MARYLAND HEALTH CARE COMMISSION

UPDATE OF ACTIVITIES

November 2019

EXECUTIVE DIRECTION

Government Relations and Special Projects- Megan Renfrew

Legislative Study update

EMS Reimbursement for New Care Delivery Models. Subject to language in the FY 2020 budget, MIEMSS submitted a report to the legislature providing an update on their progress towards building sustainable funding sources for three models of EMS care delivery. The legislature also requested that MHCC study the potential actuarial impact of a mandate to cover the three models of care on the private insurance market. This report will be presented at the December MHCC meeting, it complements the MIEMSS report on the progress in developing sustainable funding for new EMS care delivery. The MHCC actuarial report is due to the legislature on 12/31/2019.

Assessment of Services at the University of Maryland Shore Medical Center in Chestertown. MHCC is required, under SB 1010, to conduct an assessment of services at the hospital in Chestertown. LD Consulting is supporting this work. This report will be presented to the Commission at the December meeting. The assessment is due to the legislature on January 1, 2020.

Models for Rural Health Care: Options. MHCC has contracted with NORC to develop a set of models for rural health delivery, with a focus on the Mid-Shore region of the State. The purpose of this project is to provide options for discussion within the community and with elected officials. This report will likely be completed in mid-January and will benefit from the data analysis by LD consulting. An update on the project will be provided in the December MHCC meeting.

Legislative Update

On December 10, MHCC and HSCRC staff presented at a Senate Finance Committee briefing on Certificate of Need Modernization and CON Integration with Total Cost of Care Model. Staff also participated in a workgroup on behavioral health sponsored by Delegate Pena-Melnyk, the vice-chair of the House Health and Government Operations Committee.

Preparation for the 2020 legislative session is moving forward. Senator Kelley, the Chair of the Senate Finance Committee, will sponsor a MHCC-proposed departmental bill related to removing CON requirements for State-owned facilities (updates on this and other MHCC-proposed bills will occur at the January MHCC meeting. Weekly Commissioner conference calls on legislative positions will likely begin in late January.

MHCC in the news:

In late November, MHCC released a press release on funding to advance telehealth in nursing homes. This grant opportunity was discussed in the November MHCC meeting.

Selected news articles and commentary

Curtis, Tim, "Through hospital consolidation, systems say they remain focused on community health", Daily Record, Nov. 15, 2019, https://thedailyrecord.com/2019/11/15/through-hospital-consolidation-systems-say-they-remain-focused-on-community-health/

Eichensehr Morgan, "Flying Solo: Why some Baltimore-area hospitals have opted to remain independent", Baltimore Business Journal, Nov. 8, 2019,

https://www.bizjournals.com/baltimore/news/2019/11/08/flying-solo-why-some-baltimore-hospitals-have.html

Eichensehr Morgan, "Md. hospital projects update: How much they cost and when they'll be finished", Baltimore Business Journal, Nov. 25, 2016, https://www.bizjournals.com/baltimore/news/2019/11/25/md-hospital-projects-update-how-much-they-cost-and.html

Anderson, David, "Havre de Grace leaders push back on notion city 'lost' Harford Memorial Hospital," Baltimore Sun, Nov. 5, 2019, https://www.baltimoresun.com/maryland/harford/aegis/cng-ag-hdg-hospital-pushback-1122-20191205-byucinrfcfeznikfte52hk74qu-story.html

Panchal, Samir, "RCM: Getting the Most from Your State's All-Payer Claims Database", HIT Consultant, Nov. 18, 2019, https://hitconsultant.net/2019/11/18/rcm-getting-the-most-from-your-states-all-payer-claims-database/#.Xeqs3uhKiUk

Other News Articles of Interest

Alston & Bird, "CMS Finalizes Price Transparency Hospital Requirements and Proposes Requirements for Health Plans", JDSupra, Nov. 18. 2019, https://www.jdsupra.com/legalnews/cms-finalizes-price-transparency-23251/

Diedrich, John and Kevin Crowe, "Some busy hospitals say they must turn away ambulances. Here's how one state banned the practice", Milwaukee Journal Sentinel, November 22, 2019, https://projects.jsonline.com/news/2019/11/22/busy-hospitals-say-they-must-turn-away-ambulances-one-state-banned-practice.html

