

MARYLAND HEALTH CARE COMMISSION

UPDATE OF ACTIVITIES

March 2021

EXECUTIVE DIRECTION

Government Relations and Special Projects- Tracey DeShields

State Policy Update

MHCC Legislative Policy Calls with Commissioners are being hosted as needed on Fridays at 8AM during the legislative session. A legislative update memo was sent on March 26th in lieu of the legislative policy call. The Maryland Department of Health legislative meetings are held as needed on Mondays at 1:00 PM and the last meeting was held on Monday March 22nd. Session is close to being over and we continue to monitor the last days.

MHCC-related news coverage: selected articles and commentary

Health Facilities

DeMattos Jr., J. "The future of Md. nursing homes." The Daily Record. April 1, 2021. Available from: <https://thedailyrecord.com/2021/04/01/joseph-demattos-nursing-homes-maryland/>

Ohl, D. "University of Maryland Baltimore Washington Medical Center names new chief executive." Capital Gazette. March 22, 2021. Available from: <https://www.capitalgazette.com/news/ac-cn-baltimore-washington-medical-center-ceo-20210322-o7a3fqenknaxdhwuylapukcpxu-story.html>

Price, L. "Anne Arundel Medical Center launches open heart surgery program with new surgeon." Capital Gazette. March 21, 2021. Available from: <https://www.baltimoresun.com/maryland/anne-arundel/ac-cn-anne-arundel-medical-center-cardiac-surgery-program-20210321-3d6v6plebfgczjzv4w1xprkizq-story.html>

Wilkins, T. "MedStar Southern Maryland Hospital Center to undergo extensive renovations." NBC4 Washington. March 31, 2021. Available from: <https://www.nbcwashington.com/news/medstar-southern-maryland-hospital-center-to-undergo-extensive-renovations/2626225/>

Wiseman, T. "UM UCH announces new senior leadership team members." Patch. March 17, 2021. Available from: <https://patch.com/maryland/belair/um-uch-announces-new-senior-leadership-team-members>

Health Disparities and Health Equity

Johnson, R. "Bridging the digital equity gap for Baltimore residents." The Daily Record. March 23, 2021. Available from: <https://thedailyrecord.com/2021/03/23/richard-johnson-digital-equity-gap-for-baltimore/>

Telehealth and CRISP

Onyx Health. "CRISP selects Onyx's SAFHIR API to provide FHIR-based claims data to the Maryland Department of Health." Onyx Health. March 2, 2021. Available from: <https://www.businesswire.com/news/home/20210302005708/en/CRISP-Selects-Onyx%E2%80%99s-SAFHIR-API-to-Provide-FHIR-Based-Claims-Data-to-The-Maryland-Department-of-Health>

Maryland Trauma Physician Services Fund

Uncompensated Care Processing

Trustmark Health Benefits, the third-party administrator (TPA) for the Trauma Fund, processed \$313,170.89 for uncompensated care claims through March 2021. The uncompensated payments paid in March were higher than for any March in the past five years. The February 2021 uncompensated care payments were only \$155,217, which was lower than payments for three of the four previous February payments. Higher payments in March may reflect claim submission delays by practices rather than higher uncompensated care.

