Thursday, June 27, 2024

RQITA
RESOURCE CENTER

MBQIP Critical Access Hospital Quality Improvement: Nebraska CAHs MBQIP 101

Objectives

- Participants will meet the Telligen RQITA team and understand our role in MBQIP
- Participants will be able to identify MBQIP measures, how they are submitted understand the benefits of participation in MBQIP
- Participants will learn what resources and support are available to them

About Telligen

50 years providing expertise and solutions that produce true, measurable results

Team Telligen is made up of more than **600 clinical and technical** professionals supporting clients nationwide

As a **100-percent employee-owned** company, our employee-owners drive our business, our solutions and share in our success

The RQITA Team

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Role of Rural Quality Improvement Technical Assistance Center (RQITA)

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The goal of RQITA is to improve quality and health outcomes in rural communities through technical assistance to beneficiaries of Federal Office of Rural Health Policy (FORHP) quality initiatives, which are focused on quality measure reporting and improvement.

RQITA is intended to add expertise related to quality reporting and quality improvement, not to replace technical assistance support already in place.

Resources and Services

- Monthly Newsletter
- Up-to-date resources, guides and tools
- 1:1 technical assistance
- Learning and action webinar events
- Recorded trainings
- **TASC Rural Center website**
- **Telligen RQITA website for quality improvement resources**

Overview of MBQIP

MBQIP Overview

- What is MBQIP?
  - Medicare Beneficiary Quality Improvement Project (MBQIP) is a Quality improvement (QI) activity under the FORHP funded Medicare Rural Hospital Flexibility (Flex) grant program.
- What is the goal?
  - The goal of MBQIP is to improve the quality of care in CAHs by increasing quality data reporting and driving improvement activities based on the data.
- How is that done?
  - MBQIP achieves its goals by increasing quality data reporting by CAHs and then driving quality improvement activities based on the data.
  - MBQIP provides an opportunity for individual hospitals to look at their own data, measure their outcomes against other CAHs and partner with other hospitals in the state around quality improvement initiatives to improve outcomes and provide the highest quality care to each and every one of their patients.
- What role does MBQIP fulfil?
  - MBQIP establishes a common set of rural-relevant hospital metrics, technical assistance, encouragement, and support.
  - MBQIP provides the ability for FORHP to demonstrate impact of hospital and state-based efforts on a national scale.

Other quality programs and MBQIP alignment

MBQIP has alignment with CMS quality measures reporting programs. Many quality improvement programs exist for rural facilities. Educational offerings and alignment may be seen within your state.

Quality Measures Reporting Programs

- CMS Programs:
  - Inpatient Quality Reporting (IQR)
  - Outpatient Quality Reporting (OQR)
  - CMS Star Ratings (HCAHPS/Overall)
  - Medicare Promoting Interoperability Program
- CDC Programs:
  - National Healthcare Safety Network(NHSN)
- State Quality Reporting Programs

Quality Improvement Programs

- Hospital Quality Improvement Contractors (HQIC)
- Quality Improvement Network-Quality Improvement Organizations (QIN-QIO)
- Quality Payment Program Small, Underserved & Rural Support (QPP SURS)

What is the Benefit of MBQIP to Critical Access Hospitals (CAHs)?

- **Demonstrate value and quality of care to the community**
- Engage in quality improvement initiatives with rural peers and experts
  - Improve patient experience
  - Empowering persons and clinicians to make decisions about their healthcare
- Establish a common set of rural-relevant measures for quality improvement (patient safety, patient experience, care coordination, emergency department)
  - Data that drives action
  - Rural-relevant benchmarking
- Increase hospital-level capacity for participating in federal and state reporting programs
  - Value-based payment programs
- Access to Flex program resources and assistance
- For those participating in Small Rural Hospital Improvement Program (SHIP), MBQIP is a required priority area
- Aligns with CAH conditions of participation