"MDH Releases First Diabetes Action Plan", WJZ13 CBS Baltimore, Nov. 22, 2019, https://baltimore.cbslocal.com/2019/11/22/mdh-releases-first-diabetes-action-plan/
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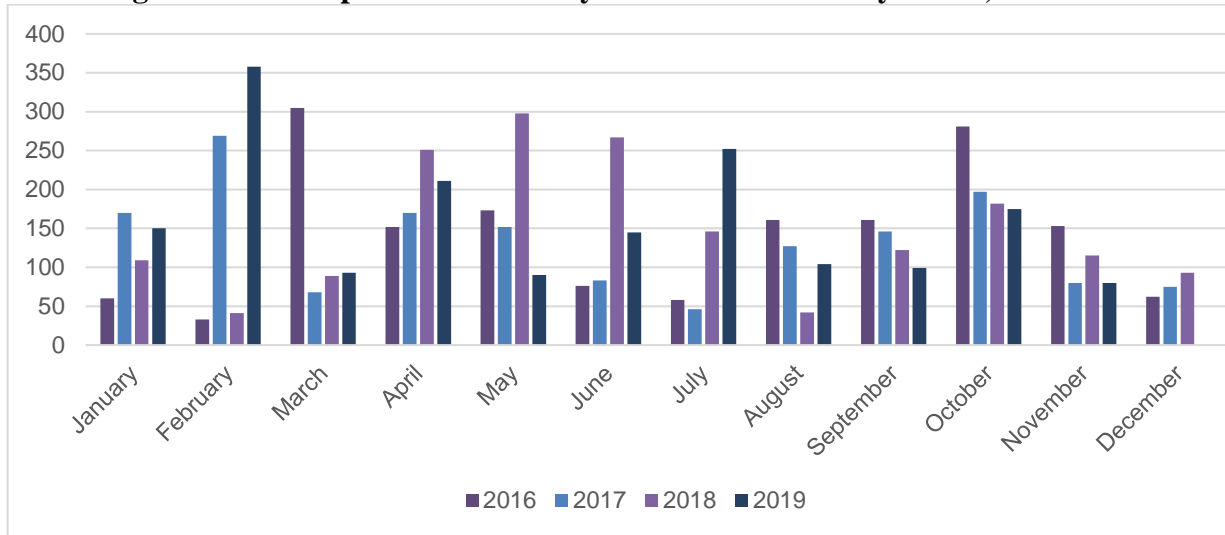## *Maryland Trauma Physician Services Fund*

Uncompensated Care Processing

CoreSource, Inc., the third-party administrator (TPA) for the Trauma Fund, processed $80,350 of uncompensated care claims during November 2019.

During the month of November, staff released Equipment Grant Applications to Level II and Level III Trauma Hospitals, they are: Suburban Hospital, Johns Hopkins Bayview Medical Center, Meritus Medical Center, UM Prince George's Hospital Center, LifeBridge Health, Western Maryland Health System, and Peninsula Regional Medical Center. Each applicant can request up to a maximum of $42,857 to be expended over a 2 year period.

Staff has created a methodology for reimbursing the State Primary Adult Resource Center (PARC) for the documented standby payments to trauma physicians. The staff will present the methodology and the Maryland Trauma Physicians Services Annual Report to the Legislature at the December Commission meeting.

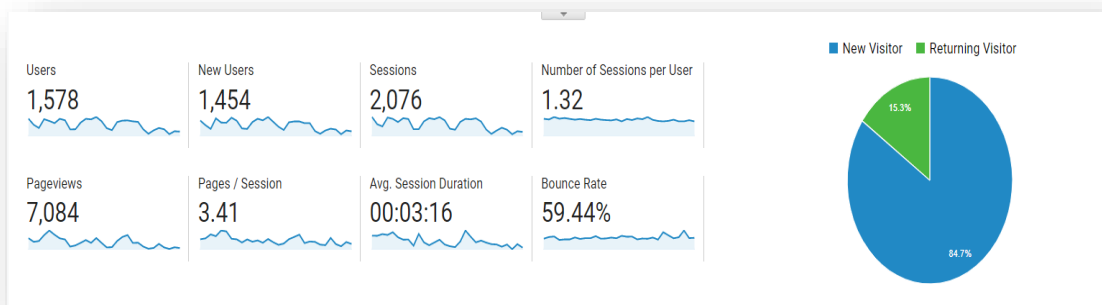**Figure 1. Uncompensated Care Payments to Trauma Physicians, 2016-2019**

Internet Utilization – Contributors: Valerie Wooding, Julie Deppe, Sametria McCammon and Mahlet Nigatu

This section of the update describes traffic to the MHCC, the Maryland Health Care Quality Reports, and the Wear the Cost websites.

