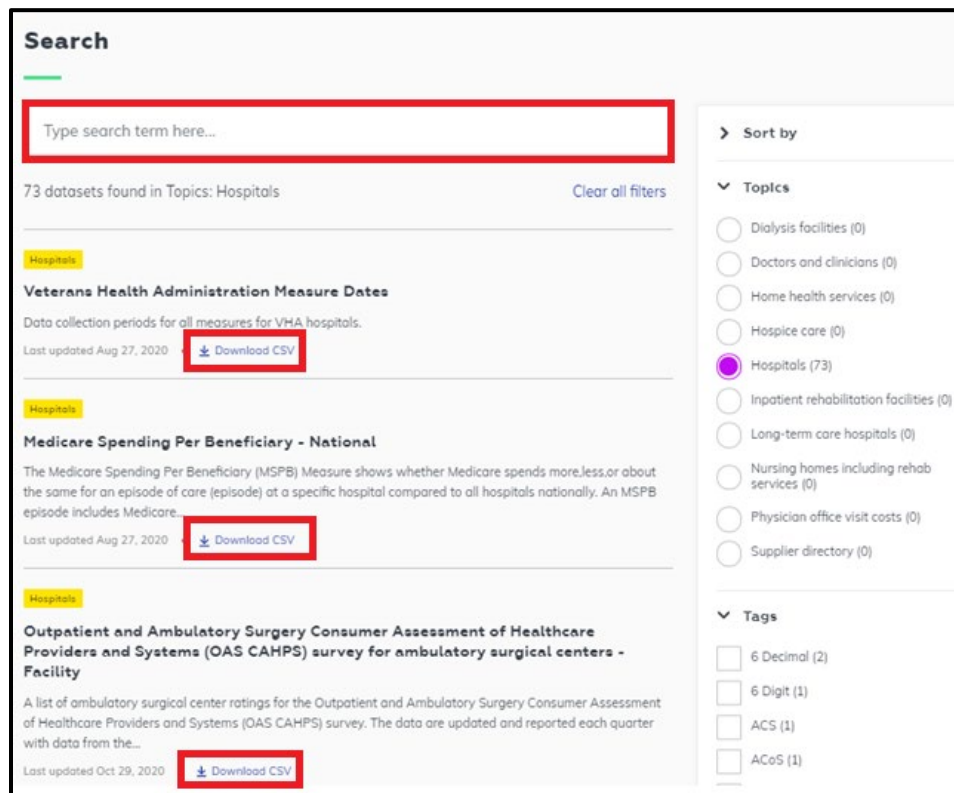
2. On the home page, you may enter your ZIP code. Select **Search**.
3. Select up to three providers from the list to view the data.

## Navigating to the Data Catalog on data.cms.gov

1. Navigate to the data catalog at <https://data.cms.gov/provider-data/>. Select Hospitals on the home page.



2. On the **Hospital** 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.



- Users can download the dataset easily into a CSV file. By selecting the dataset’s title, the user is directed to the specific dataset page where 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: [Menu]      Manage columns [Icon]

Facility ID	Measure ID	Value	Footnote	Start Date	End Date
010001	MSPB-1	1.010099		01/01/2018	12/31/2018
010005	MSPB-1	1.012720		01/01/2018	12/31/2018

**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. Users can also gather additional information and background regarding the data.

## Hospital OQR Program

Quality reporting is used to encourage hospitals and clinicians to improve quality-of-care and to empower Medicare beneficiaries and other consumers with quality-of-care information to make more informed decisions about healthcare.

The Hospital OQR Program was mandated under the Tax Relief and Healthcare Act of 2006. Initial program implementation was finalized in the Calendar Year (CY) 2008 OPPS/Ambulatory Surgical Center (ASC) Payment System Final Rule with Comment Period, released November 1, 2007. Under the Hospital OQR Program, **hospitals that do not meet full program requirements, including the reporting of data for standardized measures on the quality of hospital outpatient care, will not receive their full OPPS Annual Payment Update.**

## Preview Period

Prior to the public display of data on [Care Compare on Medicare.gov](https://carecompare.cms.gov), 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 the Hospital Quality Reporting (HQR) system page at <https://hqr.cms.gov/hqrng/login>.

# Public Reporting Preview User Interface (UI)

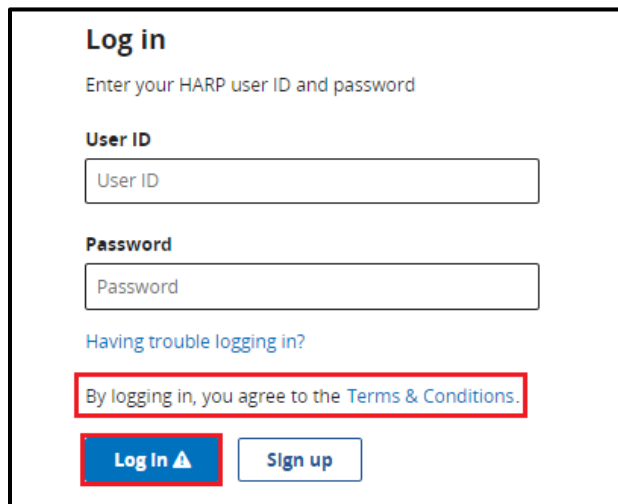
The Preview UI was developed to allow providers increased flexibility in reviewing their data. The format of the site was designed to be similar to [Care Compare on Medicare.gov](https://carecompare.cms.gov).

