

MARYLAND HEALTH CARE COMMISSION

UPDATE OF ACTIVITIES

May 2021

EXECUTIVE DIRECTION

Government Relations and Special Projects- Tracey DeShields

State Policy Update

The 2021 legislative session adjourned April 12th. During the 2021 legislative session, over 3,336 bills were introduced (1,870 House bills and 1,466 Senate bills). MHCC tracked over 160 bills and will be acting on 12 bills in the coming months. Currently, a review of the interim work is being done and decisions on how to move forward and divide across the Centers is being discussed.

MHCC-related news coverage: selected articles and commentary

Health Facilities

CareFirst BlueCross BlueShield. “CareFirst BlueCross BlueShield welcomes accomplished physician and public health advocate as chief medical officer.” State of Reform. April 26, 2021. Available from:

<https://stateofreform.com/news/maryland/2021/04/carefirst-bluecross-blueshield-welcomes-accomplished-physician-and-public-health-advocate-as-chief-medical-officer/>

Cecil Whig. “UM Upper Chesapeake Health appoints new Vice President of patient experience.” Cecil Whig. April 28, 2021. Available from: https://www.cecildaily.com/bargaineer/um-upper-chesapeake-health-appoints-new-vice-president-of-patient-experience/article_927ce299-65ee-5117-8758-e2c7d2af3cb4.html

Health Disparities and Health Equity

Iannetta, J. “UMMS appoints first-ever chief diversity, equity and inclusion officer.” Baltimore Business Journal. April 7, 2021. Available from: <https://www.bizjournals.com/baltimore/news/2021/04/07/umms-appoints-first-diversity-equity-officer.html>

Burnett, J. “Bill aims to tackle healthcare disparities.” ABC47. April 13, 2021. Available from: <https://www.wmdt.com/2021/04/bill-aims-to-tackle-healthcare-disparities/>

DePuyt, B. “New grant program will reduce health care inequality, advocates say.” Maryland Matters. April 15, 2021. Available from: <https://www.marylandmatters.org/2021/04/15/new-grant-program-will-reduce-health-care-inequality-advocates-say/>

Medical Debt

ACA International. “Maryland medical debt collection requirements bill awaits Governor’s signature.” ACA International. April 7, 2021. Available from: <https://www.acainternational.org/news/maryland-medical-debt-collection-requirements-bill-awaits-governor-signature>

Maryland Trauma Physician Services Fund

Uncompensated Care Processing

Trustmark Health Benefits, the third-party administrator (TPA) for the Trauma Fund, processed \$307,494.57 for uncompensated care claims through April 2021.