Internet Activities

MHCC Website
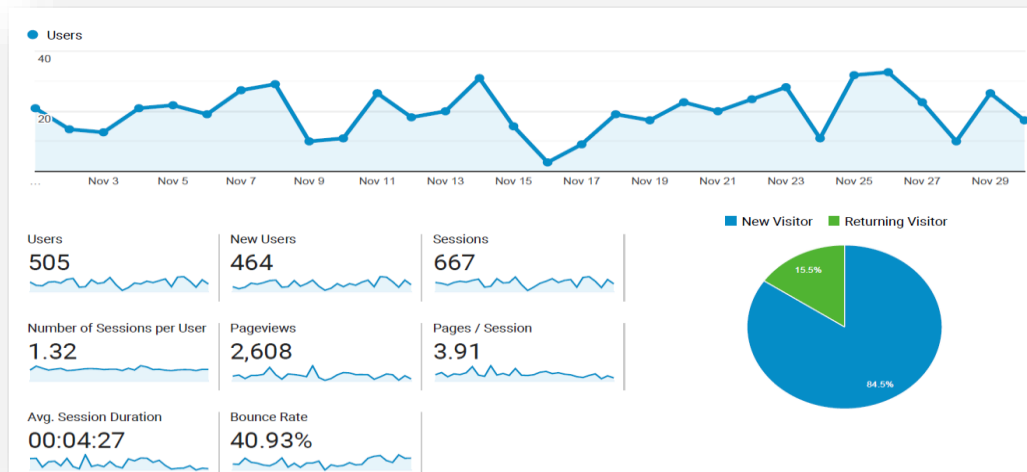
Data from Google Analytics for November 2019

- 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 November 2019 was 2,076, and of these, there were 1,454 new users. The average time on the site was 3:16 minutes. The bounce rate of 59% 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 November were: "Maryland Health Care Commission," "assisted living facilities," "home-based care" and "home health care agencies."
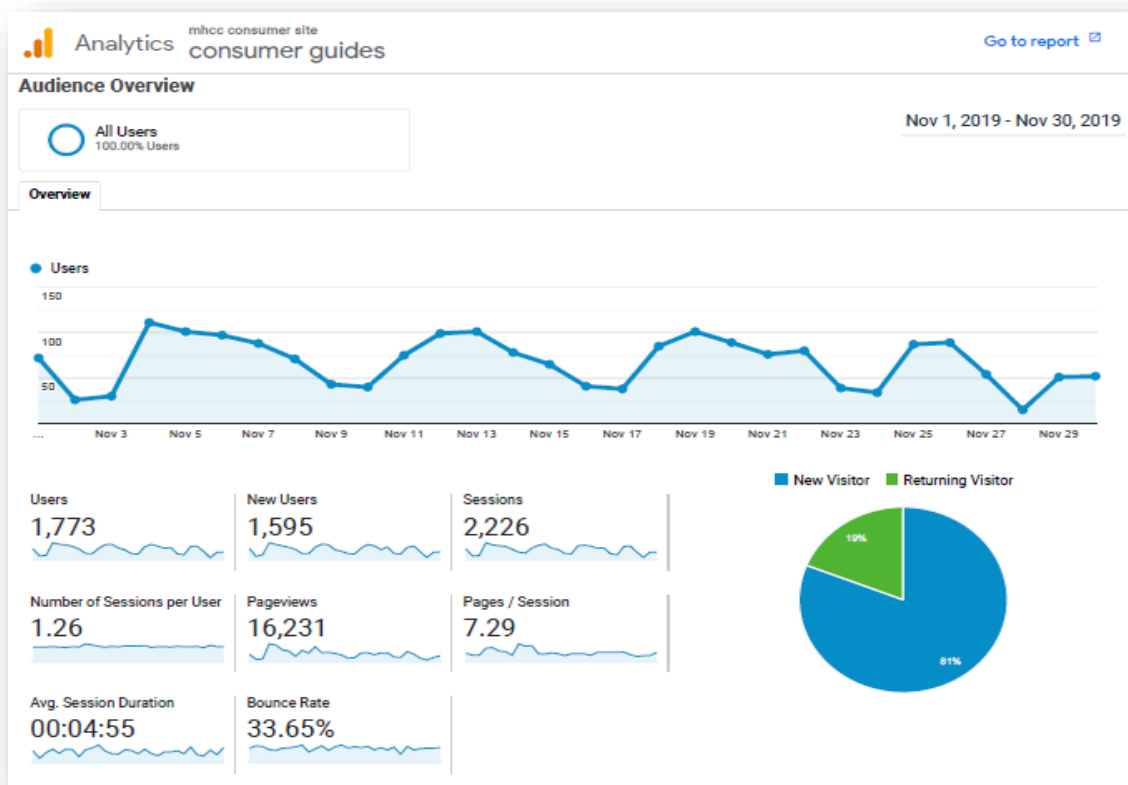
Maryland Health Care Quality Reports