Users must have a Health Care Quality Information Systems Access Roles and Profile (HARP) account in order to access the Preview UI. If you do not have a HARP account, you may [register for a HARP ID](#).

The Centers for Medicare & Medicaid Services (CMS) announced that, beginning on May 11, 2022, the HQR system no longer supports the use of Internet Explorer. To avoid technical issues when logging into the HQR system, please use either Google Chrome or Microsoft Edge.

Follow the instructions below to access the Preview UI:

1. Access the HQR system page for QualityNet at <https://hqr.cms.gov/hqrng/login>.
2. Enter your HARP User ID and Password. By logging in, you agree to the terms and conditions. Then, select **Log In**.



**Log in**

Enter your HARP user ID and password

**User ID**

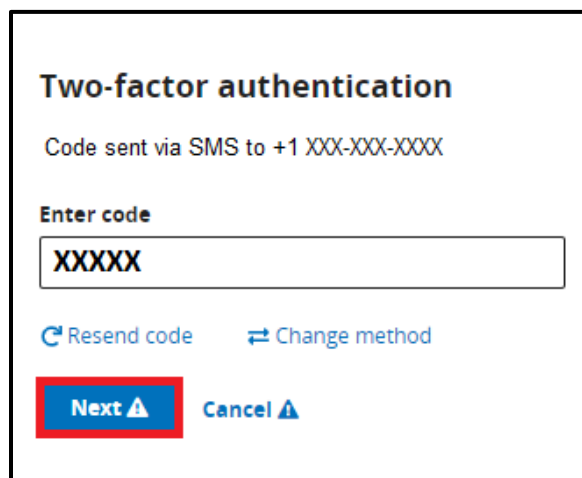
**Password**

[Having trouble logging in?](#)

By logging in, you agree to the [Terms & Conditions](#).

**Log In** **Sign up**

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



**Two-factor authentication**

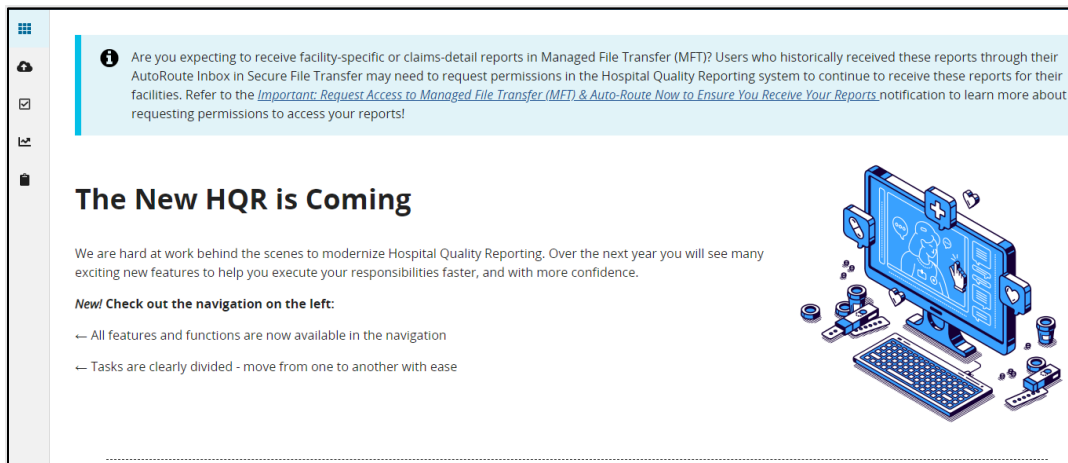
Code sent via SMS to +1 XXX-XXX-XXXX

**Enter code**

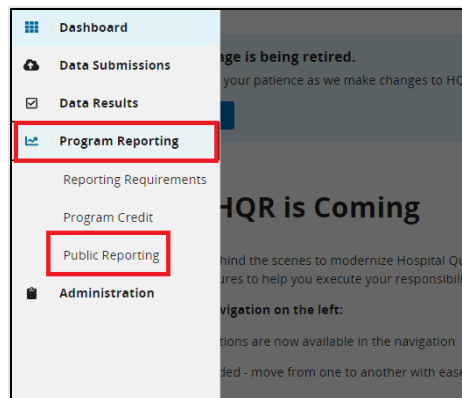
[Resend code](#) [Change method](#)