Current Core MBQIP Measures

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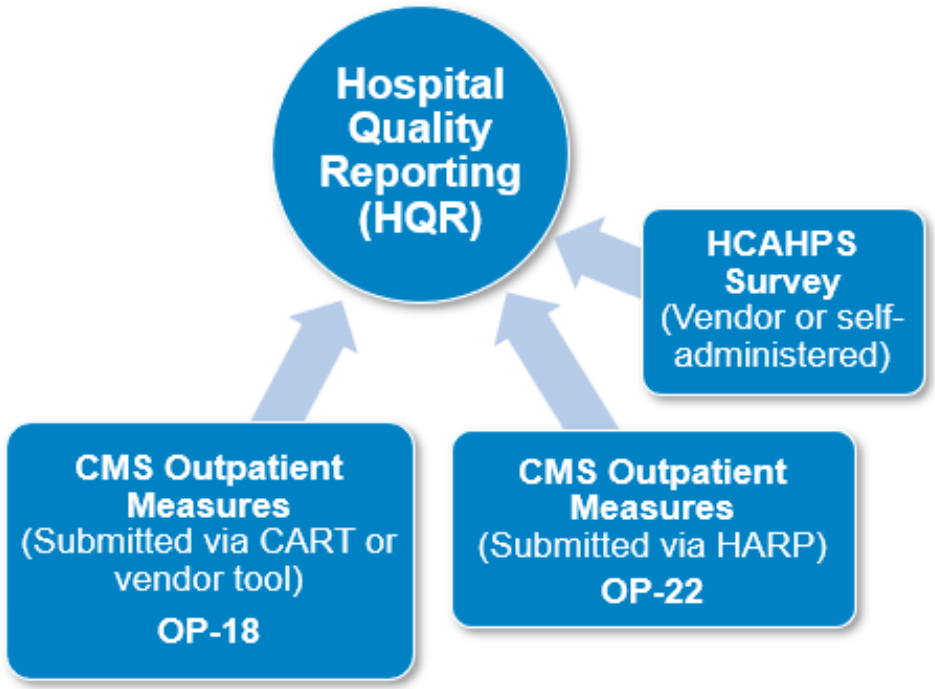
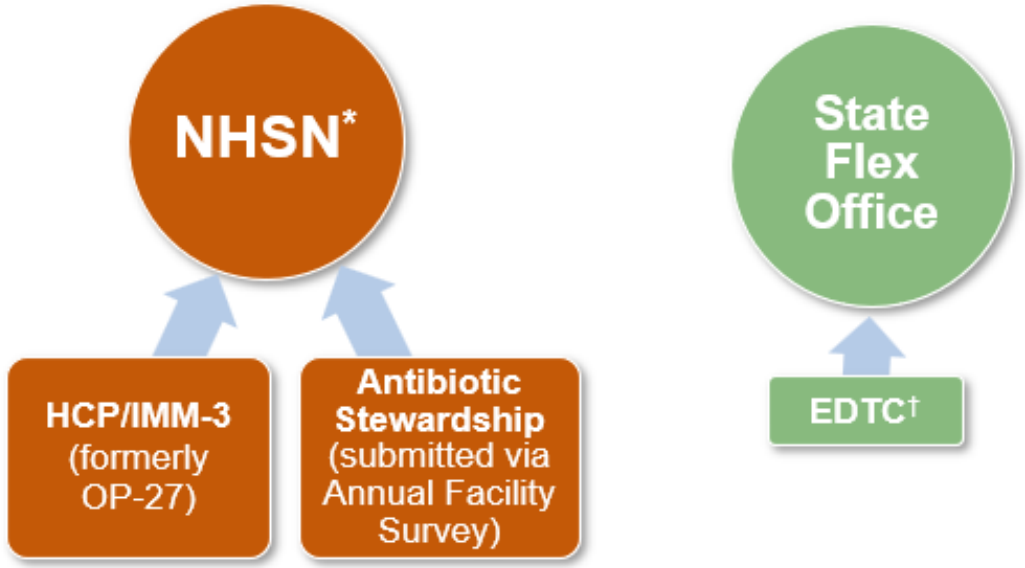
Core MBQIP Measures			
Patient Safety/Inpatient	**Patient Engagement**	**Care Transitions**	**Outpatient**
HCP/IMM-3 (formerly OP-27): Influenza Vaccination Coverage Among Healthcare Personnel (HCP) **Antibiotic Stewardship:** Measured via the Centers for Disease Control and Prevention National Healthcare Safety Network (CDC NHSN) Annual Facility Survey	**Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** The HCAHPS survey contains 21 patient perspectives on care and patient rating items that encompass eight key topics: • Communication with Doctors • Communication with Nurses • Responsiveness of Hospital Staff • Communication about Medicines • Discharge Information • Cleanliness of the Hospital Environment • Quietness of the Hospital Environment • Transition of Care The survey also includes screener questions and demographic items. The survey is 29 questions in length.	**Emergency Department Transfer Communication (EDTC)** One composite; eight elements • **All EDTC Composite** • Home Medications • Allergies and/or Reactions • Medications Administered in ED • ED provider Note • Mental Status/Orientation Assessment • Reason for Transfer and/or Plan of Care • Tests and/or Procedures Performed • Test and/or Procedure Results	**Emergency Department (ED) Throughput** • **OP-18:** Median Time from ED Arrival to ED Departure for Discharged ED Patients • **OP-22:** Patient Left Without Being Seen *The AMI Outpatient measures, OP-2 and OP-3 are being removed by the center for Medicare & Medicaid Services (CMS) following submission of Quarter 1 2023 data.