The Maryland Health Care Quality Reports (MHCQR) website activity for the month of November was overall consistent with historic trends. There were 505 users for the second consecutive month and 2,608 page views. The percentage of returning visitors was 15%. The average time spent on the site was 4.27 minutes which is slightly lower than the historical average time on the site of 4.41 minutes. The bounce rate was 40% which indicates strong interest once a visitor gets to the site. More discussion of the website is found in the Center for Quality Measurement and Reporting section.

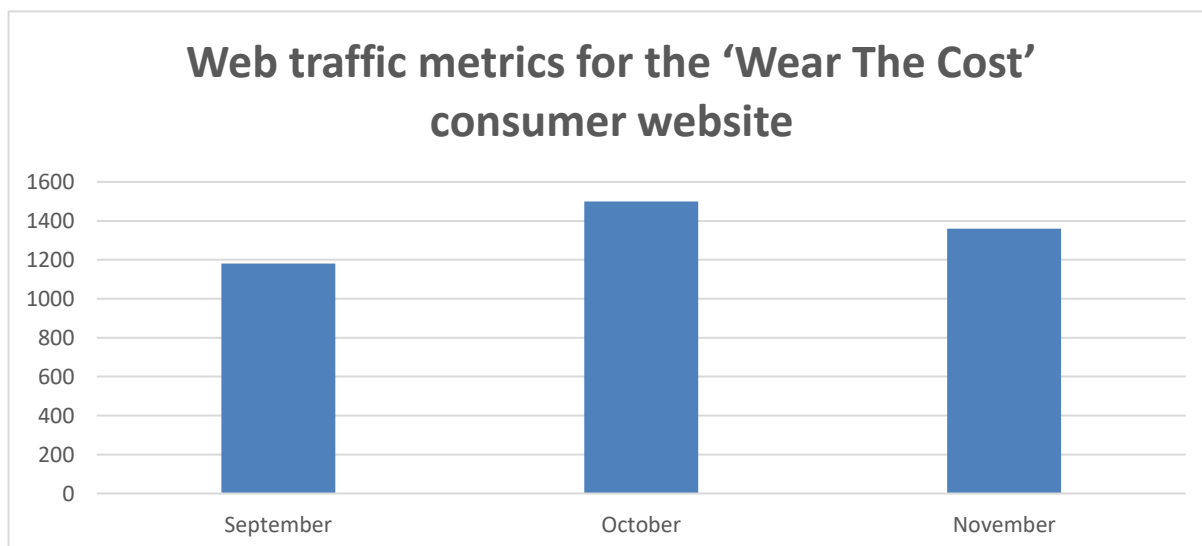

Consumer Guide to Long Term Care

The Consumer Guide to Long Term Care website had 1,595 new users in November, representing a 6% decrease in new users compared to October. The percentage of returning users remained consistent, at 19%. The average time spent on the site was 4.55 minutes, which is comparable to the historical average time on the site of 5.01 minutes. The page view rate decreased 1% in October, with an average of 7.3 pages per session. The bounce rate remained consistent at 34% which indicates strong interest once a visitor gets to the website. More discussion of the website is found in the Center for Quality Measurement and Reporting section.