**Next** **Cancel**

5. On the **HQR** system landing page, hover over the *Lock Menu* on the left side.



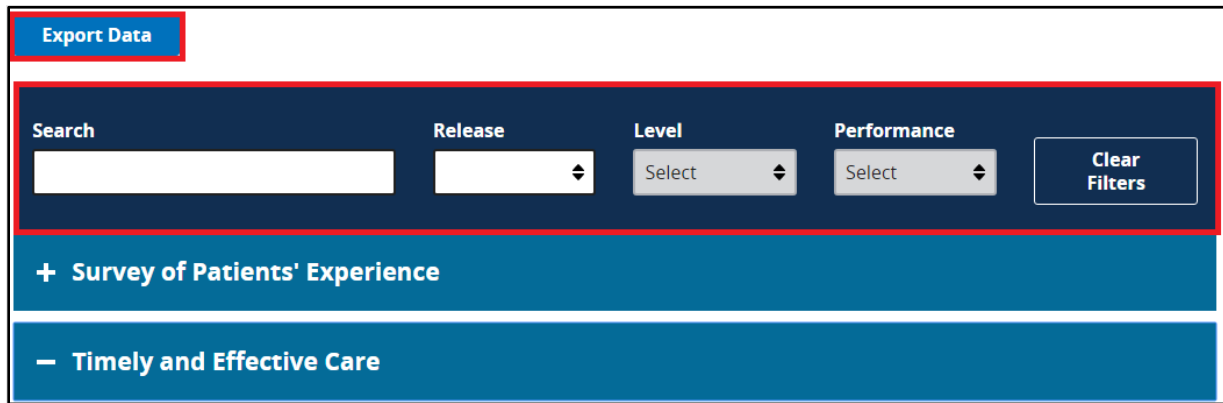
6. Select **Program Reporting**. From the drop-down menu, select **Public Reporting**. The page will refresh, and the data will be available to preview.



7. Your provider name 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.
8. There are three tabs: **Measure Data**, **Star Rating** and **Promoting Interoperability Program**.



9. 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.



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

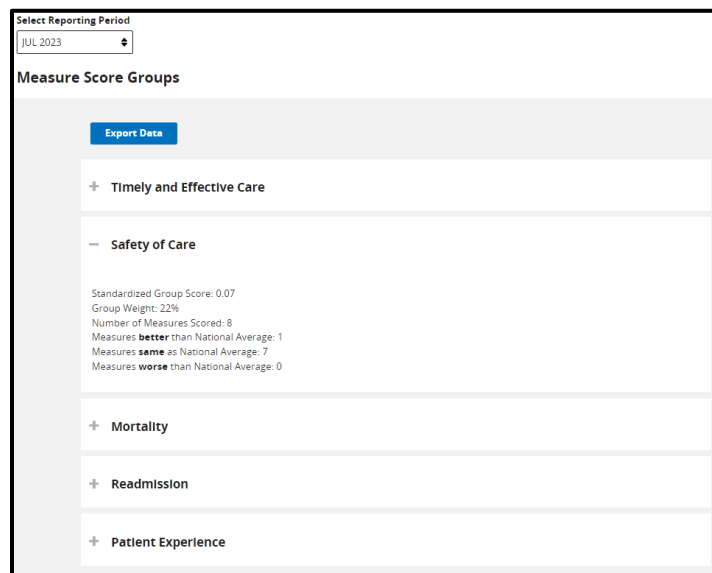
**Search** - Enter specific measures into this field and the table will dynamically filter for the appropriate content.

**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.

## Star Rating Tab

The **Star Rating** tab displays the Overall Hospital Quality Star Ratings (Overall Star Ratings), facility details (hospital characteristics), summary score, and standardized measure group scores that were refreshed in the July 2024 publication. The displays are based on data that appeared in the January 2024 release [Care Compare on Medicare.gov](#). 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. The **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 [Care Compare on Medicare.gov](#). 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 2021 methodology was finalized in December 2020 in the [CY 2021 OPPS/ASC Payment System final rule \(CMS-1736-F\)](#). The Overall Star Rating supplements, rather than replaces, the information on Care Compare on Medicare.gov.

For 2024, there were no changes made to the Overall Star Rating in the calendar year 2024 OPPS and ASC Payment System final rule. The July 2024 Overall Star Rating results are displayed and will be maintained on [Care Compare on Medicare.gov](#) until the Overall Star Rating publishes in 2025.

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 July 2024 Overall Star Ratings are calculated using the measure data from the January 2024 release on [Care Compare on Medicare.gov](#), using the current 2021 methodology. Beginning in July 2023, Veterans Health Administration (VHA) hospitals reporting data for included measures are also eligible to receive an Overall Star Rating.

