MARYLAND HEALTH CARE COMMISSION

UPDATE OF ACTIVITIES

February 2019

> ### *EXECUTIVE DIRECTION*

Government Relations and Special Projects – Megan Renfrew

Legislative Workshops

African American and Rural Community Infant Mortality Study
This study will include data, program information, and recommendations related to infant mortality in African American Infants and Infants in rural comments in Maryland. MHCC established a work group to advise the commission on this study. The study workgroup has met twice, and five additional meetings are scheduled this year. The workgroup has three subgroups: data analytics, innovative programs, and community and consumer engagement. Each subgroup met once this fall and are expected to meet an additional 2-3 times this year. The final report for this study is due in November 2019.
EMS Reimbursement Work Group for New Care Delivery Models
The final report for this study was submitted to the legislature in January 2019.

Legislative Session

The 2019 Legislative Session is moving through the mid-way point, with legislators introducing more than 1100 pieces of legislation. Commissioners and staff have held weekly conference calls to discuss MHCC positions on proposed legislation. The Legislative Session runs through April 8, 2019.

MHCC in the News: News Updates & Commentary related to MHCC
"Atlantic General Hospital selected as Health Quality Innovator of the Year "January 8, 2019, *https://www.hockessincommunitynews.com/news/20190108/atlantic-general-hospital-selected-as-health-quality-innovator-of-year*

Divilio, Daniel "Kozel lists 2018 accomplishments while community worries about hospital's future" January 24, 2019, *https://www.myeasternshoremd.com/kent_county news/spotlight/kozel-lists-accomplishments-while-community-worries-about-hospital-s-future/article_5365f7f9-3804-5852-8acf-0983eae2c72b.html*

Eichensehr, Morgan "Maryland hospitals trying to meet demands of expanded Medicare waiver" January 7, 2019, *https://www.bizjournals.com/baltimore/news/2019/01/07/maryland-hospitals-trying-to-meet-demands-of.html*

Goedert, Joseph "Drug monitoring platform to help Maryland combat opioids" February 01, 2019, *https://www.healthdatamanagement.com/news/drug-monitoring-platform-to-help-maryland-combat-opioids*

Wicklund, Eric "Baltimore Launches mHealth Program to Reduce 911 Calls, ED Transports" February 06, 2019, *https://mhealthintelligence.com/news/baltimore-launches-mhealth-program-to-reduce-911-calls-ed-transports*

Wicklund, Eric "Hospital's Telehealth Program Reduces ER visits, Treatment Costs, Frederick Memorial Hospital" January 25, 2019, *https://www.mhealthintelligence.com/hospitals-telehealth-program-reduces-er-visits-treatment-cost*

Wood, Colin "Maryland upgrades prescription drug monitoring platform" STATESCOOP February 4, 2019, *https://statescoop.com/maryland-upgrades-prescription-drug-monitoring-platform*

Social Media Activities
MHCC continued regular social media posting on the MHCC Twitter, Facebook and LinkedIn accounts. On February 12th, MHCC participated in a Twitter chat hosted by the Network for Regional Health Care Improvement Organizations on price transparency and health affordability.