Wear The Cost

Web traffic metrics for the 'Wear The Cost' consumer website
The total number of visitors in November was 1359, which is a slight decrease from the month of October which was 1399. We expect this number to go up with the addition of new data. The average time spent on the site was one minute. The bounce rate for the site was 82%, similar to what it was in October. The "Wear the Cost" consumer website has generated new interest as result of the Trump Administration new initiatives to improve price transparency. The ***Daily Record*** published a story on December 5th highlighting similarities and differences between the "Wear the Cost" initiative and the Trump Administration's plans.
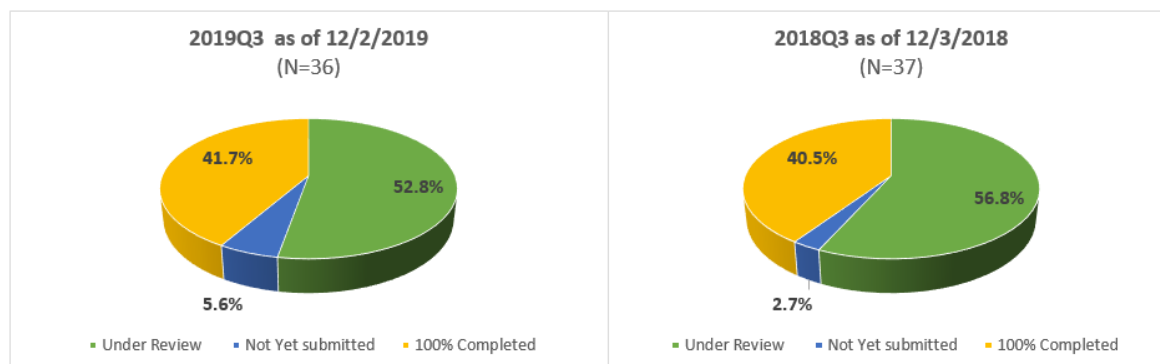
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CENTER FOR ANALYSIS AND INFORMATION SYSTEMS

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Cost and Quality Analysis– Shankar Mesta

MCDB Data Submission Status, Payor Compliance, and Technical Support

Overall, payors are compliant with submitting 2019Q3 data before the deadline of 11/30/2019.

The deadline for the 2019Q3 submission was 11/30/2019. There were 36 payors expected to submit data to the MCDB as of the 2019Q3 deadline. For the third quarter of 2019 data submissions, 42% of payors passed the data validation checks performed by Social & Scientific Systems (SSS, MCDB data vendor), a slight improvement from the 3rd Quarter of 2018.   Consistent with that result, there were fewer payors (N=19) with 2019 Quarter 3 data submissions under review in December 2019 compared with 21 payors under review for 2018 Quarter 3 submissions in December 2018.

APCD Public Reporting and Data Release – Mahlet 'Mahi' Nigatu

Episode of Care – Consumer-Centric Price Transparency Initiative

A re-run of Commercial 2016/2017 Episode data is required as a result of a data issue.
Remedy Partners completed the data normalization and the episode construction step of the episode grouper software on November 21st. However, upon validation, data issues were identified that required a re-run of the process with a new set of data. The plan is to update the 'Wear The Cost' site with new episodes by Spring 2020.

Special Projects – Janet Ennis

Mandated Health Insurance Services:
Contractors complete research and analysis for mandate report:
Staff received a request from the Senate Finance and the House Health and Government Operations Committees to assess the following: (a) the social, medical, and financial impact of establishing a

mandate for covering treat and release programs; alternative destination treatment; and mobile integrated health programs; and (b) the prospect that these programs could induce demand for health care services and what actions payers could take, if any, to limit that unintended outcome. These assessments are intended to complement the study on reimbursement for new models of EMS care delivery under SB682 (2018) which directed the Maryland Institute for Emergency Medical Services Systems (MIEMSS) and MHCC to study and report on the feasibility of reimbursing three models of EMS care provided through EMS providers in Maryland. Staff awarded a contract to Berry Dunn McNeil & Parker, LLC (Berry Dunn) to conduct this actuarial analysis. The report, in consultation with MIEMSS, is due by December 31, 2019. Berry Dunn will present their findings at the December public meeting. Also in 2019, MIEMSS is required to report to the Legislature on progress implementing a State plan for reimbursing the three models of care under HB100 (2019).

CENTER FOR HEALTH CARE FACILITIES PLANNING AND DEVELOPMENT

Acute Care Policy and Planning – Eileen Fleck

State Health Plan: COMAR 10.24.07
Staff convened two meetings of a new work group, the MHCC Psychiatric Services Clinical Advisory Group (CAG), in November 2019 on November 6 and November 20. This group was organized as an adjunct to the Psychiatric Hospital Services Work Group convened earlier this year to assist staff in updating the State Health Plan (SHP) regulations for psychiatric hospital services. The CAG is intended to provide input to the Work Group.

Staff provided a brief update on the progress toward developing these updated SHP regulations at the Commission meeting on November 21, 2019. Staff also began planning for the submission of a report to the Senate Finance Committee and the House Heath and Government Operations Committee by the end of December 2019. This report is required because the Commission will not be adopting updated regulations for acute inpatient psychiatric services by the end of 2019.