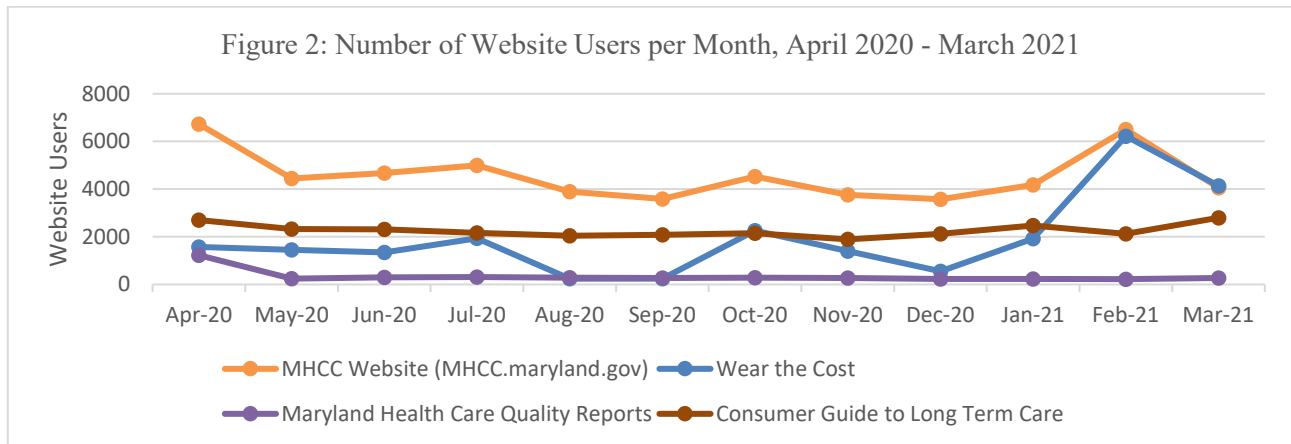
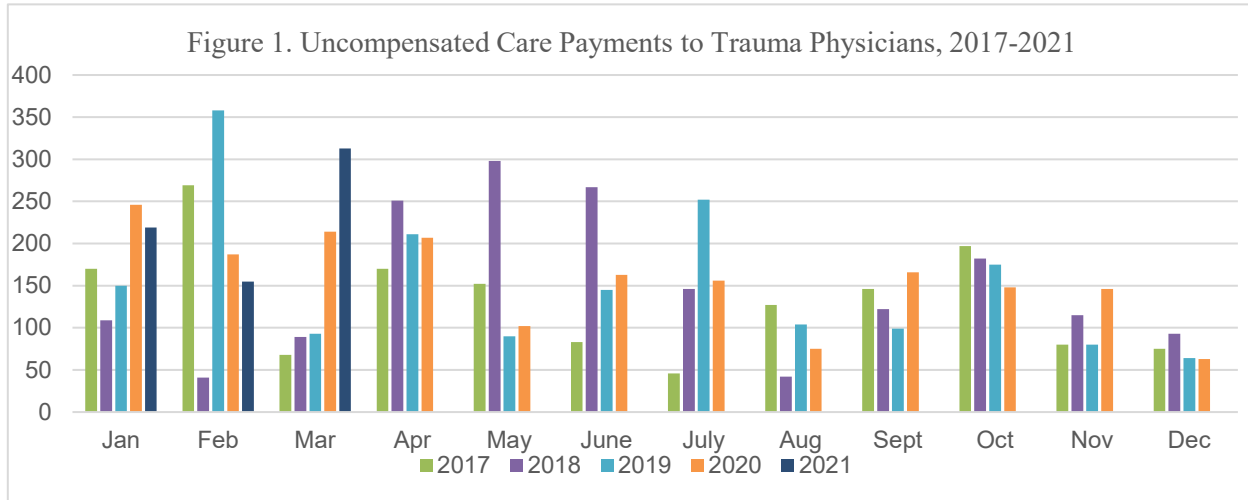


Figure 2 shows the number of website users over a 12-month period for each of the four websites maintained by Commission staff. Specific information about each website is below.

MHCC Website: The MHCC website (<https://MHCC.maryland.gov>) had 4,058 users in March.

Maryland Health Care Quality Reports: The Maryland Health Care Quality Reports website had 272 users in the month of March which was slightly higher than February 2021 website activity (21%). The bounce rate decreased 5% and the average time on the website increased 32%, indicating increased user interest in website content. There was also a significant increase in returning users for the month of March (26%).

Consumer Guide to Long Term Care: For the month of March, the Consumer Guide to Long Term Care had 2,798 users access the site, which indicates an increase of 26% in website traffic compared to February. Compared to the month of March 2020, there is a 14% increase in user traffic to the Consumer Guide. There were 7,984 unique page views during March, with an average time spent per page of one minute.

“Users” approximates the number of individuals that visit a website but contains some duplication of unique individuals visiting each website. For example, individuals are counted as separate "users" of a site when they use different devices (such as a work computer, a home computer, and a tablet), different browsers

(such as chrome, safari, etc.), or clear cookies on a browser. Staff continue to monitor a broader set of metrics as they manage website projects and marketing.

CENTER FOR ANALYSIS AND INFORMATION SYSTEMS

Cost and Quality Analysis– Shankar Mesta

MCDB Data Submission Status, Payor Compliance, and Technical Support

Thirty-one (88.6%) payors submitted complete clean Q4 2020 data as of the 1st week of April 2021.