MHCC also posts on the "Wear the Cost" Twitter and Facebook accounts. The Wear the Cost social media activities have been less frequent due to a gap in contracting support. However, the new contractor, The Hatcher Group, is now on board and will assist with social media posting for WTC.
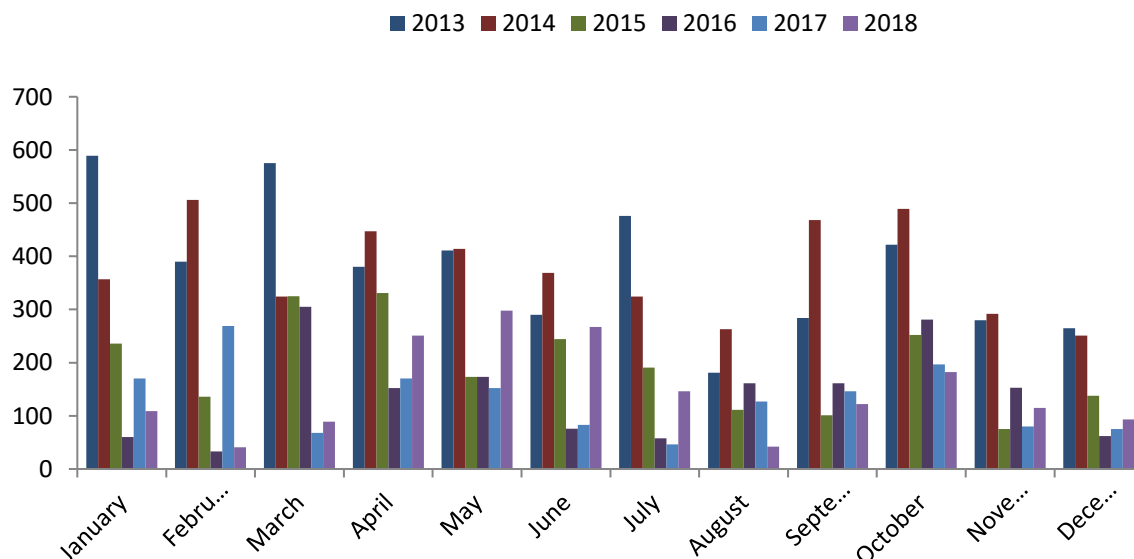
Maryland Trauma Physician Services Fund – Bridget Zombro

Uncompensated Care Processing
CoreSource, Inc., the third party administrator (TPA) for the Trauma Fund, and the MHCC staff are currently working together to clean –up claims which were returned to billing offices to correct missing information or claim forms which had some mistakes; in addition to processing the January file for payment. Those files will be sent to the Commission during the next two weeks for payment. Below is a snapshot of the payments for the year, highlighted in yellow and shown below in Figure 1.

Staff continues to work on a program for the MIEMSS registry data, which is scheduled to be concluded by the end of February. Creating a new system to organize the data will assist our contractor to identify patients on the registry easier. Because there is no limitation on when claims can be filed retroactively, this new program will allow our contractor to more easily identify patients on the registry which is a requirement under the statute for the Trauma Fund. The new webpage for the Trauma Fund has been re-organized and updated to a more user-friendly format for our providers and trauma centers. Writing two new RFPs for Third Party Administration and Auditing is still underway. To ensure a smooth transition, both of these contracts will be awarded before the current ones expire.
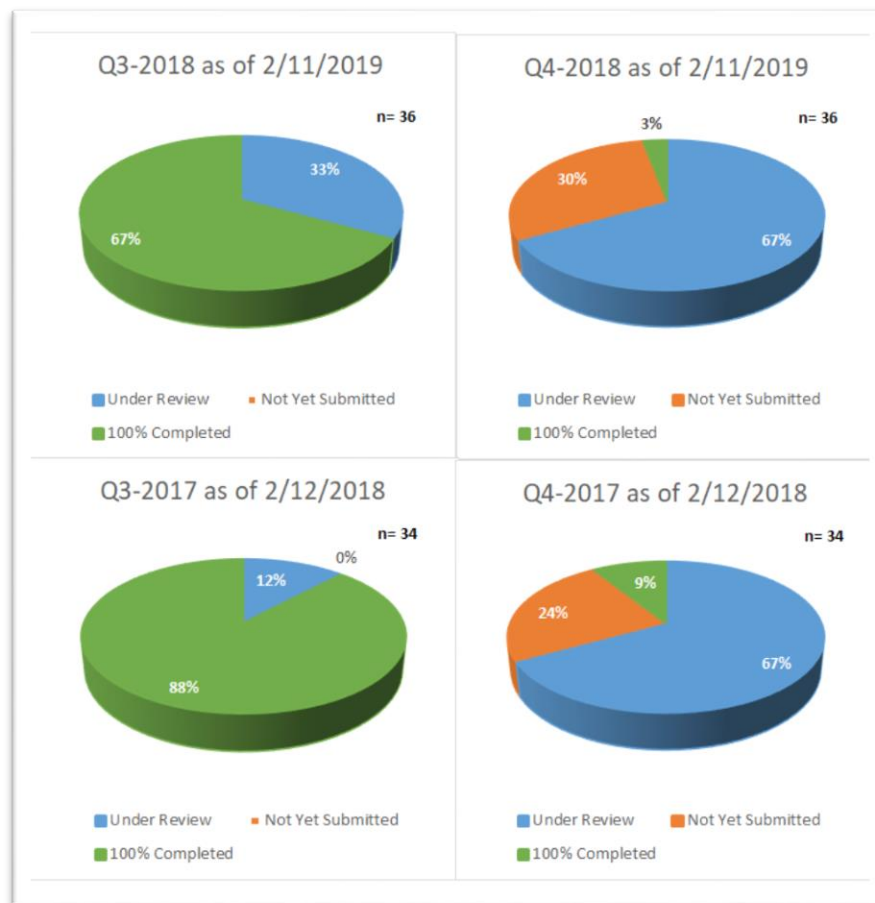
Figure 1Uncompensated Care Payments to Trauma Physicians, 2012-2018