Core MBQIP Measures Reporting





*National Healthcare Safety Network
†Emergency Department Transfer Communication

Additional MBQIP Measures

Suggested Additional Quality Measures for Flex Improvement Activities				
Global Measures	**Patient Safety**	**Patient Experience**	**Care Coordination**	**Emergency Department**
Quality Improvement Basics **Quality Related Certification**	**Antibiotic Use (AU)** **COVID Vaccination** **Healthcare-Associated Infections (HAI)** **Perinatal Care** • **Birthing-Friendly Hospital Designation** • **PC-01:** Elective Delivery • **PC-05**: Exclusive Breast Milk Feeding (eCQM) **Falls** • Falls with Injury • Patient Fall Rate • Screening for Future Fall Risk **Adverse Drug Events (ADE)** • Opioids • Glycemic Control • Anticoagulant Therapy **Patient Safety Culture Survey** **Inpatient Influenza Immunization** **eCQMs** • **VTE-1:** Venous Thromboembolism Prophylaxis • **ED-2:** Median Admit Decision Time to ED Departure Time for Admitted Patients	**Emergency Department Patient Experience** **Swing Bed Patient Experience** **Clinic Group CAHPS**	**Discharge Planning** **Medication Reconciliation** **Swing Bed Care** **Claims-Based Measures:** The following Measures are automatically calculated for hospitals using Medicare Administrative Claims Data • Complications • Hospital Return Days **Global Malnutrition Composite Score (eCQM)**	**OP-40:** ST-Segment Elevation Myocardial Infarction (eCQM) **Chest Pain/Acute Myocardial Infarction** **ED Throughput** • Door to Diagnostic Evaluation by a Qualified Medical Professional **American Heart Association Get with the Guidelines (Stroke, Heart Failure, AMI)**

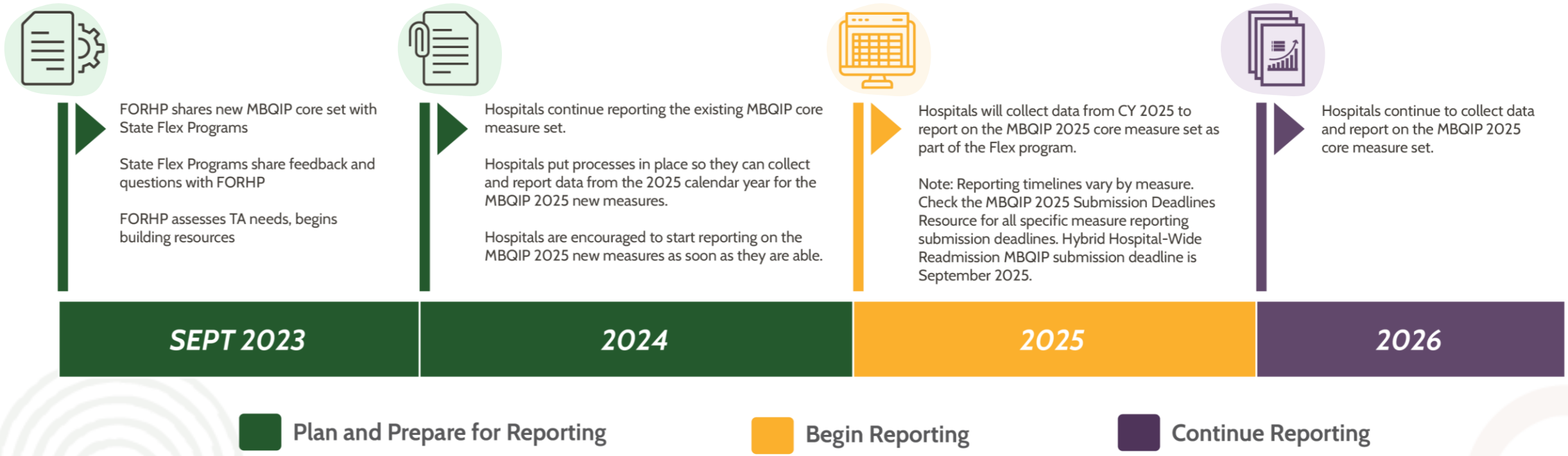
https://www.telligen.com/wp-content/uploads/2024/03/MBQIP_Measures_20240228_508.pdf

MBQIP Core Measure Set

MBQIP Core Measure Set Current Measures in *black (for reporting data from calendar years 2023 and 2024) MBQIP 2025 Core Measure Set (adding in the additional orange measure reporting data by calendar year 2025)				
Global Measures	**Patient Safety**	**Patient Experience**	**Care Coordination**	**Emergency Department**
±**CAH Quality Infrastructure** *(annual submission)* **Hospital Commitment to Health Equity** *(annual submission)*	***HCP/IMM-3:** Influenza Vaccination Coverage Among Healthcare Personnel (HCP) *(annual submission)* ***Antibiotic Stewardship:** Measured via Center for Disease Control National Healthcare Safety Network (CDC NHSN) Annual Facility Survey *(annual submission)* **Safe Use of Opioids (eCQM)** *(annual submission)*	***Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** *(quarterly submission)*: The HCAHPS survey contains 21 patient perspectives on care and patient rating items that encompass eight key topics: • Communication with Doctors • Communication with Nurses • Responsiveness of Hospital Staff • Communication about Medicines • Discharge Information • Cleanliness of the Hospital Environment • Quietness of the Hospital Environment • Transition of Care	**Hybrid Hospital-Wide Readmission** *(annual submission)* **Social Drivers of Health Screening** *(annual submission)* **Social Drivers of Health Screening Positive** *(annual submission)*	***Emergency Department Transfer Communication (EDTC)** *(quarterly submission)*: The following eight elements roll up into a single composite result: • Home Medications • Allergies and/or Reactions • Medications Administered in ED • ED provider Note • Mental Status/Orientation Assessment • Reason for Transfer and/or Plan of Care • Tests and/or Procedures Performed • Test and/or Procedure Results ***OP-18:** Median Time from ED Arrival to ED Departure for Discharged ED Patients *(quarterly submission)* ***OP-22:** Patient Left Without Being Seen *(annual submission)*

https://www.telligen.com/wp-content/uploads/2024/03/MBQIP_Measures_20240228_508.pdf