Thirty-one of thirty-five payors (88.6%) successfully passed the data quality validation checks (Tier 1-3) for the Q4 2020 data submission. One of the larger payor's 2020 Q4 professional claims data failed Tier 3 data quality checks. SSS is working with the payor's representative to resolve this issue. We expect to have 100% clean Q42020 payor data in MCDB upon resolving this data quality issue and minor issues affecting three smaller payors.

SSS is updating the MCDB portal to accommodate new fields (e.g., ERISA indicator, Claims Received Date) in the 2021 data submission manual. The portal is targeted to open for payors to start submitting 2021 Q1 data by the third week of April.

MCDB Processing Tiers

A payer submission must pass three validation modules called tiers before it is deemed a credible submission. Tier 1 is a basic validation that confirms a file conform in format and structure to requirements defined in the MHCC Submission Guide
Tier 2 Validation ensures that a submission meets data integrity requirements and business rules thresholds. Numeric and date values are checked, duplicate records are flagged and required file linkages to the payer's member eligibility and the provider directory files are confirmed.
Tier 3 Validation applies trend analysis across a new and previous submission from the same payer. Validation detects such errors as an abnormal change in the volume or unusual change in payment for individual service are flagged and resolved.
A file that fails a Tier will undergo additional scrutiny and the payer's representatives may be questioned. If issues cannot be resolved, the submission will be rejected by the data base vendor.

2019 Privately Insured Report Highlights

Overall, 2019 annual per member spending among privately insured for all services combined growth rate increased by 2.6%

Per member spending increased by modest amounts in all three markets:

- In the individual market, spending grew by about 2.6% in 2019. This increase was smaller than the change observed from 2017 to 2018, which increased approximately 14.8% in per member spending. The rapid increase in costs was attributable to large numbers of relatively healthy people leaving the individual market due to high premiums in 2018. The establishment of the State Reinsurance Program beginning in 2019 resulted in lower premiums and brought healthier people back to the

individual market. For example, the premium for a CareFirst HMO silver plan for a 40-year old nonsmoker living in the Baltimore metro area fell from \$465 to \$383 per month from 2018 to 2019.

- Per member spending in the small employer market increased by about 3.2% in 2019 compared to about 3.7% growth rate in 2018.
- In the large employer market, per member spending grew by about 2.6% in 2019, compared to no observable change in 2018.

MHCC staff will be presenting 2019 privately insured report in April 2021 monthly commission meeting.

Special Projects – Janet Ennis

Project Management Consulting Services: New PMO Contract Approved by BPW

A Request for Proposal (RFP) was issued to continue the services of a Project Management Officer (PMO) to assist the Center and ensure all major projects remain on task and are completed timely. Seven proposals were received, and an Evaluation Committee was organized to conduct the review/selection process. The Evaluation Committee selected Freedman Healthcare, LLC. The Board of Public Works approved the contract at its March 24th meeting. This new 2-year PMO contract with Freedman will begin on April 8, 2021.

About Freedman Healthcare- Freedman Healthcare is the leader in directing and managing the deployment of APCDs. The organization works in over 15 states to help plan, manage, and implement APCDs. Freedman also supports states and other organizations with quality and cost measurement, performance improvement, price transparency, policy analysis, payment reform, value-based insurance design, and consumer engagement.

CENTER FOR HEALTH CARE FACILITIES PLANNING AND DEVELOPMENT

Acute Care Policy and Planning – Eileen Fleck

COMAR 10.24.21: State Health Plan for Facilities and Services: Acute Psychiatric Services

Division staff provided additional requested information to the Governor’s office on the proposed regulations, adopted as proposed regulations by MHCC in February 2021. The approval of the Governor’s office is needed before publication of notice in the *Maryland Register* that the Commission has adopted proposed permanent regulations and is seeking comments within 30 days.

COMAR 10.24.11: State Health Plan for Facilities and Services: General Surgical Services

Staff initially posted draft regulations for informal comment on February 16, 2021 with comments accepted through March 8, 2021 and then extended the comment period until March 18, 2021. Staff is reviewing these comments and expects to ask the Commission to adopt proposed permanent regulations at the April Commission meeting.

Long-Term Care Policy and Planning – Linda Cole

Minimum Data Set (MDS) and Long-Term Care Survey Contract

In March, MHCC staff reviewed and approved a number of deliverables from Hilltop Institute at the University of Maryland Baltimore County, MHCC's contractor for work on the minimum data set and long-term care survey data.

The MDS data set was updated to provide a complete set for CY 2020, in a new format. Hilltop and MHCC staff worked with the modified MDS data structure to generate the needed data. New SAS programming and data storage changes were developed by Hilltop and MHCC staff to address the new format.