Cost and Quality Analysis – Kenneth Yeates-Trotman

Medical Care Data Base (MCDB) Data Submission Status, Payor Compliance, and Technical Support
The number of payors in the data review process was about the same average for the fourth quarter of 2018 compared to a year ago.

MHCC and Social & Scientific Systems (SSS) continue to work with payors to reduce the number of data re-submissions that have plagued payors during the first three quarters of 2018. The number of payors that are in the data review process improved slightly for quarter4, 2018 to the extent that there was no change in the number of payors whose data were under review compared to a year ago. For example, as of 2/11/2019, about 67% of all payors data submissions were under review for quarter 4, 2018 and 2017. However, about 30% of payors have not yet submitted data to the MCDB portal for quarter 4, 2018 compared to 24% at about the same time last year. As payors wind down 2018 with quarter4 submissions, we anticipate fewer resubmissions for the year 2019. See exhibit below.

Update on MCDB Data Warehouse (DW) and Extract Transform Load (ETL) Development
SSS developed unique integer-based MCDB identifier to improve data runtime of data querying in the MCDB datamart.
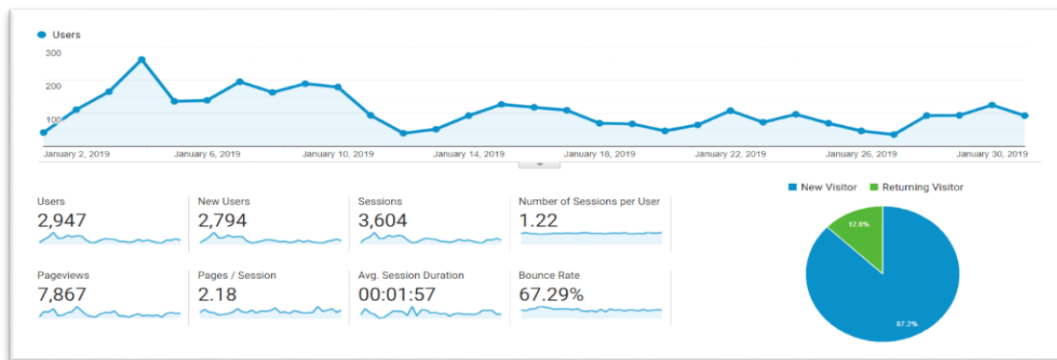
MHCC staff is working with SSS to create a MCDB unique integer-based identifier (MUID) for each patient listed in the MCDB eligibility and claims files to gain visibility into claims activity independent of payors. The MUID is based on the master patient index (MPI) developed by CRISP. The MUID's shorter length than current patient identifiers and the MPI will improve the speed of SAS data processing. Patient linkage across years and payors will be available in the datamarts using the MUID. Unlike the MPI (only on the eligibility file), the MUID will be available in all claims and eligibility files for MHCC users.