MBQIP Implementation Timeline for State Flex Programs for the 2025 MBQIP Core Measure Set



Reporting Channels for 2025 MBQIP Measures

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Hospital Quality Reporting (HQR)

- ★ Hospital Commitment to Health Equity
- ★ Hybrid Hospital Wide Readmissions
- ★ Safe Use of Opioids-Concurrent Prescribing
- ★ Screening for Social Drivers of Health
- ★ SDOH Screening Positive
- HCAHPS Survey (vendor or self-administered)
- CMS Outpatient Measures (submitted via HARP) OP-22
- CMS Outpatient Measures (submitted via CART or vendor tool) OP-18

FMT Qualtrics Platform

- ★ CAH Quality Infrastructure

NHSN

- Antibiotic Stewardship
- Influenza Vaccination Coverage Among Healthcare Personnel (HCP)

State Flex Office

- Emergency Department Transfer Communication

[Medicare Beneficiary Quality Improvement Project (MBQIP) 2025 Measure Core Set Information Guide (telligen.com)]

MBQIP Data Submission Deadlines contains submission deadlines for the 12 MBQIP measures

[Medicare Beneficiary Quality Improvement Project (MBQIP) Data Submission Deadlines (telligen.com)]

Submission Process and Deadlines[1,2]

Measure ID	Description	MBQIP Domain	Reported To	Encounter Period									
				Q3/ 2023 Jul - Sep	Q4 / 2023 Oct - Dec	Q1 / 2024 Jan - Mar	Q2 / 2024 Apr - Jun	Q3 / 2024 Jul - Sep	Q4 / 2024 Oct - Dec	Q1 / 2025 Jan - Mar	Q2 / 2025 Apr - Jun	Q3 / 2025 Jul - Sep	Q4 / 2025 Oct - Dec
HCP/IMM-3[4]	Influenza vaccination coverage among health care personnel	Patient Safety	NHSN	N/A	May 15, 2024 (Q4 2023 - Q1 2024 aggregate)		N/A	N/A	May 15, 2025 (Q4 2024 - Q1 2025 aggregate)		N/A	N/A	May 15, 2026 (Q4 2025 - Q1 2026 aggregate)
Antibiotic Steward-ship	CDC NHSN Annual Facility Survey	Patient Safety	NHSN	March 1, 2024[5] (CY 2023 data)		March 3, 2025[5] (CY 2024 data)				March 2, 2026[5] (CY 2025 data)			
HCAHPS	Hospital Consumer Assessment of Healthcare Providers and Systems	Patient Experience	HQR via Vendor	January 3, 2024	April 3, 2024	July 3, 2024	October 2, 2024	January 2, 2025	April 2, 2025	July 2, 2025 anticipated	October 1, 2025 anticipated	January 7, 2026 anticipated	April 1, 2026 anticipated
EDTC[6]	Emergency Department Transfer Communica-tion	Emergency Department	Submission process directed by state Flex Program	October 31, 2023	January 31, 2024	April 30, 2024	July 31, 2024	October 31, 2024	January 31, 2025	April 30, 2025	July 31, 2025	October 31, 2025	January 31, 2026
OP-18	Median time from ED arrival to ED departure for discharged ED patients	Emergency Department	HQR via Outpatient CART/ Vendor	February 1, 2024	May 1, 2024	August 1, 2024	November 1, 2024	February 1, 2025	May 1, 2025	August 1, 2025	November 1, 2025	February 1, 2026	May 1, 2026
OP-22	Patient left without being seen	Emergency Department	HQR Secure Portal	May 15, 2024 (CY 2023 data aggregate)		May 15, 2025 (CY 2024 data aggregate)				May 15, 2026 (CY 2025 data aggregate)			

MBQIP Data Reports

- State Flex Programs are responsible for distributing CAH reports to their CAHs
- Reports grouped by domain:
  - Patient Safety/Inpatient and Outpatient
  - Patient Experience (HCAHPS)
  - Care Transitions (EDTC)
- Format:
  - PDF for each CAH

