



MARYLAND
Health Care
Commission

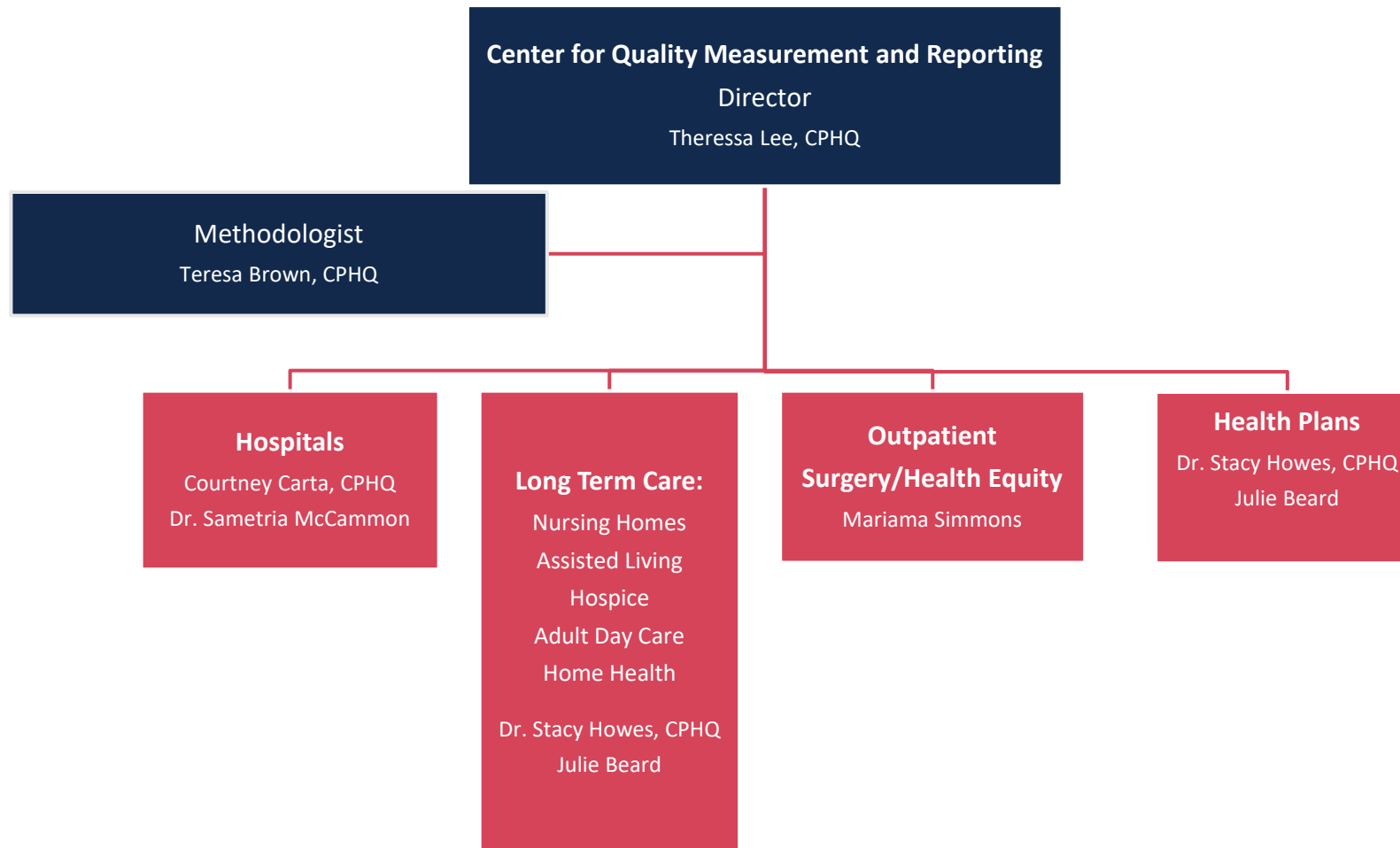
Update of Activities – Center for Quality Measurement and Reporting

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Center for Quality Measurement and Reporting (CQMR)





Website URL

healthcarequality.mhcc.maryland.gov

The screenshot shows the homepage of the Maryland Quality Reporting website. At the top, there is a red navigation bar with links for 'Long Term Care Planning Toolkit', 'Learn About Health Equity', and 'Additional Resources' on the left, and 'About Us', 'AA', and 'Translate' on the right. Below the navigation bar is a black banner with the text 'Learn About COVID-19 in Maryland'. The main content area has a yellow background with the title 'Maryland Quality Reporting' and a subtitle: 'Your resource for information on the quality and performance of nursing homes, hospitals, hospice, assisted living facilities, and more.' Below this is a search bar with the placeholder text 'What are you looking for?' and a red 'Search' button. Underneath the search bar is a 'Quick Links' section with icons and text for 'Price Comparison', 'File a Complaint', 'Need Health Insurance?', 'Advance Directives', and 'Telehealth'. The bottom section is titled 'I am looking for information on' and features a grid of ten categories, each with an icon and a label: 'Adult Medical Day Care', 'Assisted Living', 'Health Plan', 'Home Health', 'Hospice', 'Hospital', 'Nursing Home', 'Outpatient Surgery', 'Provider', and 'Urgent Care'.