Looking Ahead

- Work continues on the 2017 Privately Insured report which will be available for the April 2019 Commissioners meeting
- Staff continues to work on the professional services report update for 2014 through 2017. The report is scheduled to complete in April of this year.
- Staff continues to work on prescription drug trends to answer a question from legislators. Staff will complete this task within a week.
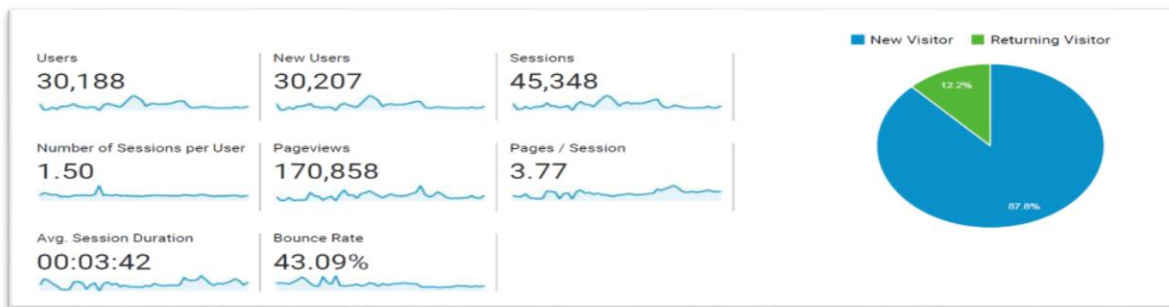
Internet Activities
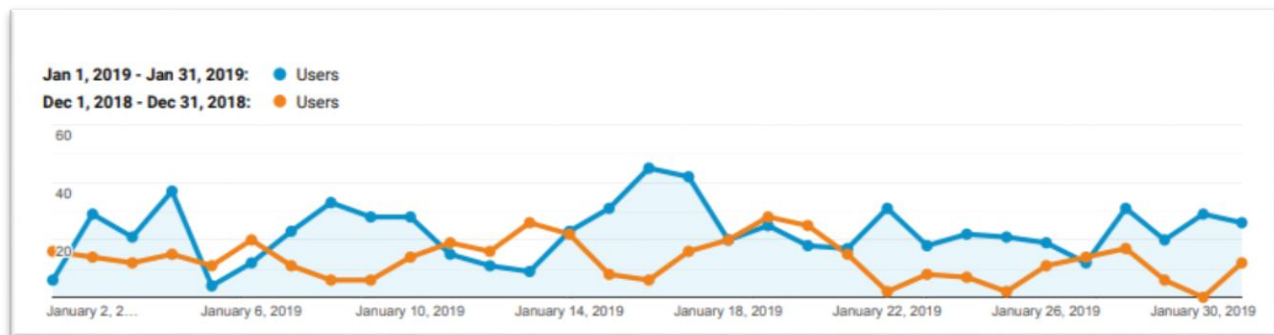
Data from Google Analytics for January 2019

● Bounce rate is the percentage of visitors that see only one page during a visit to the site.

- As shown in the chart above, the number of sessions to the **MHCC website** for January 2019 was 3,604, and of these, there were 2,794 new users. The average time on the site was 1:57 minutes. The bounce rate of 67.29% is the percentage of visitors that see only one page during a visit to the website and is included in the percentage rate of both unique and returning visitor categories.
- Typically, visitors to the MHCC website arrive directly, by entering an MHCC URL or referencing our saved URL, via a search engine such as Google, or from a referral through another State site. Visitors who arrive directly are typically aware of MHCC, but visitors arriving via search engines and referrals are more likely to be new users.
- The highest referral source was from the mhcc.maryland.gov. Other government agencies include dhmh.maryland.gov and hscrc.state.md.us. Among the most common search keywords in January were: "Maryland Health Care Commission," "assisted living facilities," "home-based care" and "home health care agencies."

Since the Maryland Health Care Quality Reports (MHCQR) website was released in December 2014, there have been 30,188 users of the consumer site and 170,858 page views. Since its inception, an average of 604 users visit the site each month. About 88% of the users are new visitors.

MHCQR site saw a 62 percent increase in users in January with 586 users compared to 361 users in December (see graph below). The number of page views increased by 98 percent from 1,954 in December compared to 3,867 in December. These large increases are attributed to the current advertising and marketing campaign. The average time spent on the site in January was approximately five minutes. More discussion of the website can be found in the Center for Quality Measurement and Reporting section.