Example EDTC CAH Report

Hospital-Level Care Transition Core Measures/EDTC Report
Quarter 4 - 2023

Generated on 02/26/24

		Your Hospital's Performance by Quarter					State Current Quarter			National Current Quarter		Bench-mark
	MBQIP Quality Measure	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Aggregate for All Four Quarters	# CAHs Report-ing	Average Current Quarter	90th Per-centile	# CAHs Report-ing	Average Current Quarter	Average Current Quarter
EDTC-All	Composite	67%	57%	76%	87%	71%	77	87%	100%	1,195	92%	100%
	Home Medications	78%	86%	85%	94%	86%	77	93%	100%	1,195	95%	100%
	Allergies and/or Reactions	74%	76%	88%	90%	82%	77	93%	100%	1,195	97%	100%
	Medications Administered in ED	96%	81%	97%	100%	93%	77	95%	100%	1,195	97%	100%
	ED Provider Note	96%	100%	97%	100%	98%	77	91%	100%	1,195	96%	100%
	Mental Status/Orientation Assessment	96%	92%	100%	100%	97%	77	94%	100%	1,195	97%	100%
	Reason for Transfer and/or Plan of Care	96%	100%	100%	100%	99%	77	96%	100%	1,195	98%	100%
	Tests and/or Procedures Performed	96%	95%	97%	100%	97%	77	95%	100%	1,195	97%	100%
	Tests and/or Procedures Results	93%	97%	97%	100%	97%	77	94%	100%	1,195	97%	100%
	Total Medical Records Reviewed (N)	N=27	N=37	N=34	N=31	N=129	N=3,634			N=51,575		

MBQIP Resources

www.Telligen.com/RQITA

RQITA RESOURCE CENTER

RQITA RESOURCE CENTER

ey Resources and Tools | Quality Improvement Tools and Templates | Measure Specific Resources | Request Techincal Assistance | Meet the Team

The Rural Quality Improvement Technical Assistance (RQITA) Resource Center was created to help rural healthcare organizations overcome challenges and improve healthcare and quality of care using data, measurement and improvement activities. Through RQITA support, Telligen aims to assist small rural and critical access hospitals in improving health outcomes in rural communities across the United States. RQITA Resource Center staff provide technical assistance for rural healthcare organizations to expand capacity in quality improvement and ensure success in future models based on high-quality, high-value patient care.

Telligen supports small, rural healthcare organizations by:

- Expanding capacity to use data for quality improvement
- Providing technical assistance to improve the use of health information technology and related quality measurement and improvement efforts
- Supporting implementation of quality measures, measure reporting and rural-relevant measures
- Identifying and disseminating evidence-based strategies for quality improvement

Key Resources and Tools

MBQIP Measures ⊕

Data Reporting ⊕

Quality Improvement Tools and Templates

Quality Improvement Workbook ⊕

TeamSTEPPS ⊕

Plan-Do-Study-Act Tools ⊕

Medical Errors ⊕

Measure Specific Resources

Patient Safety

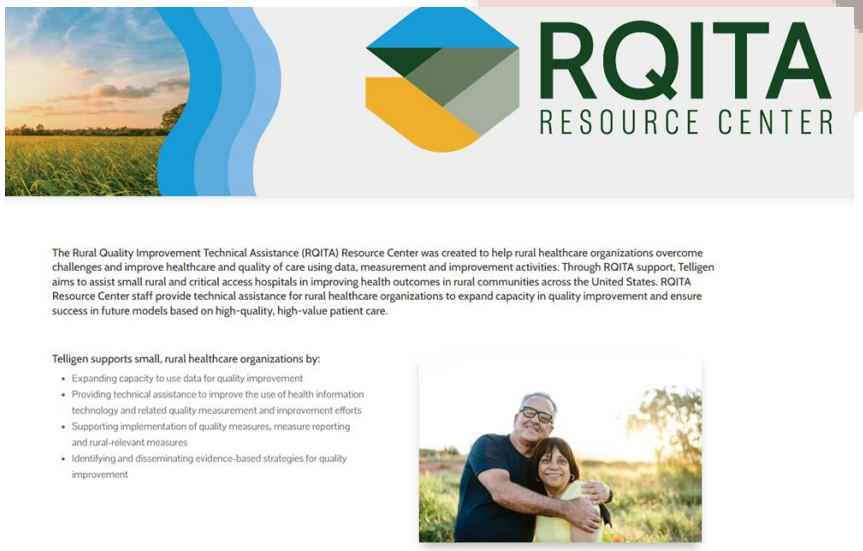
- Adverse Drug Events
- Antibiotic Stewardship
- CDC AUR Measure
- eCQMs
- Falls
- Healthcare-Associated Infections (HAI)
- Patient Safety Culture Survey
- Perinatal Care
- Safe Use of Opioids Concurrent Prescribing
- Vaccinations