CMS made the decision to use January 2024 measure data, although the measure reporting periods were impacted by measurement reporting exceptions announced by CMS. After examining several other public reporting refreshes, CMS determined that the January 2024 refresh was the most appropriate refresh since it included updated measurement periods to several key measures while being less heavily impacted by the CMS exceptions. Some measures included in the July 2023 Overall Star Rating were based on fewer quarters of data than prior publications due to CMS' exemption of Quarter (Q)1 2020 and Q2 2020 measure data.

CMS included the COVID-19 Vaccination Coverage Among Healthcare Personnel (COVID-19) measure in the star rating calculations.

## October 2024 Public Reporting Preview/January 2025 Public Reporting Release

- **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.
- **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 national average within the measure group.

The Overall Star Rating aims to be as inclusive as possible of measures displayed on [Care Compare on Medicare.gov](https://carecompareonmedicare.gov); 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 are full list of the measures included in each group that, if reported by the hospital, were used in calculating the Overall Star Rating for July 2024.

### 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 04	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)

**October 2024 Public Reporting Preview/January 2025 Public Reporting Release**

<b>Measure</b>	<b>Description</b>
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)**

<b>Measure</b>	<b>Description</b>
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	EDAC after hospitalization for Acute Myocardial Infarction (AMI)
EDAC-30-HF	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)**

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

**Timely & Effective Care (N=13)**

<b>Measure</b>	<b>Description</b>
HCP COVID-19	COVID-19 Vaccination Coverage Among Healthcare Personnel
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-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 was removed from Star Rating calculation due to too few hospitals reporting.

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

---

The 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:

- 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 were encouraged to review their July 2024 Overall Hospital Quality Star Rating HSRs along with the January 2024 Hospital Inpatient and Outpatient Quality Reporting Program Preview data. These HSRs are provided when the Overall Hospital Quality Star Rating is recalculated annually.

## Measure Data Tab

---

The **Measure Data** tab will display accordions and measures based on the user's [HQR](#) system portal access.

If the user has access to inpatient and outpatient data, then the measures for both programs will display for review.

October 2024 Public Reporting Preview/January 2025 Public Reporting Release

The dashboard header includes a search bar, a 'Release' dropdown menu set to 'October 2024', a 'Level' dropdown menu set to 'Select', and a 'Performance' dropdown menu set to 'Select'. A 'Clear Filters' button is located on the right. Below the header are three expandable sections, each with a plus sign and a title: '+ Timely and Effective Care', '+ Unplanned Hospital Visits', and '+ Use of Medical Imaging'.

The accordions are labeled similarly to the tabs on [Care Compare on Medicare.gov](https://www.medicare.gov/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.

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

The screenshot shows an information icon (i) next to the measure ID 'OP-18b'. A modal window titled 'OP-18b: Details' is open, displaying the following information:
 

- Description:** Median Time from ED Arrival to ED Departure for Discharged ED Patients
- Reporting Period:** Q1 (2019) - Q4 (2019)
- A 'Cancel' button is located at the bottom of the modal.

Data display with an asterisk (\*). Selecting the data value by the asterisk will pop up a modal with additional details about the data such as a footnote.

For the Emergency Department Care measures, the facility’s Emergency Department Volume (EDV) category, which ranges from “low” (less than or equal to 19,999 patients per year) to “very high” (60,000 or greater patients per year), is provided within the facility rate modal to be used as a reference to compare like-facility EDV times within the state and the nation.

The screenshot shows the measure ID 'OP-18b' with a value of '166 minutes \*'. A modal window titled 'OP-18b Facility Rate: Details' is open, displaying the following information:
 

- Supplemental Information:**
- Your Hospital ED Volume Category:** High
- A 'Cancel' button is located at the bottom of the modal.

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.

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
i OP-18b	166 minutes *	366	125 minutes *	137 minutes *	93 minutes

<p>OP-18b Facility Rate: Details</p> <p><b>Supplemental Information:</b></p> <hr/> <p><b>Your Hospital ED Volume Category:</b></p> <p>High</p> <p><a href="#">Cancel</a></p>	<p>OP-18b State Rate: Details</p> <p><b>Footnote(s):</b></p> <p>(25) - State and national averages include Veterans Health Administration (VHA) hospital data.</p> <p>(26) - State and national averages include Department of Defense (DoD) hospital data.</p> <p><b>Supplemental Information:</b></p> <hr/> <p><b>State ED Volume Category Reference:</b></p> <p>Low: 114 minutes</p> <p>Medium: 130 minutes</p> <p>High: 164 minutes</p> <p>Very High: 151 minutes</p> <p><a href="#">Cancel</a></p>	<p>OP-18b National Rate: Details</p> <p><b>Footnote(s):</b></p> <p>(25) - State and national averages include Veterans Health Administration (VHA) hospital data.</p> <p>(26) - State and national averages include Department of Defense (DoD) hospital data.</p> <p><b>Supplemental Information:</b></p> <hr/> <p><b>National ED Volume Category Reference:</b></p> <p>Low: 112 minutes</p> <p>Medium: 142 minutes</p> <p>High: 162 minutes</p> <p>Very High: 170 minutes</p> <p><a href="#">Cancel</a></p>
--	---	---

Within the Preview UI, facilities have the ability to filter. In the below scenario, the filter for **Release** is selected. The accordions will then appear, and facilities can see the measures that meet these requirements.