Policy, Cross-Payer & Workforce Analyses – Mahlet 'Mahi' Nigatu

Episode of Care – Consumer-Centric Price Transparency Initiative Staff continued validating data in the second round of testing. In the process, eight episodes were identified as ready for reporting, four Acute (Stroke, Pneumonia, AMI and Hip Fracture) and three procedural episodes (Hip Replacement, Knee Replacement, and Lumbar Fusion). Upon completion, MHCC staff will determine the episodes that are deemed complete and ready for the WearTheCost workgroup review. The workgroup will assist in the determination of which episode groups and result will be displayed.

Staff selected a contractor for WTC communication work. MHCC staff selected the Hatcher Group to support the development and implementation of a comprehensive public-facing communications strategy for the Wear The Cost initiative. Staff held a kick-off meeting with the contractor and will begin running ads in February.

Web traffic metrics for the 'Wear The Cost' consumer website
Based on website usage from re-launch (July 2018) until January, traffic from all geographic categories has gone up slightly from November and December. Expect the traffic to go higher with the start of ads. With the

absence of ads, vaginal delivery continues to lead as most viewed pages by the majority of visitors are from Maryland and surrounding states.

Geographic breakdown							
Metric	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
US users	2,717	2,576	3,181	865	393	281	536
Surrounding states users	614	530	525	172	109	61	96
MD users	1,661	1,686	850	192	121	102	195

CENTER FOR HEALTH CARE FACILITIES PLANNING AND DEVELOPMENT

Acute Care Policy and Planning – Eileen Fleck

State Health Plan: COMAR 10.24.07

Staff continued working on a White Paper in preparation for an update of the State Health Plan chapter for acute psychiatric services. Staff also continued to work on a second White Paper for residential treatment services.

Results of External Reviews of PCI Programs

Staff requested that all hospitals with elective percutaneous coronary intervention (PCI) programs provide the results of their required external reviews for the period CY 2015 through CY 2017. In some cases, hospitals have not yet received the results of the review of the second half of CY 2017. MHCC staff reviewed the results submitted by hospitals and compiled an overview that was presented at a meeting of the Cardiac Services Advisory Committee on February 6, 2019. MHCC staff will more closely review the results for each hospital as part of the Certificate of Ongoing Performance application review process.

Long Term Care Policy and Planning – Linda Cole

Minimum Data Set:

MHCC staff met with staff of Hilltop Institute at UMBC (Hilltop), our Minimum Data Set (MDS) and Long Term Care Planning consultant in late January. We discussed deliverables needed and the work plan going forward in the third year of the contract. Hilltop presented a draft updated work plan to MHCC staff. Hilltop requested detailed specifications for all analyses and tables from MHCC to minimize development time. MHCC staff and Hilltop agreed to continue the bi-weekly conference calls to coordinate contract work.

COMAR 10.24.20 and COMAR 10.24.08 Development:
After release of these regulations by the Commission at its October meeting, they were published in the December 7, 2018 issue of the *Maryland Register*, with comments due by January 7, 2019. Comments were received on COMAR 10.24.20 from twenty-one individuals or organizations. No comments were received on COMAR 10.24.08. A listing of comments received is posted at:
https://mhcc.maryland.gov/mhcc/pages/hcfs/hcfs_shp/hcfs_shp.aspx

An analysis of comments and staff recommendations will be presented at the February Commission meeting.

FY 2018 Hospice Survey:

Notice has been sent to all Maryland hospices that the FY 2018 Maryland Hospice Survey will be available for data entry beginning on Thursday, February 14, 2019. Part I of the survey will be due by April 15, 2019. Part II will be due by June 6, 2019. Also, tables developed by the Center for Quality Measurement and Reporting will be posted to the Commission's website. These tables are based on data obtained during the FY 2017 Maryland Hospice Survey.

Home Health Survey:

The FY 2017 Home Health Agency Survey data collection ended on January 11, 2019. Fifty-four agencies participated in the survey, with a 100% completion rate by the due date, including corrections within the one-week grace period given due to the holidays. Staff is grateful to the providers for completing three surveys, FY 2015, 2016 and 2017, within 14 months, by the appropriate due dates. This survey provided us with three years of data with successful responses of 100%, and the opportunity to get the yearly data collection on track, after a pause to revise and update the survey.