Patient Experience

- HCAHPS
- Emergency Department Patient Experience

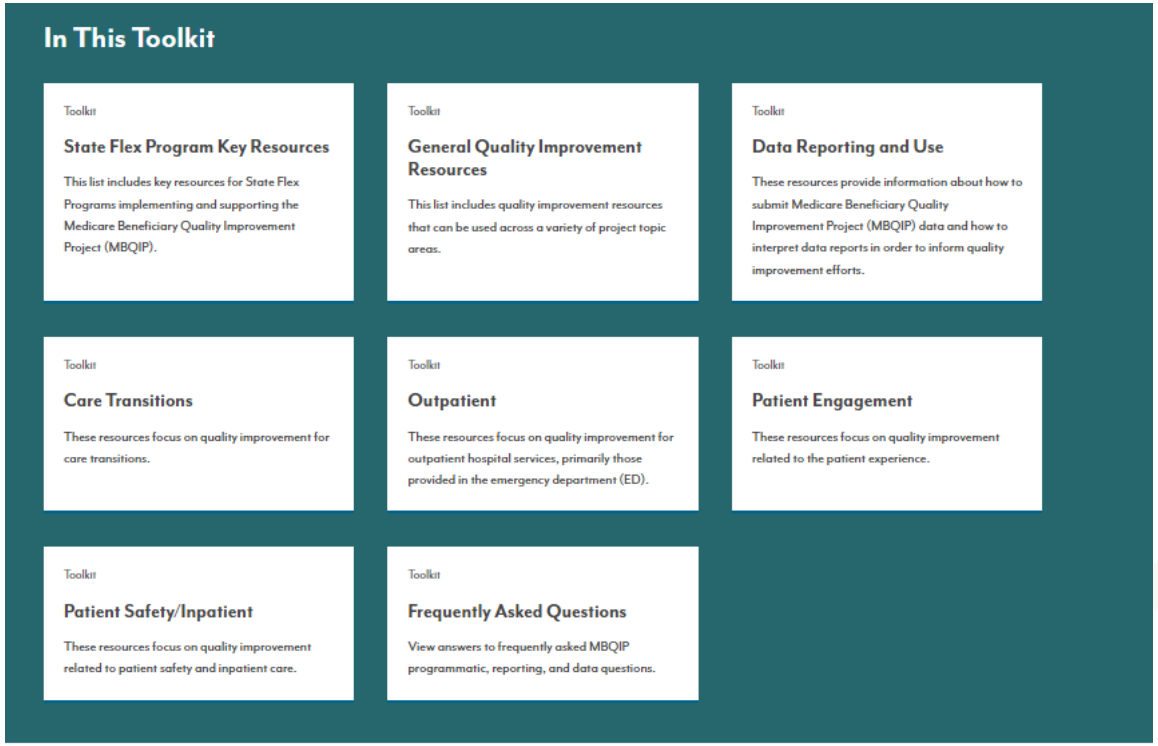
Care Coordination

- Claims-Based Measures
- Discharge Planning
  - Resources and Tools To Improve Discharge and Transitions of Care and Reduce Readmissions (ahrq.gov)
  - Re-Engineered Discharge (RED) Toolkit (ahrq.gov)
- Medication Reconciliation
  - Medication Reconciliation Change Pathway
- Social Drivers of Health
- Swing Bed Care



www.Telligen.com/rqita

[Medicare Beneficiary Quality Improvement Project (MBQIP) | National Rural Health Resource Center (ruralcenter.org)]



