



eCQM Voice of the Customer

Division of Healthcare Quality Evaluation

**Pioneers in Quality
Survey Results June 2016**

eCQM: Voice Of the Customer

Introduction

- ▶ In the FY 2016 final IPPS rule, CMS finalized the requirement for hospitals participating in the Hospital IQR program to submit four eCQMs for patients discharged during either the third or fourth quarter of 2016 by February 28, 2017. Leaders at The Joint Commission, the American Hospital Association (AHA) and the Federation of American Hospitals (FAH) heard from various hospital representatives that it may be difficult for them to meet this new eCQM requirement for 2016.
- ▶ The Joint Commission partnered with AHA and FAH to ensure that we obtain an accurate and nationally representative picture of hospitals' experiences and challenges, and to learn what The Joint Commission and our partners can do to help hospitals meet the 2016 Hospital IQR Program requirements.

eCQM Voice of the Customer Survey

- ▶ The Joint Commission sent a survey to 886 hospitals
- ▶ Received 319 responses regarding:
 - Their perceived importance/priority of eCQM submission;
 - Barriers to reporting in 2016;
 - What tools and resources will be helpful, and other considerations.

Response by Ownership Type

Ownership Type	Frequency	Percent
Govt. (non federal) - City	4	1.26
Govt. (non federal) – City-County	1	0.31
Govt. (non federal) – County	12	3.77
Govt. (non federal) – Hospital district	29	9.12
Govt. (non federal) - State	5	1.57
Investor-owned; for profit – Corporation	7	2.20
Investor-owned; for profit – Individual	1	0.31
Investor-owned; for profit – Partnership	10	3.14
Nongovt.; not for profit - Church operated	66	20.75
Nongovt.; not for profit – other	183	57.55

Majority of hospitals will need to report 4 eCQMs by 2/28/17

- ▶ Hospital required to report data to CMS as part of HIRP?

Q1	Frequency	Percent
Yes	307	98.08
No	2	0.64
Don't know	4	1.28

Organizations are aware of the eCQM reporting requirements

► Aware of CMS's eCQM data reporting requirement?

Q2	Frequency	Percent
Yes	296	95.18
No	15	4.82

Hospitals will submit eCQM data

Which do you think hospital will do in response to the reporting requirement?

Q3	Frequency	Percent
Report to eCQM data to CMS by 2/28/17	268	86.17
Request an extraordinary circumstances waiver	1	0.32
No report and risk ability to earn annual FY2018 payment	9	2.89
Unsure	26	8.36
Other	7	2.25

Why Hospitals are requesting extraordinary circumstance waiver

- ▶ EMR system not ready
- ▶ Changing EMR systems, may not have a full quarter or be able to produce eCQM data by time of submission
- ▶ Current system is unable to produce QRDA 1 file

There is a lot of work to be done before February 28, 2017

- How ready is hospital to successfully submit eCQM data to CMS?

Q4	Frequency	Percent
<i>Need to do a lot of work</i>	116	37.18
Need to do some work	129	41.35
Need to make some improvements but in good shape	55	17.63
Could submit tomorrow	6	1.92
Other	6	1.92

My EHR vendor will help me

- Electronic health record vendor will provide us with support

Q5	Frequency	Percent
Strongly agree	20	6.43
Agree	142	45.66
Disagree	64	20.58
Strongly disagree	45	14.47
Don't know	40	12.86

Hospitals are not aware of cost to implement and report eCQMs

- Accepting payment reduction more costly than implementing and reporting eCQMs?

Q6	Frequency	Percent
Strongly agree	30	9.65
Agree	86	27.65
Disagree	60	19.29
Strongly disagree	34	10.93
Don't know	101	32.48

Deadline is achievable

February 28, 2017 deadline is achievable?

Q7	Frequency	Percent
Strongly agree	27	8.65
Agree	188	60.26
Disagree	38	12.18
Strongly disagree	21	6.73
Don't know	38	12.18

Hospitals can afford to purchase

▶ Hospital can afford to purchase HIT needed?

Q8	Frequency	Percent
Strongly agree	25	8.09
Agree	173	55.99
Disagree	46	14.89
Strongly disagree	18	5.83
Don't know	47	15.21



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The knowledge and skill for implementing eCQMS is not a concern

▶ Hospital has necessary knowledge/skills for implementation?

Q9	Frequency	Percent
Strongly agree	40	12.86
Agree	198	63.67
Disagree	42	13.50
Strongly disagree	15	4.82
Don't know	16	5.14

CMS might disclose results

- ▶ Hospital is confident that CMS won't disclose results?

Q10	Frequency	Percent
Strongly agree	23	7.44
Agree	117	37.86
<i>Neutral</i>	77	24.92
<i>Disagree</i>	35	11.33
<i>Strongly disagree</i>	19	6.15
<i>Don't know</i>	38	12.30

If not required hospitals would not implement eCQMs

- ▶ Hospital would implement eCQMs even if CMS did not require?

Q10	Frequency	Percent
Strongly agree	6	1.92
Agree	44	14.10
Neutral	93	29.81
Disagree	94	30.13
Strongly disagree	49	15.71
Don't know	26	8.33

Hospitals wonder if eCQMS accurately reflect quality care

- ▶ Hospital confident that eCQM data accurately reflects quality of care?