The FY 2017 data will be cleaned and processed to create reports. Staff is working on cleaning data and finalizing the FY2015 and FY2016 audit process to create the final reports.

Long Term Care Survey:

Staff completed the initial review of data sent by Hilltop and provided them with changes to update the Medicaid Cost Report data files. Staff continues to review files and answer questions related to the Medicaid Cost Report data. Staff reviewed the work plan and provided changes to update the due dates, and reviewed the final Long Term Care User Manual documentation for Year 1. Work continues with Hilltop, with ongoing review of all data files and processes for the FY 2017 Long Term Care Survey data.

Certificate of Need (CON) – Kevin McDonald

CON's Approved

Adventist Home Health Services, Inc. (Western Maryland) – Docket No. 17-R2-2397
Expansion of the authorized service area of an existing home health agency (HHA) to include Frederick County.
Approved Cost: $75,000

Amedisys Maryland, L.L.C. d/b/a Amedisys Home Health (Western Maryland) – Docket No. 17-R2-2398
Expansion of the authorized service area of an existing HHA to include Frederick County.
Approved Cost: $40,000

Bayada Home Health Care, Inc. (Western Maryland) – Docket No. 17-R2-2399
Expansion of the authorized service area of an existing HHA to Allegany, Frederick, Garrett, and Washington Counties.
Approved Cost: $0

Pre-Application Conference

University of Maryland Medical Center – (Baltimore City)
Addition of bed capacity and capital expenditure exceeding the applicable capital threshold.
January 2, 2019

Determinations of Coverage

- **Ambulatory Surgery Centers**

ASC Development Company, LLC – (Charles County)
Establish a physician outpatient surgery center (POSC) with two non-sterile procedure rooms to be located at 5010 Regency Place, Suite 202-A, in White Plains.

Delmarva Endoscopy Center, LLC – (Worcester County)
Establish a POSC with two non-sterile procedure rooms to be located at 11103 Cathage Road, in Berlin.

- **Acquisition/Change of Ownership**

Leonardtown Surgery Center – (St. Mary's County)
Change in ownership interest of an ambulatory surgery center.

Brinton Woods of Frankford – (Baltimore City)
Acquisition of this comprehensive care facility (CCF) by Post-Acute Care Center Opco, L.L.C. d/b/a Post-Acute Care Center and acquisition of the real assets and bed rights by Post-Acute Care Center Propco, L.L.C.
Purchase Price: $33,360,000

Haven Nursing Home d/b/a Arlington West Care Center – (Baltimore City)
Acquisition of this CCF by Arlington West Care Center Opco, L.L.C. d/b/a Arlington West Care Center and acquisition of the real assets and bed rights by Arlington West Care Center Propco, L.L.C.
Purchase Price: $10,440,000

Brighton Gardens of Tuckerman Lane – (Montgomery County)
Acquisition of this CCF by HCP Bethesda MD OpCo, L.L.C.
Purchase Price: Acquisition by lease

CENTER FOR HEALTH INFORMATION & INNOVATIVE CARE DELIVERY

Health Information Technology Division – Nikki Majewski, Division Chief

Electronic Prescription Records System Workgroup (Chapter 435)
The Electronic Prescription Records System Workgroup (workgroup) convened to discuss key themes as they relate to consumer privacy and a statewide repository for non-controlled dangerous substances. Development of the draft interim report is underway. The workgroup will submit a final report detailing findings and recommendations to the Governor and General Assembly by January 2020.

Health Record and Payment Integration Program Advisory Committee (Chapter 452)
The Health Record and Payment Integration Program Advisory Committee (advisory committee) reviewed informal draft recommendations developed by the Draft Recommendations Subcommittee. The advisory committee will finalize the recommendations in February. Vetting of the draft final report will occur in March. The final report is due to the Governor and General Assembly by November 2019.

Electronic Advance Directives

The U.S. Living Will Registry (vendor) submitted additional application information for state recognition. COMAR 10.25.19, *State Recognition of an Electronic Advance Directives Service,* requires vendors to demonstrate compliance with criteria that align with national standards for privacy and security.