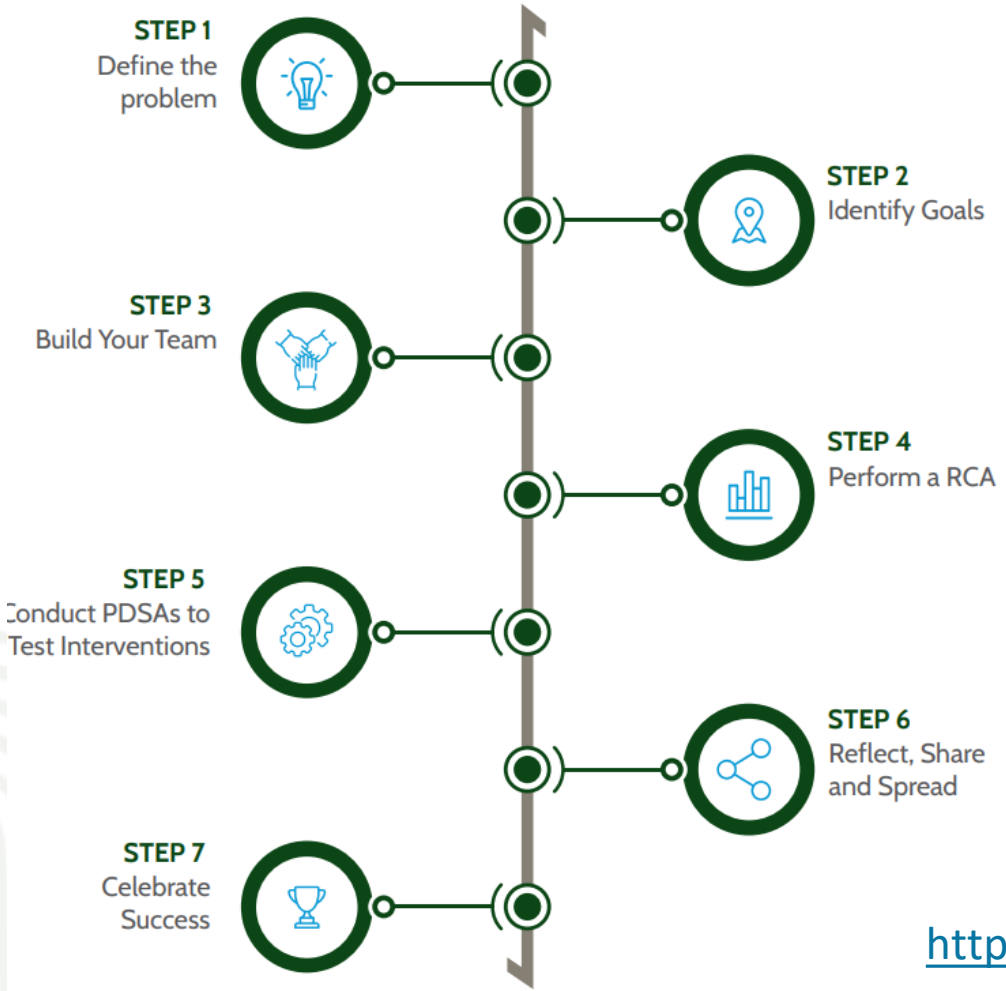
MBQIP Key Resources

Resource	
Webpage: TASC MBQIP Website Contains archived resources for MBQIP for the previous 6 core measures. Contains linkages to new resources.	https://www.ruralcenter.org/programs/tasc/mbqip
Webpage: Telligen RQITA Website Host of MBQIP resource, QI tools, and guides for all 12 core measures and additional measures	www.telligen.com/rqita
Webpage: State Flex Program Key Resources	https://www.ruralcenter.org/resources/state-flex-program-key-resources
Webpage: MBQIP Data Reporting	https://www.telligen.com/rqita/data-reporting/
MBQIP Measures and Additional Measures	https://www.telligen.com/wp-content/uploads/2024/03/MBQIP_Measures_20240228_508.pdf
MBQIP 2025 Information Guide Contains MBQIP measure details and reporting information ★	https://www.telligen.com/wp-content/uploads/2024/04/MBQIP-2025-Information-Guide_v2.1_508.pdf
MBQIP 2025 Overview Webinar Recorded webinar of the 6 new MBQIP mesures which details measure specification and submission details	https://www.telligen.com/rqita/future-of-mbqip-webinar/
MBQIP Quality Reporting Guide Contains data submission details for reporting and getting setup in reporting systems for MBQIP ★	https://www.ruralcenter.org/resources/data-reporting-and-use#quality-reporting-guide
MBQIP Data Submission Deadlines (updated monthly)	https://www.ruralcenter.org/resources/data-reporting-and-use#data-submission-deadlines
MBQIP 2025 Submission Deadlines Contains new measure submission deadline overviews	https://www.telligen.com/wp-content/uploads/2024/04/MBQIP-2025-Information-Guide_v2.1_508.pdf
Data Submission Guides for 6 new measures	Each measure section on www.Telligen.com/RQITA contains Data Submission Guides which includes tips to get started, resources, and step-by-step submission instructions

RQITA Services

- Monthly Newsletter
- Up-to-date resources, guides and tools
- 1:1 technical assistance
- Recorded trainings
- Assistance in understanding measures and how to improve performance in CAHs
- Assistance in understanding measure specifications and reporting mechanisms
- Quality improvement skill development, training, and tools
- Developing and implementing efficient and effective improvement strategies and interventions
- Assistance in tracking the outcomes of quality improvement efforts and spreading of best practices
- Presentations for hospitals (measures, submissions, quality improvement, etc.)

Quality Improvement Project Design



Interactive Worksheets Included in this Workbook	
Five Whys Worksheet	The Five Whys is a simple problem-solving technique that helps to get to the root of a problem quickly.
Root Cause Analysis (RCA) Pathway	This interactive step-by-step guide is used for completing a root cause analysis.
Fishbone Diagram Worksheet	The fishbone diagram is a tool to help the root cause analysis team identify the causes and effects of an event and get to the root cause.
PDSA Worksheet	This worksheet will guide you through the steps to conduct a Plan-Do-Study-Act (PDSA) process or cycle.
Sustainability Decision Guide	This is a resource to help leaders or teams determine if the interventions and changes they are making are sustainable.
PIP Documentation	This tool is for documenting and summarizing Performance Improvement Project (PIP) activities.
Community Coalition Charter	The Community Coalition Charter helps coalitions to outline their motivating vision, shared purpose, members, meeting norms, schedule, etc.
Team Charter	A project charter clearly establishes the goals, scope, timing, milestones and team roles and responsibilities for a PIP.

https://www.telligen.com/rqita/quality-improvement-workbook/

Improving Outcomes for MBQIP Measures

Quality staff can assist hospitals in improving outcomes for MBQIP measures through quality improvement (QI) initiatives in CAHs.