Long-Term Care Policy and Planning – Linda Cole

Minimum Data Set (MDS) and Long-Term Care Survey
During the past month, the Hilltop Institute, MHCC's MDS consultant, completed the following tasks: a final Long-Term Care Design Plan (Contract Year 3); the MDS variable changes implemented in October 2019; draft Medicaid Reimbursement Changes, and; a User Guide and Documentation for the 2017 Long-Term Care data set. On November 14, 2019, a quarterly status meeting was held with MHCC and Hilltop staff.

Hospice Data and Planning
At the November Commission meeting, a presentation was made on hospice services, utilization of hospice services in Maryland and nationally, and ideas for updating SHP hospice regulations. Presenters included: Regina Bodnar, Executive Director of Carroll Hospice, Linda Cole, and Paul Parker. In December, staff plans to follow up with additional information on the use rate of hospice services in response to the discussion that followed the November presentation.

In addition, updated tables (FY 2018 data) on hospice utilization by age, race, location of service, diagnosis, and other variables were posted on the Commission's website at:

Chronic Hospital Occupancy Report

Staff has developed the Chronic Hospital Occupancy Report for FY 2019. This report, which is updated annually, is required under COMAR 10.24.08. The report, titled "Use of Special Hospital Chronic Beds: Maryland, FY 2019" includes data on the number of licensed chronic hospital beds, patient days, discharges, average length of stay (days), and average annual bed occupancy for both the five private and two state-operated chronic hospitals. New this year, staff has developed a report showing a three-year trend of average annual bed occupancy rates, titled "Average Annual Chronic Hospital Occupancy Rates by Jurisdiction and Facility: Maryland, Fiscal Years 2017 -2019." Both of these reports have been submitted as public notices and are expected to be published in the December 6, 2019 issue of the *Maryland Register* and posted on the Commission's website upon its publication. Link to the *MR* follows:

http://www.dsd.state.md.us/MDR/4625.pdf

Certificate of Need – Kevin McDonald

Exemptions from CON Review Approved

LifeBridge Health- Consolidation of Psychiatric Hospital Services - Sinai Hospital of Baltimore (Baltimore City), Northwest Hospital (Baltimore County), and Bon Secours Hospital (Baltimore City) – Docket No. 19-24-EX011

Consolidation of acute psychiatric bed capacity. Existing space at Sinai and Northwest well be renovated to allow expansion of those two adult programs – 24 additional beds at Sinai and 12 additional beds at Northwest. Provision of psychiatric hospital services at Bon Secours cease operation when the expanded facilities at Sinai and Northwest become operational.

Approved Project Cost: $8,000,000

Determinations of Coverage

- **Ambulatory Surgery Centers**

Fallsgrove Endoscopy Center, L.L.C. – (Montgomery County)

Establish a physician outpatient surgery center (POSC) with four non-sterile procedure rooms to be located at 15001 Shady Grove Road, in Rockville

- **Acquisition/Change of Ownership**

Elkton Nursing & Rehabilitation Center – (Cecil County)

Acquisition of the real property and improvements and bed rights of Elkton SNF, L.L.C., d/b/a Elkton Nursing and Rehabilitation Center, by 1 Price Drive Property L.L.C.

Purchase Price: $23,000,000

Carroll County Eye Surgery Center

Change in ownership of an existing POSC.

- **Capital Projects**

MedStar St. Mary's Hospital – (St. Mary's County)

Renovation of obstetric department and a one-bed reduction in bed capacity (from 12 post-partum beds to 11)

Estimated Project Cost: $2,500,000

- **Licensure**

- o **Relinquishment of Bed Capacity**
  University of Maryland Laurel Regional Hospital – (Prince George's County)
  Relinquishment of 34 temporarily delicensed special hospital chronic beds formerly operated at the former hospital. (This hospital converted to a freestanding medical facility in January, 2019.)

- **"Waiver" Beds**
  Elkton Nursing & Rehabilitation Center – (Cecil County)
  Authorization of 10 additional comprehensive care facility (CCF) beds. Facility is authorized for 177 total CCF beds.

  Wye Oak Healthcare of Hyattsville t/a Cadia Healthcare-Hyattsville – (Prince George's County)
  Authorization of 10 additional CCF beds. Facility is authorized for 280 total CCF beds.