Hospital Health Information Technology Assessment

Key themes were identified for the annual hospital health information technology (health IT) report. The report will highlight hospitals' perceived value of health IT post-HITECH, and how health IT supports hospitals under the Total Cost of Care Model. The report is planned for release in April.

Dental Health IT

Planning activities are occurring with the Southern Maryland Dental Society and the Anne Arundel County Dental Society for a health IT education event scheduled in the spring. Also, the national health IT survey was finalized in partnership with the American Dental Association. The survey is targeted for release in February.

Podiatry and ASC Health IT Assessment

MHCC staff are drafting information briefs detailing EHR adoption among Maryland podiatrists and ambulatory surgical centers. The briefs will identify perceived benefits and challenges to EHR adoption. Both documents are planned for release in March.

Cybersecurity

Staff have started planning for a hospital cybersecurity symposium this summer. The focus of the symposium will be on the evolving cybersecurity threats and best practices for reducing risks of a breach.

Health Information Exchange Division – Justine Springer, Acting Division Chief

HIE Privacy and Security Policy Development

The Health Information Exchange (HIE) Policy Board (board), a staff advisory workgroup, finalized a policy guidance document related to HIE in a state of emergency and discussed policy considerations related to consumer HIE opt-out. A subcommittee of the board considered the impact of the change in the definition of an HIE in COMAR 10.25.18, *Health Information Exchanges: Privacy and Security of Protected Health Information*. The new definition in law became effective on October 1st (Senate Bill 17, *Health Information Exchanges – Definitions and Regulations* 2018 session).

Telehealth Grant Projects

MHCC staff provided support to The University of Maryland Quality Care Network in finalizing performance measures, and to Mosaic Community Services, Inc. in recruiting patients for the medication management and reconciliation project. A kickoff meeting occurred with Charles County Public Schools (CCPS). The CCPS project focuses on increasing access to qualified speech pathologists via telehealth.

School-Based Telehealth Workgroup (Senate Finance Request)

The School-Based Telehealth Workgroup (workgroup) discussed expanding the use of school-based telehealth. The workgroup began drafting recommendations based on key themes. An interim report and update on the progress of the workgroup were provided to the Senate Finance Committee; a final report is due to them in November 2019.

Telehealth Readiness Assessment Tool

A guiding principles document for web-enabling the Telehealth Readiness Assessment (TRA) tool was provided to the Research Triangle Institute International (RTI). RTI supported the development of the TRA tool, which practices can use to gauge provider, patient, caregiver, and organizational readiness for telehealth. RTI has expressed an interest to web-enable the TRA.

Practice Transformation Activities

The Maryland PTN convened a practice educational symposium on January 24th where progress on key program performance measures was discussed. In 2015, the Centers for Medicare & Medicaid Services (CMS) entered into a Practice Transformation Network (PTN) collaborative agreement with the New Jersey Innovation Institute (NJII). NJII partnered with MHCC, MedChi, The Maryland State Medical Society (MedChi), and the Maryland Learning Collaborative (MLC) in 2016 to support statewide transformation efforts.

Specialist Transformation Network

Discussions are underway with the MLC, MedChi, Discern, and Center for Health Information & Decision Systems at The University of Maryland at College Park (collaborative) regarding opportunities to partner on a specialist transformation network (STN) initiative. The collaborative engaged various stakeholders in conversations regarding the goals and objectives of an STN initiative.

Patient and Family Advisory Council Guidance Document

Select ambulatory practices were invited to comment on the draft Patient and Family Advisory Council (PFAC) guidance document (guide). Feedback from practices was used to make enhancements to the draft guide. The guide is planned for release in June.

Care Coordination Roundtable

A guiding document was developed to facilitate the identification of challenges and opportunities during the care coordination roundtable discussion. The roundtable discussion will focus on ways to promote a deliberate, longitudinal, multidimensional process of care delivery for patients as they journey through the care continuum. Participant outreach activities are underway. The meeting is anticipated to occur in March.

Maryland Primary Care Program Advisory Council

The Maryland Primary Care Program (MDPCP) Advisory Council (council) charter was executed by MHCC and Health Services Cost Review Commission (HSCRC) Chairman and forwarded to the Secretary of the Maryland Department of Health for execution. A planning meeting to discuss the membership nomination process will occur with staff from MHCC, HSCRC, and MDPCP in February. The council is anticipated to convene in April.