The required Routine Reports have been completed and are undergoing final MHCC review. In addition, a training session has been scheduled during April to review changes made to SAS programming on MDS data. A training session on programming for the Long-Term Care Survey data set has already been completed.

Annual Hospice Survey

The FY 2020 Maryland Hospice Survey was launched on March 8, 2021. Technical assistance is provided as needed. A 30-day reminder notice will be sent on April 8th.

The hospice data tables for the FY 2019 data have been posted on the Commission's website at:

https://mhcc.maryland.gov/mhcc/pages/hcfs/hcfs_hospice/documents/CHCF_H_Hospice_Charts_Tables_2019_20210330.pdf

Annual Long-Term Care Survey

Staff began preparation for the FY 2020 Long Term Care Survey data collection scheduled to begin in April 2021. Staff continues to work on the new Request for Proposal (RFP) for the MDS and long-term care planning consultant contract, reviewing the current planning steps, timelines, and deliverables.

Annual Home Health Agency Survey

Staff is making updates to the FY 2019 Home Health Survey data based on verification from providers. The updates will be done to the raw data to update the public use data sets and the affected utilization tables. Upon final review, the final data will be posted on the Commission's website.

Certificate of Need – Kevin McDonald

CON Approval

University of Maryland Medical Center – (Baltimore City) – Docket No. 20-24-2445

Addition of an operating room.

Approved Cost: \$9,560,000

Changes in Approved CONs

Encompass Health Rehabilitation Hospital of Southern Maryland – (Prince George's County) – Docket No. 18-16-2423

Increase in approved cost of project (\$6,962,312 or 17.8%).

New approved cost: \$45,982,206.

Sheppard Pratt at Elkridge – (Howard County) – Docket No. 15-13-2367

Increase in approved project costs (\$9,105,505 or 9.4%).

New approved cost: \$105,638,412

CON Applications Withdrawn

Seasons Residential Treatment Program – (Prince George's County) – Docket No. 17-16-2408

Establish a 72-bed residential treatment facility in Fort Washington.

Estimated Cost: \$15,885,092

Crescent Cities – (Prince George’s County) – Matter No. 21-16-2446

Change in bed capacity of a comprehensive care facility.

Estimated Cost: \$1,293,484

First Use Approvals

Carroll Hospice – (Baltimore City) – Docket No. 16-24-2388

Expansion of the approved service area of a general hospice.

Approved Cost: \$52,750

Determinations of Coverage

• **Ambulatory Surgery Centers**

Clearway Surgery Center of Bel Air, LLC – (Harford County

Establish a physician outpatient surgery center (POSC) with one non-sterile procedure room to be located at 602 Atwood Road, Suite 103-B, in Belair

• **Acquisition/Change of Ownership**

Purchase of the assets of the entities that are the current operators and licensees of each of the following CCFs:

Facility	Current Operator	Post-Transaction Operator
Perring Parkway Center Parkville (Baltimore County)	1801 Wentworth Road Operations, LLC	1801 Wentworth OPCO, LLC,
Cromwell Center, Parkville (Baltimore County)	8710 Emge Road Operations, LLC	8710 Emge OPCO, LLC
Spa Creek Center, Annapolis (Anne Arundel)	Milkshake Operations, LLC	35 Milkshake OPCO, LLC
Loch Raven Center, Parkville (Baltimore County)	8720 Emge Road Operations, LLC	8720 Emge OPCO, LLC
Catonsville Commons, Catonsville (Baltimore County)	Genesis Catonsville Commons, LLC	16 Fusting OPCO, LLC
Bradford Oaks Center, Clinton, (Prince George’s)	7520 Surratts Road Operations, LLC	7520 Surratts OPCO, LLC
Ballenger Creek Center, Frederick (Frederick)	Ballenger Creek Center, LLC	347 Ballenger OPCO, LLC
Long Green Center, Baltimore (Baltimore City)	East Melrose Operations, LLC	115 East Melrose OPCO, LLC 21212
Homewood Center, Baltimore (Baltimore City)	Bellona Avenue Operations, LLC	6000 Bellona OPCO, LLC