The screenshot shows a filter bar with a search input, a dropdown menu for 'Level' set to 'Release', and another dropdown for 'Performance' set to 'Select'. A 'Clear Filters' button is also present. Below the filter bar, a blue bar contains a plus sign and the text '+ Survey of Patients' Experience'.

## PR Data Details

### Hospital Characteristics

The Preview UI PDF export 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 data catalog on [data.cms.gov](https://data.cms.gov).

If the displayed hospital characteristics are incorrect, your hospital should contact **your state Certification and Survey Provider Enhanced Reports agency coordinator** to correct the information. For questions regarding the Automated Survey Process Environment State Contact list for hospitals, please refer to the **CMS Measure Data Set Contacts**.

### 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

## +Timely and Effective Care

Emergency Department (OP-18b, OP-18c, OP-22, OP-23)  
 Healthcare Personnel Vaccination (HCP COVID-19)  
 Cardiac Care (OP-40 voluntary)  
 Cataract Care (OP-31)  
 Colonoscopy (OP-29)

### Emergency Department Measures

The Emergency Department (ED) section of the preview UI displays the ED measures.

Measures OP-18b, OP-18c, OP-23 contain up to four quarters of data and display as a median time. They are calculated from all payer patient encounter data submitted for a hospital. OP-22 data are entered annually into a web-based tool in the HQR system by your hospital.

ED measures include:

- OP-18b: Median Time from ED Arrival to ED Departure for Discharged ED Patients
- OP-18c: Median Time from ED Arrival to ED Departure for Discharged ED Patients- Psychiatric/Mental Health Patients
- OP-22: Left without Being Seen
- OP-23: Head CT or MRI Scan Results for Acute Ischemic Stroke or Hemorrhagic Stroke Patients who Received Head CT or MRI Scan Interpretation within 45 minutes of ED Arrival.

OP-18b, OP-18c, OP-22, and OP-23 display the following data:

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

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
<b>OP-18b</b>	202 minutes *	516	119 minutes *	160 minutes *	100 minutes *
<b>OP-18c</b>	389 minutes *	50	202 minutes *	267 minutes *	131 minutes *
<b>OP-22</b>	7%	110,845	3% *	3% *	0% *
<b>OP-23</b>	71%	42	68% *	69% *	100% *

Denominators greater than 0 and less than 11 will display on the Preview UI but not [Care Compare on Medicare.gov](#).

The EDV information displays based on the volume of patients submitted by a hospital as the denominator used for the measure OP-22: Left without Being Seen. Category assignments are:

- Very high: values of 60,000 or greater patients per year
- High: values ranging from 40,000 to 59,999 patients per year
- Medium: values ranging from 20,000 to 39,999 patients per year
- Low: values less than or equal to 19,999 patients per year

## State and National Performance Rates

The state and national performance rates for ED measures are calculated using publicly reported data from the Clinical Warehouse.

**State Performance:** The state performance rate is derived by summing the numerators for all cases in the state that are publicly reported divided by the sum of the denominators in the state that are publicly reported. Median times are identified using all cases in the state that are publicly reported.

**National Performance:** 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. Median times are identified using all cases in the nation that are publicly reported.

The 90th percentile is calculated for each measure using the median for each eligible hospital and identifying the top 10 percent of hospitals.

## Healthcare Personnel Vaccination Measure

### COVID-19 Vaccination


The COVID-19 Vaccination Among Healthcare Personnel (HCP COVID-19) reflects data provided by the Centers for Disease Control and Prevention (CDC) for public reporting. Each quarter, CDC will calculate quarterly HCP COVID-19 vaccination coverage rates for each facility by taking the average of the data from three weekly rates submitted by the facility for that quarter. For facilities that report more than one week per month, the last week of the reporting month will be used. The data will reflect a single quarter of data in each quarterly release. January 2025 release will display Q1 2024 data.

#### Important Note:

For the CDC to provide a facility’s HCP COVID-19 vaccination data for public reporting, providers should submit data for at least one week per month for the reporting quarter. In NHSN, the last day of the reported week determines the month. For example, data submitted for the week of January 29 – through February 4, 2023, counts for February, not January. For Q1 of 2024, unless there is at least one week of data that ends in January, one week of data that ends in February, and one week of data that ends in March, NHSN will not send a hospital’s HCP COVID-19 vaccination data to CMS.