Interactive Worksheets Included in this Workbook	
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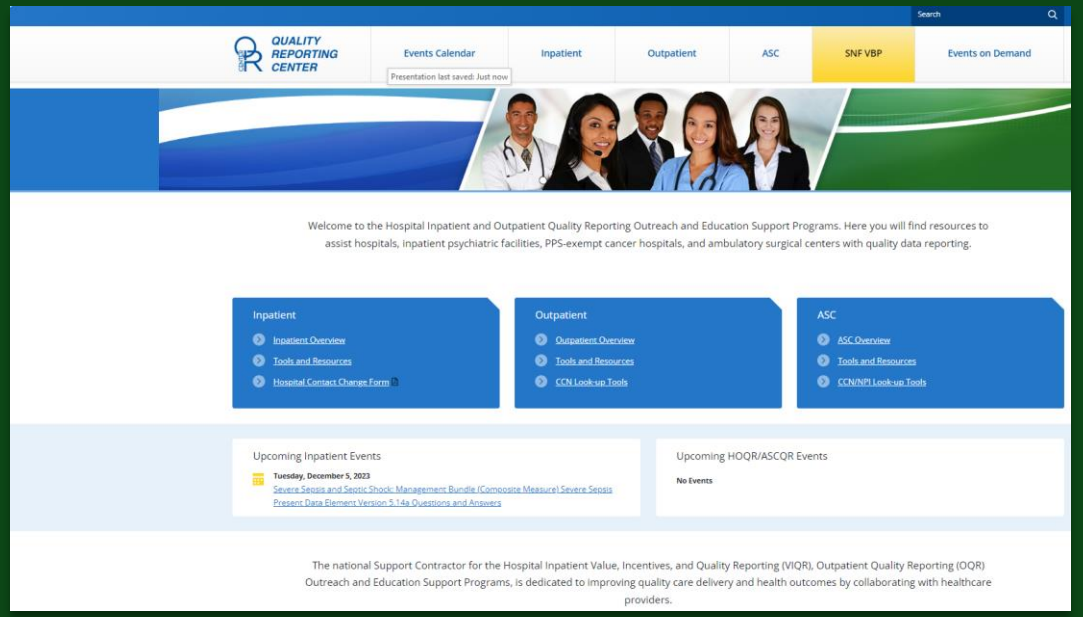
Team Charter	A project charter clearly establishes the goals, scope, timing, milestones and team roles and responsibilities for a PIP.

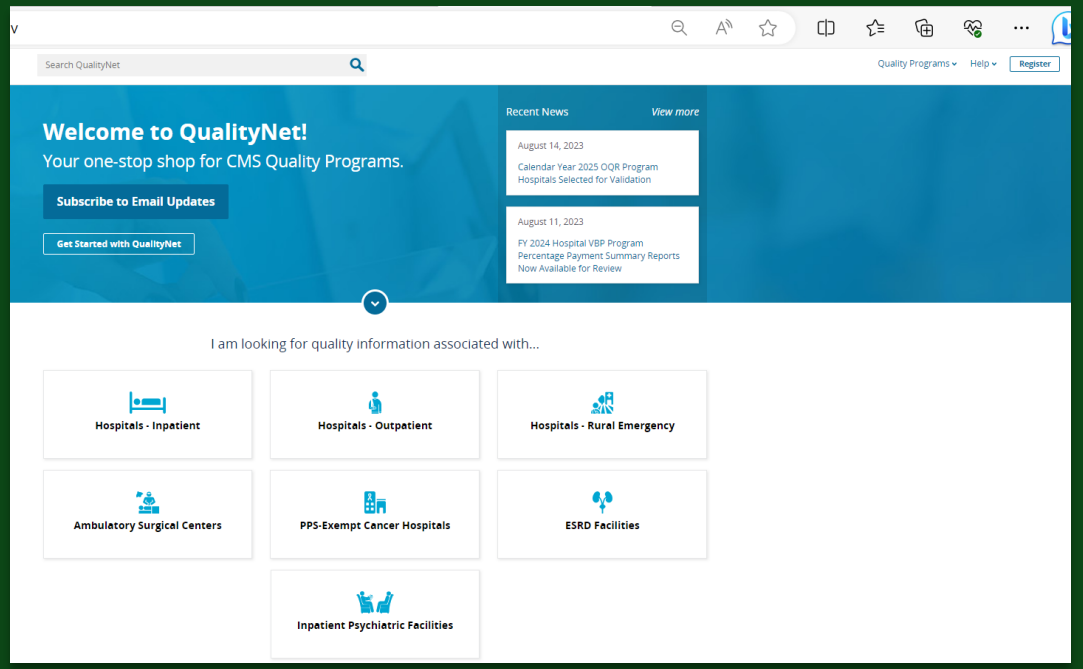
https://www.telligen.com/rqita/quality-improvement-workbook/

Quality Reporting Center

Quality Net

- **Subscribe to Email Listservs**
  - HARP Notify
  - Quality Net Notifications
  - CART Notifications (if you use CART)
  - HIQR and HOQR
- **Locate Measure Specification Manuals**
- **CART Tool**
- **Register for HARP account**





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Questions?

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Thank You!

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $640,000 with 0% percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.