Waugh Chapel Center, Gambrills (Anne Arundel)	899 Cecil Avenue Operations, LLC	1221 Waugh Chapel OPCO, LLC
Glade Valley Center, Walkersville (Frederick)	56 West Frederick Operations, LLC	56 West Frederick OPCO, LLC
Chesapeake Woods Center, Cambridge (Dorchester)	525 Glenburn Avenue Operations, LLC	525 Glenburn OPCO, LLC

- **Licensure**

- **Temporary Delicensure of Bed Capacity or a Health Care Facility**

Sabra Hagerstown, LLC d/b/a Cadia Healthcare Hagerstown – (Washington County)

Extension of the period of temporary delicensure for 64 CCF beds. The period of temporary delicensure is extended to October 3, 2021

- **Relicensure of Bed Capacity or a Health Care Facility**

Signature Healthcare at Mallard Bay – (Dorchester County)

Relicensure of 25 temporarily delicensed CCF beds.

Pending Notices of Acquisition/Change of Ownership for Comprehensive Care Facilities (Nursing Homes)

Oakwood Care Center

Middle River (Baltimore County)

Transaction: Change in operator

Current operator: Oakwood Rehab and Nursing, LLC

Operator post-transaction: Oakwood SNF, LLC

No purchase. Just new operating lease.

Dennett Road Manor

Oakland (Garrett)

Transaction: Change in operator

Current operator: Dennett Road Manor, Inc.

Operator post-transaction: Dennett Road Manor, Inc. (purchased by Axis Healthcare Group)

Purchase price: \$1,000,000

Powerback Rehabilitation Brightwood Campus

Lutherville (Baltimore County)

Transaction: Change in owner of real property/bed rights and operator

Current owner of real property: FC-Gen Real Estate, LLC

Owner post-transaction: WELL PM Properties II, LLC

Current operator: NA

Operator post-transaction: NA

Purchase Price: \$6,132,404

CENTER FOR HEALTH INFORMATION & INNOVATIVE CARE DELIVERY

Health Information Technology Division – Nikki Majewski, Division Chief

Virtual Resource Center

Development of a cybersecurity flyer is underway that highlights safeguards for a secure telehealth encounter, and a flyer that addresses key misconceptions on the use of telehealth among older adults. Planning was initiated on a flyer aimed at helping consumers become effective users of telehealth technology. Flyers are posted on MHCC's website and are aimed at furthering consumer and provider awareness and acceptance of telehealth.

Environmental Scan

Nearly 200 providers responded to a telehealth use questionnaire related to diffusion, perceived value, and implementation plans among practices that has not adopted telehealth. The Maryland Primary Care Program (MDPCP), Maryland Chapter, American Academy of Pediatrics, Maryland Society for the Rheumatic Diseases, Inc., and the Nurse Practitioner Association of Maryland distributed the questionnaire. A summary of findings is targeted for release in June.

Study on the Impact of Telehealth

The staff is examining approaches to a telehealth study required under House Bill 123/Senate Bill 3, *Preserve Telehealth Access Act of 2021*. The study is to examine the use of audio-only and audio-visual technologies and other related components specified in legislation that has now passed the House and Senate in the same form and awaits the Governor's signature. A report on the findings is due to the Senate Finance Committee and the House Health and Government Operations Committee by December 1, 2022.

Urgent Care Centers

Staff completed an insight brief on a health information technology (health IT) review of 10 urgent care centers (UCCs). The brief assessed health IT capabilities and workflows to communicate discharge summaries to patients' primary care provider. This insight brief builds upon a review conducted in the fall of 2020 and includes a total of 16 UCCs operating at roughly 108 sites in the State. Findings will be used to inform UCC initiatives aimed at advancing health IT diffusion and use of CRISP services. The insight brief is scheduled for release in April.

Hospital Health IT Assessment

Analysis of the annual hospital health IT survey (survey) is progressing. All acute care hospitals responded to the survey, which includes questions on the use and perceived value of electronic health records (EHRs), health information exchange (HIE), and telehealth. Questions related to social determinants of health data captured in EHR systems was included in this year's survey. An information brief is targeted for release in June.

Breaches

An analysis of health care data breaches from 2018 to 2020 is nearing completion. The analysis highlights breach trends in Maryland and seven states with similar hospital inpatient days per capita. Data consists of breaches affecting 500 or more individuals and was obtained from the U.S. Department of Health and Human Services, Office for Civil Rights online portal. An insights brief is planned for release in May.