CENTER FOR HEALTH INFORMATION & INNOVATIVE CARE DELIVERY

Health Information Technology Division – Nikki Majewski, Division Chief

Social Determinants of Health

An environmental scan is underway to identify approaches used by providers for collecting social determinants of health (SDoH) information. SDoH includes non-clinical information such as housing, economic stability, neighborhood and physical environment, and access to healthy food options. SDoH applications among electronic health record (EHR) systems is also being assessed. Findings will inform the development of education and awareness strategies aimed at increasing use of SDoH information at the point of care.

Consumer Consent Management Tool

The consumer consent management tool (tool) project team (team) discussed technical aspects of the tool. The team presented to CRISP's Technology Committee on the proposed content and functionality. Stakeholder engagement in reviewing the technical design of the tool is anticipated to begin in spring. A leading hospital EHR vendor was invited to participate in the design phase.

Nursing Home Health Information Technology Assessment

Stakeholder feedback was incorporated into the draft health information technology (health IT) survey for nursing homes. Questions center on EHRs, health information exchange (HIE), telehealth, and cybersecurity and will be part of the Annual Long Term Care Survey targeted for release in March. An analysis of information collected in 2019 is underway.

Telehealth Grants

The *Announcement for Grant Applications: Advancing Telehealth in Nursing Homes* was released. Letters of intent from interested applicants are due on December 20th; completed applications are due on January 31st. An award is anticipated in the spring. Guidance was provided to the University of Maryland Quality Care Network in accessing their medication management and

reconciliation quality and utilization measures. Sustainability options for teletherapy are being explored with Charles County Public Schools.

School-Based Telehealth

The three-part school-based telehealth webinar education series was recorded; on-demand access to the webinars is available. The series was developed in partnership with the Maryland Association of School Health Nurses and provides information on innovative uses of telehealth to support school nurses. Nurses that participate in the webinars are eligible to receive continuing education credits from the Maryland Nurses Association.

Hospital Health IT Assessment

Data analysis of the 2019 Hospital Health IT Survey (survey) is progressing. The survey includes questions on adoption, use, and perceived value of EHRs, HIE, and telehealth. Hospital Chief Information Officers completed the survey in September. The information is used to assess health IT diffusion among hospitals and inform expansion strategies. Findings are targeted for release in January.

Provider Health IT Environmental Scan

Several providers were invited to review the draft health IT questions. The scan is aimed at assessing practice adoption and perceptions about the value of health IT as it relates to EHRs, telehealth, and CRISP. The information will be used to inform health IT diffusion strategies. The survey will be available to providers online in January.

Health Care Breach Assessment

An information brief was finalized noting key findings from an analysis of health care data breaches affecting 500 or more individuals. Information used in the analysis was obtained from the U.S. Department of Health and Human Services, Office for Civil Rights (OCR) public dataset. The report highlights breach occurrences, records compromised, breach type, and covered entity type in the nation and Maryland.

Innovative Care Delivery Division – Melanie Cavaliere, Division Chief

Dental Health IT

Staff presented to the Maryland State Dental Association (MSDA) on health IT and cybersecurity. Members of the Allegany-Garrett Dental Society were provided with information on the value of EHRs and in utilizing CRISP during their semi-annual conference. The 2019 Dental Health IT Adoption online scan is targeted for release in December. The MSDA and the Maryland Board of Dental Examiners are providing support in disseminating the scan.

Privacy and Security Regulations

The Maryland Department of General Services (DGS) continues to review the Request For Proposal (RFP) to identify a contractor to modernize COMAR 10.25.18, *Health Information Exchanges: Privacy and Security of Protected Health Information*. Several questions were asked by DGS pertaining to the financial model in the RFP, which is targeted for release in December. A contract award is anticipated to occur in March.

Telehealth Readiness Assessment Tool

Development of the web-enabled Telehealth Readiness Assessment tool (tool) is progressing in partnership with Research Triangle International (RTI). Staff provided feedback on several coded sections of the tool a joint application review effort that was convened by MHCC with the RTI team. The online tool will provide practices with an interactive method to assess their readiness for telehealth. Development is on schedule and the tool is scheduled for release in May.

Care Management Focus Group

The Care Management Focus Group subgroup convened to discuss care manager roles, responsibilities, and minimum qualifications. The subgroup identified leading guiding principles and best practices for establishing care management in practices. Development of an interactive guide to help practices identify care management delivery activities specific to a practice is underway.

Learning Symposium and FQHC Webinar

A practice transformation learning symposium is being planned for the spring that will engage participants in peer-learning activities. Providers from Federally Qualified Health Center (FQHC) participated in a value-based care delivery and MDPCP overview webinar. Participants received continuing education credits for attending the webinar.