HCP COVID-19 displays the following data:

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

Healthcare Personnel Vaccination			
	Facility's Adherence Rate	State Adherence Rate	National Adherence Rate
 HCP_COVID-19	3%	17.4%	15.6%



## Facility's Adherence Rate

The COVID-19 HCP Vaccination Adherence Percentage is calculated as the total number of reported eligible healthcare personnel with up to date vaccination against COVID-19 divided by the total number of reported eligible healthcare workers among whom COVID-19 vaccination was not contraindicated per CDC's NHSN data collection instructions.

Eligible providers are defined as the number of healthcare workers who have worked at the healthcare facility for a least one day during the reporting week of data collection period regardless of clinical responsibility or patient contact.

## State Adherence Rate

State Adherence Rates are calculated as the total number of reported healthcare workers in the state contributing to successful vaccination adherence divided by the total number of healthcare workers in the state.

The denominator excludes HCP for whom COVID-19 vaccination was contraindicated per CDC's NHSN data collection instructions.

## National Adherence Rate

National Adherence Rates are calculated as the total number of reported healthcare workers in the nation contributing to successful vaccination adherence divided by the total number of healthcare workers in the nation. The denominator excludes HCP for whom COVID-19 vaccination was contraindicated per CDC's NHSN data collection instructions.

## Cardiac Care

OP-40 (voluntary): ST-Segment Elevation Myocardial Infarction (STEMI) displays up to four quarters of data, displayed as an aggregate rate and based on data submitted via electronic health record (EHR). The data will be updated annually based on data submitted as of the eCQM submission deadline.

Denominators greater than 0 and less than 25 will display on the Preview UI but not in the data catalog on [data.cms.gov](https://data.cms.gov).

**Note:** The facility-level data displayed on the preview report will only be included in the Timely and Effective Care downloadable databases on the data catalog on [data.cms.gov](https://data.cms.gov) site.

## Performance Rates

OP-40 measure displays:

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

## State Rate

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

**Note:** The state performance rates displayed on the preview report is for informational purposes. CMS will not publicly report the state performance rate at this time.

## National Rate

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

**Note:** The national performance rate displayed on the preview report is for informational purposes. CMS will not publicly report the national performance rate at this time.

## Top 10%

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

**Note:** The top 10% performance rate displayed on the preview report is for informational purposes. CMS will not publicly report the top 10% performance rate at this time.

Cardiac Care					
	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
<b>OP-40</b>	N/A*	N/A*	N/A*	46%	69%

## Cataracts Measure

OP-31(voluntary): Cataracts-Improvement in Patient’s Visual Function within 90 Days Following Cataracts Surgery. The OP-31 measure displays:

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

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
<b>OP-31</b>	10%*	120*	12%*	20%*	12%

Denominators greater than 0 and less than 11 will display on the Preview UI but not [Care Compare on Medicare.gov](#).

## Performance Rates

The performance rates for the Cataract Visual Function Measure are calculated using publicly reported data from the Clinical Warehouse.

**Facility Rate:** The facility performance rate is derived by summing the numerators for all cases that are publicly reported by the facility, then dividing by the sum of the denominators in the facility that are publicly reported.

**State Rate:** The state performance rate is derived by summing the numerators for all cases that are publicly reported in the state, then dividing by the sum of the denominators in the state that are publicly reported.

**National Rate:** The national performance rate is derived by summing the numerators for all cases that are publicly reported in the nation, then dividing by the sum of the denominators in the nation that are publicly reported.

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

### Colonoscopy Measure

The Colonoscopy measure is OP-29: Appropriate Follow-up Interval for Normal Colonoscopy in Average Risk Patients. This measure displays:

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

	Facility Rate	Number of Patients	State Rate	National Rate	Top 10%
<b>OP-29</b>	15% *	8900	68% *	79% *	29%

Denominators greater than 0 and less than 11 will display on the Preview UI but not [Care Compare on Medicare.gov](#).

### Performance Rates

The performance rates for the Colonoscopy Measure are calculated using publicly reported data from the Clinical Warehouse. The state and national rates include data from the Department of Defense (DoD).

**Facility Rate:** The facility performance rate is derived by summing the numerators for all cases that are publicly reported by the facility, then dividing by the sum of the denominators in the facility that are publicly reported.

**State Rate:** The state performance rate is derived by summing the numerators for all cases that are publicly reported in the state, then dividing by the sum of the denominators in the state that are publicly reported.

**National Rate:** The national performance rate is derived by summing the numerators for all cases that are publicly reported in the nation, then dividing by the sum of the denominators in the nation that are publicly reported.

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

### + Unplanned Hospital Visit

Procedure Specific Outcomes (OP-32, OP-35 ADM, OP-35 ED, OP-36)

### Procedure Specific Outcomes Measures

## October 2024 Public Reporting Preview/January 2025 Public Reporting Release

Procedure Specific Outcomes Measures will be updated annually during the January public reporting release. Hospitals are not required to submit any data because CMS calculates the measures from claims and enrollment data.