Electronic Data Interchange

Staff notified approximately 25 payers required to submit a 2021 Electronic Data Interchange Progress Report, consistent with COMAR 10.25.09, *Requirements for Payers to Designate Electronic Health Networks*. Payers with premiums exceeding \$1 million per year are required to report on select administration transaction volumes by June 30th.

Nursing Home Health IT Assessment

Data analysis was initiated on health IT questions included in the 2020 *Annual Long Term Care Survey* (survey). The survey includes questions related to health IT adoption; approximately 230 nursing homes responded to the survey. Findings will be used to inform initiatives aimed at advancing the use of health IT in nursing homes. An insights brief is targeted for release in June.

Innovative Care Delivery Division – Melanie Cavaliere, Division Chief

Diffusing Telehealth in Ambulatory Practices

Close-out activities are underway for the grant, *Expanding Telehealth Adoption in Ambulatory Practices*, that was awarded to three State-Designated Management Service Organizations (MSOs) in April 2020. The grant aimed to support telehealth adoption in ambulatory practices, and included helping practices to assess readiness, modify workflows, and provide training on payer policies and technology. Around 223 practices expressed interest in working with an MSO, 105 implemented telehealth, and 85 used the technology in care delivery. The grant concludes on April 30th.

Advanced Care Delivery

Development was completed on the draft grant announcement, *Advancing Practice Transformation in Ambulatory Practices*. The grant funds one or more Care Transformation Organizations (CTOs) recognized by the Centers for Medicare & Medicaid Services (CMS) under the MDPCP to provide practice transformation coaching to primary care and specialty practices. CTOs will provide training using practice transformation tools developed by CMS.

Oncology Care Model

Exploratory activities continue for the potential development of an oncology care model (model) based on the Center for Medicare & Medicaid Innovation (CMMI) Oncology Care Model. The model is intended to promote coordinated, holistic oncology care for patients while reducing overall costs. Risk tracks, monthly population payments, and performance-based payments are expected to be included in the model. A decision to advance model development is anticipated in May.

Maryland Primary Care Program Advisory Council

Several discussions occurred with CMMI on the proposed Track 3 policy framework submitted by the MDPCP Project Management Office in December. Various policy areas where greater alignment is needed to pursue clearance of the Track 3 framework were highlighted by CMMI. The CMMI plans to draft key elements of the Innovation Center Investment Proposal (ICIP) for review by the State. Staff anticipates CMMI will seek State feedback on the Track 3 ICIP in April.

Care Management

The draft Care Management Capabilities and Readiness Assessment Guide (guide) was vetted with select ambulatory practices and care management focus group participants. The tool includes a practice self-assessment to determine care management preparedness, help practices design a care management program, define a care manager's role in a practice, and identify leading care manager responsibilities. The guide includes about 70 care management resources and is targeted for release in May.

Patient and Family Advisory Council

An addendum to the March 2019 *Patient and Family Advisory Council Guide for Ambulatory Practices* is nearing completion. The addendum highlights best practices related to engaging Patient and Family Advisory Councils (PFACs) in a virtual and in-person care delivery environment. PFACs consist of patients and caregivers who partner with members of the health care team to provide guidance on how to improve the patient and family experience.

Learning Symposiums

Staff convened a webinar focused on key strategies for enhancing cybersecurity in a podiatric practice. The webinar featured a local podiatrist and two representatives from the Cybersecurity Association of Maryland, Inc. Attendees received continuing medical education credits from the Maryland Board of Podiatric Medical Examiners. Planning is advancing for an ambulatory practice webinar on the 2021 Quality Payment Program, and lessons learned from the CMS Transforming Clinical Practice Initiative.

Health Information Exchange Division – Alana Sutherland, Division Chief

Dental Health IT

Data analysis was completed on responses to the 2020 dental health IT adoption questionnaire (questionnaire). Approximately 200 dentists responded to the questionnaire in the winter. Drafting is underway of key findings identified from the questionnaire. Staff presented on health IT at the quarterly Patuxent Dental Society meeting and is scheduled to present at the Baltimore County Dental Association in April.

Privacy and Security Regulations

Post & Schell, P.C. (contractor) submitted recommendations on key components of the *21st Century Cures Act: Interoperability, Information Blocking, and the ONC Health IT Certification* program final rule (Cures Act) to include in COMAR 10.25.18.03, *Health Information Exchanges: Privacy and Security of Protected Health Information*, (regulations). The contractor was selected in July 2020 to propose changes that modernize the regulations.