Data Collection and Management

▶ Primary Data Collection

- ▶ Nursing Home Family Experience of Care Survey
- ▶ Freestanding Ambulatory Surgery Facility Survey
- ▶ Urgent Care Center Inventory
- ▶ Adult Medical Day Care Survey
- ▶ MDH Programs Serving Vulnerable Populations Survey
- ▶ Staff flu vaccination surveys

▶ Secondary Data Collection

- ▶ CMS Quality measures
- ▶ CDC NSHN Healthcare Associated Infection measures
- ▶ HCAHPS detailed survey data
- ▶ Electronic clinical quality measures
- ▶ HSCRC Hospital Price Transparency Data
- ▶ Data Collection for CON use
 - ▶ NDCR CathPCI data
 - ▶ ACC STS Cardiac Surgery data



Data Analytics and Validation

- ▶ Facility monitoring and performance
 - ▶ Quality Measures
 - ▶ Star ratings
 - ▶ Infections
 - ▶ Utilization
 - ▶ Monitor other rating systems (e.g., Leapfrog Hospital Safety Grades)
- ▶ Patient and Family Satisfaction
 - ▶ Nursing Home Experience of Care survey analysis
 - ▶ HCAHPS detailed level analysis (e.g., patient experience by race, ethnicity, service line, etc.)
- ▶ Data Quality Review and Auditing
 - ▶ HAI
 - ▶ Cardiac Data
 - ▶ Emergency Department Data
 - ▶ eCQMs



Website Promotion and Communication

- ▶ Quarterly newsletter
- ▶ Social media posts
- ▶ Participation in annual health fairs
- ▶ Website demonstrations
 - ▶ Libraries
 - ▶ Churches
 - ▶ Community organizations
 - ▶ State agencies
- ▶ Creation and distribution of consumer resources
- ▶ Website performance monitoring

Quality Corner

SPRING 2023

Meet Our Quality Team



Welcome to the first edition of the Quality Corner with MHCC!

Health care quality is a rapidly growing field to help improve healthcare through measurement, transparency, and accountability. Our team of dedicated quality professionals focuses on public reporting, quality improvement initiatives, and many other exciting projects. We hope this newsletter gives you some insight into the many types of work we do and keeps you up to date on all the latest in health care quality in Maryland.

In the Community: Baltimore County Power of Aging Expo

In the Fall, MHCC sponsored a booth at the Baltimore County Department of Aging annual Power of Aging Expo. We talked to hundreds of seniors to describe our website and resources available to help find the best care possible. We love getting out in the community and talking all things Quality Health Care!

If you have an upcoming event and would like us to attend, contact us at mhcc.qualityteam@maryland.gov.





Collaborations

- ▶ Health Services Cost Review Commission
 - ▶ Joint Quality Team standing meetings
 - ▶ Performance Measurement Workgroup member
- ▶ Maryland Department of Health
 - ▶ Department of Aging – standing meetings
 - ▶ Maternal Morbidity and Mortality Quality Review Committee member
 - ▶ Healthcare Associated Infection Advisory Committee member
 - ▶ Community Health Workers
- ▶ MIEMSS
 - ▶ Maryland Cardiac Care Consortium member
- ▶ MHCC-led Work Groups
 - ▶ Cardiac Data Coordinator Advisory Committee
 - ▶ Cardiac Services Advisory Committee
- ▶ Intra-agency Collaborations
 - ▶ Hospice utilization tables
 - ▶ Nursing Home quality measures analysis
 - ▶ Cardiac data collection (e.g., CathPCI and STS)
 - ▶ MHCC Data inventory
 - ▶ MHCC Annual Report



Legislative Tasks and Follow Up Activities

- ▶ Task Force on Prevention of Elder Abuse
- ▶ Small Assisted Living Quality Study
- ▶ Workplace Violence Prevention
- ▶ Pediatric Dental Services for Medicaid and other Vulnerable Children
- ▶ Support follow up work on the Nursing Home Acquisition Project



Additional Activities

- ▶ Consumer Health Information Hub
 - ▶ HB1082 Designated the University of Maryland Herschel S. Horowitz Center for Health Literacy as the State’s Designated Consumer Health Information Hub
 - ▶ requires State and local agencies to use plain language in public communications about health, safety, and social services benefits
 - ▶ “...support public reporting of vital public health information, including health care quality Reports from the **Maryland Health Care Commission.**”
 - ▶ Co-sponsor webinars and participate in and support Hub health literacy initiatives
- ▶ Maryland Patient Safety Center
 - ▶ State law authorizes the MHCC to designate a Patient Safety Center to develop, coordinate, and implement patient safety initiatives across the state
 - ▶ Staff actively participate in MPSC activities (e.g., board meetings, conferences) to ensure compliance as the state-designated patient safety center
 - ▶ Commissioner Boyle serves as a member of the Board



Questions?

- ▶ General Questions
 - ▶ mhcc.qualityteam@maryland.gov