Hospitals with fewer than 25 eligible cases for the 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.” They are included in the measure calculation, but they will not be reported on [Care Compare](#).

These measures display:

- Eligible Cases
- Facility Rate/ Ratio
- National Rate/ Ratio
- National Compare

Procedure Specific Outcomes				
	Eligible Discharges	Facility Rate/Ratio	National Rate/Ratio	National Compare
OP-32	375	19.2*	16.4*	SAME
OP-35_ADM	380	N/A*	12.5*	SAME
OP-35_ED	380	N/A*	6*	SAME
OP-36	400	1*	N/A*	SAME

OP-32 Facility 7-day Risk-Standardized Hospital Visit After Outpatient Colonoscopy Measure calculates a facility-level rate of risk-standardized, all-cause, unplanned hospital visits within 7 days of an outpatient colonoscopy among Medicare Fee-For-Service (FFS) patients aged 65 years and older.

The OP-35 Admissions (ADM) and Emergency Department (ED) Visits for Patients Receiving Outpatient Chemotherapy-Risk Standardized Admission & ED Rate measure provides facilities with information to improve the quality of care delivered for patients undergoing outpatient chemotherapy treatment. The measure calculates two mutually exclusive outcomes:

- One or more inpatient admissions for anemia, dehydration, diarrhea, emesis, fever, nausea, neutropenia, pain, pneumonia, or sepsis within 30 days of chemotherapy treatment.
- One or more ED visits for any of the same 10 diagnoses within 30 days of chemotherapy treatment.

OP-36, Hospital Visits After Hospital Outpatient Surgery, calculates a facility-specific risk-standardized hospital visit ratio within seven days of hospital outpatient surgery. The measure compares results to a value of 1 rather than a national average. OP-36 is calculated using one year of data.

### + Use of Medical Imaging

Imaging Efficiency (OP-8, OP-10, OP-13, OP-39)

### Use of Medical Imaging Measures

Use of Medical Imaging measures are calculated by CMS using Medicare FFS paid claims. The data are updated annually with the July Care Compare release. Some rates or ratios for hospitals will not be displayed due to minimum case counts not being met. Use of Medical Imaging measures include:

**October 2024 Public Reporting Preview/January 2025 Public Reporting Release**

- OP-8: MRI Lumbar Spine for Low Back Pain
- OP-10: Abdomen CT–Use of Contrast Material
- OP-13: Cardiac Imaging for Preoperative Risk Assessment for Non-Cardiac Low Risk Surgery
- OP-39: Breast Cancer Screening Recall Rates

Each measure displays:

- Number of Patients/Scans
- Facility Rate
- State Rate
- National Rate

Use of Medical Imaging				
Imaging Efficiency				
	Number of Patients	Facility Rate	State Rate	National Rate
<b>OP-8</b> Q3 (2020) - Q2 (2021) MRI Lumbar Spine for Low Back Pain	N/A(7)	N/A(7)	46.5%	45.2%
<b>OP-10</b> Q3 (2019) - Q4 (2019) Abdomen CT - Use of Contrast Material	N/A(1)	N/A(1)	3.6%	6.2%
<b>OP-13</b> Q3 (2020) - Q2 (2021) Cardiac Imaging for Preoperative Risk Assessment for Non-Cardiac Low-Risk Surgery	N/A(7)	N/A(7)	3.6%	3.9%
<b>OP-39</b> Q3 (2020) - Q2 (2021) Breast Cancer Screening Recall Rates	87	4.6%	9.6%	11.5%

Facilities must have at least 31 cases to qualify for public reporting; this number can vary from 31 to 67, depending on a facility’s performance rate.

**State and National Performance Rates**

The state and national performance weighted average rates for each Use of Medical Imaging measure are calculated based on Medicare claims data, regardless of whether providers elected to opt out of publicly reporting their data.

## 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 Care (ED-2-Strata-1, ED-2-Strata-2, OP-18b, OP-18c, OP-22, OP-23) Healthcare Personnel Vaccination IMM-3, HCP COVID-19, IPFQR-HCP COVID-19, PCH-28, PCH-38) Cardiac Care (OP-40) Cataract (OP-31) Colonoscopy (OP-29) Opioid Use (Safe Use of Opioids-Concurrent Prescribing) Venous Thromboembolism (VTE-1, VTE-2) Stroke Care (STK-02, STK-03, STK-05, STK-06) Hospital Harm (HH-01, HH-02)
Maternal Health	Structural Measures [Maternal Morbidity Structural Measure (SM-7)] Perinatal Care (ePC-02, PC-05, ePC-07a, ePC-07b)
Health Equity	Hospital Commitment to Health Equity (HCHE)
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 03, PSI 04, PSI 06, PSI 08, PSI 09, PSI 10, PSI 11, PSI 12, PSI 13, PSI 14, PSI 15, PSI 90) M Infections (HAI-1, HAI-2, HAI-3, HAI-4, HAI-5, HAI-6, PCH-4, PCH-5, PCH-6, PCH-7, PCH-26, PCH-27) Surgical Complications (COMP-HIP-KNEE) Surgical Treatment Complications (PCH-37)