CENTER FOR QUALITY MEASUREMENT AND REPORTING

The Maryland Health Care Quality Reports (MHCQR) website

Website Promotion: Twenty social media posts initiated in January
Staff continues to focus on the promotion of the MHCQR website. There were approximately 20 social media posts made in January. Topic posts for January included general information about the Quality Reports website and flu season. These topics coincide with the U.S. Department of Health and Human Services National Health Observances or other important health-related events and are designed to link readers back to the MHCQR website.

More than 170,000 page views of the MHCQR website since inception
Staff continues to monitor traffic to the site using Google Analytics software. Since the site was released in December 2014, there have been 30,188 users of the consumer site and 170,858 page views. Web traffic increased by about 60 percent; in January 2018, the site saw 586 users compared to 361 users in December.

Also, there were 3,867 page views in January compared to 1,954 in December, representing a 98 percent increase. These large increases are most likely due to the advertising and marketing campaign currently underway. Traffic to the site is presented graphically under the Center for Analysis and Information section of this update.

MHCQR Website Marketing and Outreach
The animated video created for marketing purposes has been showing in movie theaters around the state. Initial feedback has been positive. Web traffic has increased by about 60 percent. Staff will continue to monitor performance throughout the remainder of the campaign.

CMS Quality Conference
CQMR staff attended the 2019 Centers for Medicare & Medicaid Services (CMS) Quality Conference in Baltimore in late January. Staff attended sessions with various topics including human-centered design, quality measurement, and development, nursing home performance improvement, and visualizing health data. Staff plan to apply concepts and ideas into their own work on the MHCQR website to improve the consumer experience.

Hospital Quality Initiatives – Courtney Carta

Leapfrog Work Continues
In 2017, the Leapfrog Group included Maryland hospitals in their national hospital grading system for the first time. MHCC continues to support this initiative. Staff sent preview reports to hospitals with hospital-acquired condition (HAC) and patient safety indicator (PSI) data for Spring 2019 public reporting. Leapfrog will release the next update on grades in May 2019. Leapfrog will begin collecting HAC and PSI data from publicly reported CMS files starting with the Fall 2019 Safety Grades.

Specialized Cardiac Services Data
All Maryland hospitals that provide PCI services are required to participate in the ACC NCDR CathPCI data registries and report quarterly data and outcome reports to the Commission by established timelines. The first Cardiac Data Coordinator quarterly meeting of 2019 is scheduled for Tuesday, February 12, 2019.

Healthcare Associated Infections (HAIs)
Staff is preparing for the next round of public reporting and upcoming HAI-related activities for the year. Staff is preparing a webinar in late February for infection preventionists on the methods to validate their hospital's HAI preview reports.

Long Term Care Quality Initiative—Stacy Howes

Nursing Home Experience of Care Survey
The 2018 Maryland Family Experience of Care Survey commenced in July. This year, the survey includes a Spanish-language option in order to allow more families to participate. Data collection is complete, and data analyses are almost complete. We achieved a 49% response rate for the 2018 survey administration year. Final reports will be distributed to facilities in early March.

Hospice Survey Analysis
Tables and charts were created based on the FY2017 Hospice Survey results. Tables and charts representing hospice deaths, patients served, racial representation, the location of hospice services, reasons for discharge from hospice (other than death), diagnoses of hospice patients were created.

Long Term Care Guide
The Long Term Care Guide has been updated with medical adult day care profiles using the most current MHCC long term care survey data files. Nursing home resident characteristics have been updated using the most current MDS data files from CMS.

Nursing Home and Assisted Living Staff Influenza Vaccination Survey

Nursing home and assisted living facilities have received mid-season reminders about the importance of vaccinating their long term care staff to protect their vulnerable patients. The data collection period runs from October 1 through March 31 each year, with results publicly reported in July.

Health Benefit Plans

Performance information on Maryland Health Benefit Plans has been updated on the consumer website for the 2018 Open Enrollment period. The site now includes 2017 HEDIS measures and CAHPS survey results. For the 2019 performance year, Health Plans have begun completing the NCQA Health Organization Questionnaire.