Awareness Building

Planning for an HIE consumer awareness initiative focused on patient benefits of sharing electronic health information continues. Increased awareness can help enable the collection of complete and accurate information to support care delivery, as well as bolster consumer confidence in the privacy and security of electronic health information.

CENTER FOR QUALITY MEASUREMENT AND REPORTING

The Maryland Health Care Quality Reports (MHCQR) website

MHCQR Website Redesign

Staff continue to work with Advanta Government Services (AGS), the website contractor, to redesign the website's functionality, usability, and overall appeal. The first phase of the redesign effort focused on the full integration of our Long Term Care Guide and our Quick Compare features into a more uniform and comprehensive *Quality Reports* consumer site. The website is in the final stages of development; a soft launch of the website is planned for early April.

MHCQR website sees steady website traffic

Web traffic in March 2021 was 20% higher than web traffic in February 2021. The most frequently viewed pages on the MHCQR site include hospital quality ratings and the nursing home search feature. Traffic to the site is presented graphically under the Executive Direction section of this update.

Website Promotion: Approximately 45 social media posts initiated in March

There were approximately 45 social media posts made in March. Topics included Patient Safety Awareness Week, National Kidney Month, and general marketing posts for the MHCQR. These topics generally 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.

Maryland Public Television Support

The staff met with representatives from Maryland Public Television (MPT) to discuss options for increasing public awareness of the MHCQR website. The MHCC procurement officer is working to facilitate an interagency agreement with MPT to support marketing and promotion of the website in early 2021.

Hospital Quality Initiatives – Courtney Carta

Healthcare Associated Infections

All Maryland acute care hospitals are required to report healthcare associated infections to the CDC's National Healthcare Safety Network (NHSN). MHCC publicly reports this data annually on the MHCQR consumer website. MHCC postponed public reporting for 2019 & 2020 data due to the pandemic. Staff worked with the industry to develop an appropriate timeline to resume data collection. 2019 data collection will occur in the spring and 2020 data collection will occur in the summer.

Long Term Care Quality Initiative—Stacy Howes

Inter-Center and Inter-Agency Projects

Center for Health Care Facilities Planning and Development: Yearly, staff create hospice usage tables based on the Hospice Survey. These tables depict the general usage rates, racial composition of hospice patients, most common ailments of hospice patients, non-death discharge rates, and rates of usage by region of Maryland. Tables are shared with the hospice industry and posted on the MHCC website. Tables for FY2019 are complete and have been posted on the MHCC website.

Staff are working with Center for Health Care Facilities Planning and Development to analyze the effects of nursing home acquisition on quality. Staff will examine the quality reports of nursing homes before and after acquisition to determine if quality is stable, decreases, or increases in the three years after acquisition.

Nursing Home Family Experience of Care Survey

The data collection period for 2020 is complete as of March 1. Data collection was extended for a longer period compared to previous years because the project encountered multiple problems with mail delivery from August 2020 through January 2021. We have achieved a response rate of 40%, which is comparable to last year's response rate. Preliminary data analysis indicates that overall satisfaction with nursing homes (7.8 on a scale of 1 to 10 with 10 being the highest) and whether respondents would recommend the nursing home (80%) were both statistically significantly higher in 2020 compared to 2019. Respondent ratings of the nursing home COVID response were largely positive. Data analysis will conclude in early April. Nursing homes will receive their reports by mid-April, and all individual reports and the state report will be posted on our consumer website by mid-May.

Health Plan Quality Initiative

Staff kicked off the 2021 rate year in December of 2020. Health plans have begun collecting data, and data collection will continue through the end of the summer. Behavioral health data are due in April.

Consumer Guide to Long Term Care

Data updates to the Consumer Guide have been suspended during the integration to the redesigned Quality Reports website. Staff continue to provide information and resources directly to consumers who contact the office with questions about long term care facilities and services.

Nursing Home and Assisted Living Influenza Vaccination Survey

The electronic 2020-2021 influenza vaccination survey was emailed during the first week of April 2021 to all nursing home administrators and assisted living managers of facilities with ten or more beds. Facilities will have approximately four weeks to complete the survey.

Outpatient Quality Initiative—Mariama Gondo

Administering CY 2019 Ambulatory Surgical Facility (FASF) Annual Survey

The CY2019 survey opened on November 16, 2020 and closed on January 29, 2021. Staff surveyed 322 facilities with a 100% response rate. Staff will have data from this reporting year available for the public use data set by the end of April.