MDPCP Advisory Council

The MDPCP Advisory Council (council) convened to discuss increasing risk to the existing two tracks, a proposed third track, and investments in primary care. Information obtain from the council will inform development of the annual report to the Centers for Medicare & Medicaid Services. The Council was established by request from the Secretary of the Maryland Department of Health (Secretary), under the authority of Health General § 2-104(d), to provide input on MDPCP operations, and to serve an advisory role to the Secretary and MDPCP Program Management Office.

CENTER FOR QUALITY MEASUREMENT AND REPORTING

The Maryland Health Care Quality Reports (MHCQR) website

MHCQR Website Update

The first update of the MHCQR consumer site, under our new contract, occurred in mid-November. The update focused on the Health Plan Guide and included the posting of 2018 HEDIS and CAHPS measure results. The hospital HAI data was refreshed and the feature stories displayed on the homepage were updated. It is worth noting that the performance of Kaiser Permanente HMO (Kaiser) not only improved over last year, but the health plan significantly outperformed the other health plans using NCQA standards. Kaiser met or exceeded the NCQA National Top Performing Standards (NTP) on 56% of their HEDIS and CAHPS measures combined as compared to about 30% during the previous performance year. The next highest performers for the current reporting period were CareFirst PPO achieving 15% of their measures at or above NTP and MDIPA HMO with 14%.

The next website update is scheduled for later this month and will include updated hospital and long term care quality measures

Website Promotion: Approximately 70 social media posts initiated November
Staff continue to focus on the promotion of the MHCQR website. There were approximately 70 social media posts made in November. Topic posts included COPD Awareness month, American Diabetes Awareness month, National Family Caregivers month, and several general posts about flu season and open enrollment. 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.

Website Promotion: Staff attends Health Equity Conference
The MHCC CQMR team attended the Maryland Department of Health's Office of Minority Health and Health Disparities 16th Annual Health Equity Conference on 12/5. The theme of the conference was "Achieving Health Equity and Cost Reductions through Clinical-Community Partnerships." Staff operated a booth and networked with dozens of attendees about information that is available on the MHCQR website.

MHCQR website sees steady website traffic
Staff continues to monitor traffic to the site using Google Analytics software. Approximately 4,069 users have visited the website since January 1, 2019. For the month of November, the site had 505 users and 2,608 page views. This represents similar website traffic patterns compared to the previous month. Traffic to the site is presented graphically under the Executive Direction section of this update.

Hospital Quality Initiatives – Courtney Carta

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 in accordance with established timelines. Data collection for Q2 2019 is complete. The most recent Cardiac Data Coordinator quarterly meeting occurred November 12, 2019. Topics for the meeting included a Q&A session with MIEMSS, updates from AHA, and discussion of how to improve door to EKG times. The next meeting is scheduled for February 11, 2020.

Long Term Care Quality Initiative—Stacy Howes

Nursing Home Family Experience of Care Survey
The 2019 survey began in September, and the Spanish-language option was offered again this year. The second round of surveys were mailed to loved ones in late October. To date over 7,000 surveys have already been returned to Market Decisions. Data collection will end in mid-December.

Health Plan Quality Initiative
AGS (the website contractor) received health plan quality data for 2018, and the results have been posted on our website. We held the kick off meeting for the Health Plan Quality Initiative for 2020 on December 3.

2019-2010 Health Care Worker Influenza Survey
National Influenza Vaccination week was December 1-7. In an effort to boost the overall Maryland nursing home and assisted living vaccination rates, informational material was sent to facilities that were below the Maryland average in the 2018-19 influenza season.

Consumer Guide to Long Term Care
The Long Term Care website has been updated with the most recently available data from CMS Home Health Quality of Patient Care and Quality Measures. Staff continue to provide information and resources directly to consumers who contact the office with questions about long term care facilities and services.

Over 190,000 page views of the Consumer Guide to Long Term Care website since January 1, 2019
Staff continue to monitor traffic to the Consumer Guide website using Google Analytics software. Almost 19,900 new users have visited the website since January 1, 2019. For the month of November, there have been 1,595 new users of the long term care site, with 16,231 page views. This represents a slight decrease in new users and page views compared to October. Return users account for 19% of the website traffic. The Services Search Engine continues to be the most frequently accessed section of the Consumer Guide. Traffic to the site is presented graphically under the Executive Direction section of this update.