Q11	Frequency	Percent
Strongly agree	10	3.21
Agree	47	15.06
Neutral	91	29.17
Disagree	82	26.28
Strongly disagree	55	17.63
Don't know	27	8.65

Hospitals unsure if they can extract all data

Can hospital extract all data required to report eCQMs?

Q12	Frequency	Percent
Yes	148	48.37
No	68	22.22
<i>Don't know</i>	90	29.41

Mapping data to standard vocabularies not a concern

- Can hospital map data to required standard vocabularies?

Q13	Frequency	Percent
Yes	168	54.90
No	37	12.09
Don't know	101	33.01

It is a mystery if we can generate a QRDA 1 document

- Can hospital generate QRDA Category 1 documents?

Q14	Frequency	Percent
Yes	132	43.28
No	40	13.11
Don't know	133	43.61

Have not had a successful QRDA 1 document generated

- Has hospital successfully generated QRDA Category 1 documents to date?

Q15	Frequency	Percent
Yes	66	21.64
No	129	43.30
<i>Don't know</i>	<i>110</i>	<i>36.07</i>

Majority have not submitted eCQMs patient level data

- Has hospital successfully eCQM patient-level data to CMS in the past?

Q16	Frequency	Percent
Yes	41	13.49
No	208	68.42
<i>Don't know</i>	55	18.09

Hospitals will submit using QRDA 1 files

How will hospital submit eCQM data to CMS?

Q17	Frequency	Percent
Submit using QRDA files generated from our EHR	127	48.47
Submit through a third party data submission vendor	98	37.40
Other	6	2.29
Don't know	31	11.83

As you consider the CMS requirements for eCQM reporting and how your hospital will respond, what is the biggest challenge your hospital faces?

- ▶ Timeline to have it successfully transmitted and ensuring the data accurately reflects the quality of care
- ▶ IT work, priority, mapping for accurate data
- ▶ Significant unplanned expenses for resources of IT, clinical staff, and training of new workflow
- ▶ Cost and maintenance
- ▶ EMR development for discrete charting requirements eCQM needs while not compromising care at the bedside
- ▶ Changing EHR systems
- ▶ Producing a QRDA 1 Document, may need to change vendors

Lets do a quick recap of what we have seen so far:

- ▶ 86% of hospitals will submit eCQMS to CMS come February 28, 2017
- ▶ 87% feel this date is achievable
- ▶ 76% have the skill level and knowledge
- ▶ 64% can afford HIT support
- ▶ 58% have not/don't know if they can generate a QRDA 1 document
- ▶ 79% have not/don't now if they have successfully generated a QRDA1 doc
- ▶ 87% have not successfully submitted eCQM patient level data

What can we do?

Q18-21	Frequency	Percent
Forums to ask questions about eCQM specifications.	272	90.97
Comprehensive library of resources for eCQM implementation and eCQM reporting.	271	90.69
Efforts to work with CMS to reduce or eliminate eCQM reporting requirements.	235	78.6
Education (e.g. webinars) on eCQMs and eCQM implementation.	278	92.48

Want education on:

Q22-28	Frequency	Percent
CMS's eCQM reporting requirements.	260	87.25
CMS and Joint Commission eCQM reporting requirements and guidance on how to meet both.	276	91.7
Best practices for implementing and reporting eCQMs from leading hospitals.	274	91.34
Best practices and strategies for combining clinical decision support and eCQM reporting.	273	90.7
Strategies to validate eCQMs and to improve eCQM accuracy.	277	90.02
eCQM specifications and reporting standards.	275	91.36
Technical guidance for eCQM submission.	235	78.07

What can we do to help or additional comments?

- ▶ Establish standards for EHR vendors to follow, only allow one field for documentation.
- ▶ Allow more time
- ▶ Only have four mandatory eCQMs over the next several years
- ▶ Resources to answer questions
- ▶ Further education regarding the specifications

Responders are very involved in eCQMs

How involved with eCQM implementation and reporting are you?

Q29	Frequency	Percent
Not at all involved	5	1.65
Marginally involved	22	7.26
Somewhat involved	75	24.75
Very involved	109	35.97
Extremely involved	92	30.36

- Lower % of system (compared to non-system) hospital respondents claim more involvement with eCQM implementation and reporting (**P=.0275**)

Quality Improvement and Patient safety are leading the effort

Who provided input to the response? (check all that apply)

Q33	Frequency	Percent
Senior Leadership (C-Suite)	33	16.75
Quality Improvement/Patient safety	163	82.74
Clinical Informatics	93	47.21
Other	17	8.63
Corporate office/Health system Leadership	48	24.37

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Higher % of system hospital (compared to non-system) respondents said that they received input from Corporate Office/Health System Leadership (**P<.001**)

eCQM Voice of the Customer Survey

- ▶ Key Points of survey results: Despite many hospitals feel the 2017 deadline is achievable, many hospitals may not be as ready as they think they are. Only 13% have successfully submitted patient level data to CMS. The lack of time, education, and resources makes for a difficult timeline. Many responders comments involved the need to change EHR vendors to be compliant.