**October 2024 Public Reporting Preview/January 2025 Public Reporting Release**

Measure Accordion	Measure IDs Included
<p>Unplanned Hospital Visits</p> <p>Unplanned Hospital Visits Continued</p>	<p>Condition Specific Readmission (READM-30-AMI, READM-30-HF, READM-30-PN, READM-30-COPD)</p> <p>Procedure Specific Readmission (READM-30-CABG, READM-30-HIP-KNEE)</p> <p>Hospital Wide Readmission (READM-30-HOSPWIDE)</p> <p>Inpatient Psychiatric Facility Readmission (READM-30-IPF)</p> <p>Procedure Specific Outcomes (PCH-30, PCH-31, OP-32, OP-35 ADM, OP-35 ED, OP-36)</p> <p>Excess Days in Acute Care (EDAC-30-AMI, EDAC-30-HF, EDAC-30-PN)</p>
<p>Payment &amp; Value of Care</p>	<p>Payment (PAYM-30-AMI, PAYM-30-HF, PAYM-30-PN, PAYM-90-HIP-KNEE)</p> <p>Medicare Spending per Beneficiary (MSPB-1)</p>
<p>Follow-Up Care</p>	<p>Transition Record (TR1, TR2)</p> <p>Follow-Up After Hospitalization for Mental Illness (FUH-7, FUH-30)</p> <p>Medication Continuation Following Inpatient Psychiatric Discharge (MedCont)</p>
<p>Substance Use Treatment</p>	<p>Substance Use (SUB-2, SUB-2a, SUB-3, SUB-3a)</p> <p>Tobacco Use (TOB-3, TOB-3a)</p>
<p>Patient Safety</p>	<p>Hospital-Based Inpatient Psychiatric Services (HBIPS-2, HBIPS-3)</p>
<p>Preventative Care and Screening</p>	<p>Screening (SMD)</p> <p>Immunization (IPFQR-IMM-2)</p>
<p>Use of Medical Imaging</p>	<p>Imaging Efficiency (OP-8, OP-10, OP-13, OP-39)</p>
<p>Palliative Care</p>	<p>End-of-Life (EOL) Measures (PCH-32, PCH-33, PCH-34, PCH-35)</p>
<p>Patient Reported Outcome</p>	<p>THA/TKA Inpatient Pre-operative Surveys only (THA/TKA PRO-PM)</p>

## Footnote Table

#	Description	Application
1	The number of cases/patients is too few to report.	Applied to any measure rate or ratio where the minimum case count was not met.
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 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.	Applied when a hospital either elected not to submit data or the hospital had no data to submit for a particular measure for all quarters represented in the current preview period.
7	No cases met the criteria for this measure.	Applied when a hospital treated patients in a topic, but no patients met the criteria for inclusion in the measure calculation.
13	Results cannot be calculated for this reporting period	Applied to emergency department measures when the average minutes cannot be calculated for a volume category.
16	There are too few measures or measure groups reported to calculate an overall rating or measure group score	This footnote is applied when a hospital: <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 Department of Defense (DoD) hospitals.	DoD hospitals are not included in the calculations of the overall star rating.
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.	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. 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.



#	Description	Application
25	State and national averages include Veterans Health Administration (VHA) hospital data	Applied to state and national data when VHA data are included in the calculation.
26	State and national averages include Department of Defense (DoD) hospital data	Applied to state and national data when DoD data are included in the calculation.
27	The Department of Defense (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.
28	The data are based on the hospital or facility has submitted to CMS. The hospital or facility has submitted an Extraordinary Circumstances Request suggesting results may be impacted by the COVID-19 pandemic.	This footnote is applied when a hospital or facility alerts CMS of a possible concern with data used to calculate the results of this measure via an approved Extraordinary Circumstances Exception form. Calculated values should be used with caution.
29	This measure was calculated using partial performance period data due to a CMS-approved exception.	<p>This footnote indicates that the hospital's results were based on data reported for less than the maximum possible time period used to collect data for a measure but not all quarters.</p> <p>This footnote is applied when CMS has approved an Extraordinary Circumstances Exception for one or more quarters of data used to calculate the results of this measure.</p>

## Questions

---

Managed File Transfer is not intended for question submission.

Questions regarding the Overall Hospital Quality Star Ratings may be directed to the Overall Hospital Quality Star Ratings Team via the [QualityNet Question and Answer Tool](#).

Questions regarding the Hospital OQR Program, email the Outpatient Quality Reporting Support Team via the [QualityNet Question and Answer Tool](#) or call, toll-free, (866) 800-8756 weekdays from 7 a.m. to 6 p.m. Eastern Time.