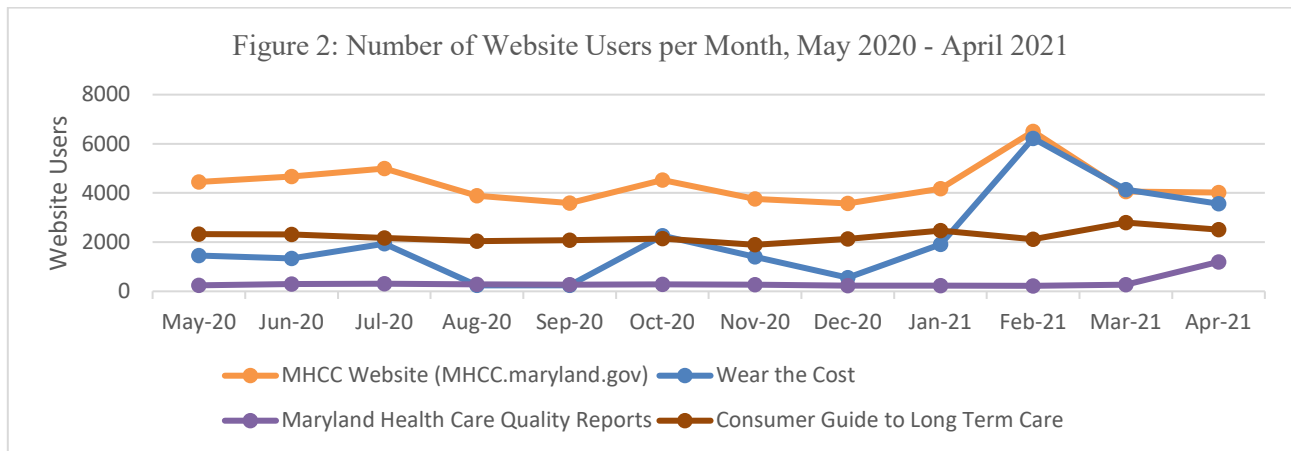
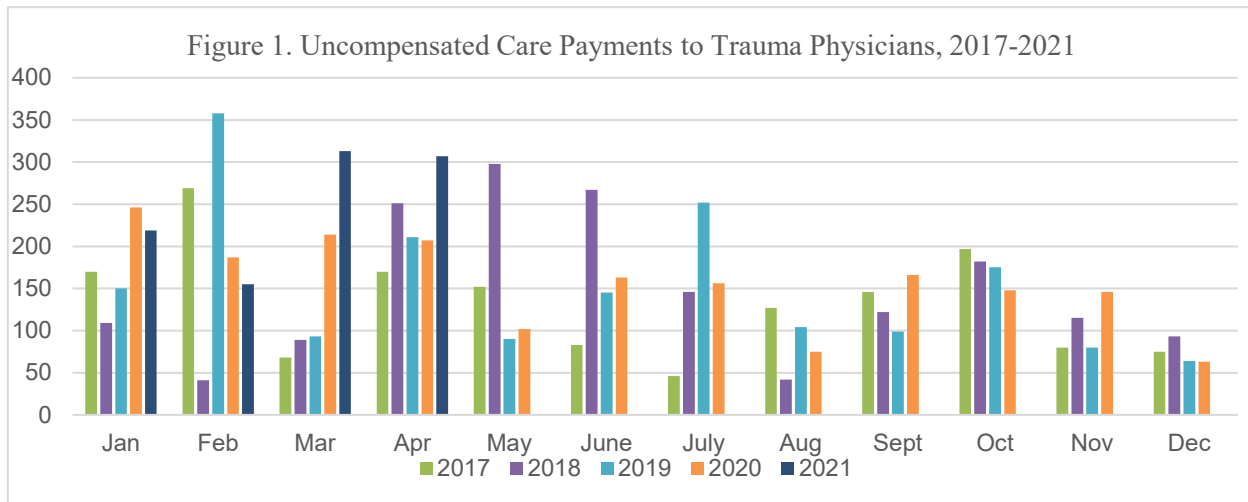


Figure 2 shows the number of website users over a 12-month period for each of the four websites maintained by Commission staff. Specific information about each website is below.

MHCC Website: The MHCC website (<https://MHCC.maryland.gov>) had 4,013 users in April.

Maryland Quality Reports: The Maryland Quality Reports website had 1,197 users in the month of April which was significantly higher than March 2021 website activity when 356 users visited the site. The website also saw tripling of new users and user sessions. The increased website activity reflects the release of the new Maryland Health Care Quality Reports website on April 9th (1,093 users visited this site in April). The bounce rate (the number of sessions in which user viewed only one page) increased significantly and the average time on the website decreased 11.2%. The less favorable results for these indicators suggest some users took a quick look at the expanded scope of the new site. The website visits for May are expected to increase as the data will reflect a full month of activity. The visits to the new site are also expected to increase in the coming months as

public awareness increases due to our outreach efforts and the addition of new quality metrics for provider groups such as ambulatory surgery facilities.

Consumer Guide to Long Term Care: The Consumer Guide to Long Term Care had 2,514 users, 16,446 page views, and users spent an average 4 minutes on the website during April. The Consumer Guide to Long Term Care will be discontinued in May 2021 and consumers will be redirected to the Maryland Health Care Quality Reports.

The Consumer Guide to Long Term Care has been operational since 2003. The site is known among hospital discharge planners and state and local agencies that assist the elderly population and their families. Staff is communicating to these groups that the new Maryland Quality Reports site contains the performance data currently seen on the Consumer Guide to Long Term Care.

Definitions for Web Performance Reporting

Users approximates the number of individuals (unique identities) that visit a website but our definition may capture 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, Edge, FireFox, and Safari), or clear cookies on a browser. Staff monitors a broader set of metrics as they manage website projects and marketing. These metrics are reported when they provide meaningful new information.

CENTER FOR ANALYSIS AND INFORMATION SYSTEMS

Special Projects – Janet Ennis

The RFP for Data Management Contractor for the Medical Care Data Base Released

A Request for Proposal (RFP) was issued and posted on eMaryland Marketplace Advantage and on the MHCC website earlier this month to continue the services of a Data Management vendor through a new competitively-bid procurement. Staff is issuing this solicitation to select a Contractor that can provide proficient services to sustain and enhance the Maryland Medical Care Data Base (MCDB) infrastructure, capability, and functionality. A virtual pre-proposal conference will be conducted on May 25th from 2:00pm to 3:30pm to address questions from potential bidders.

CENTER FOR HEALTH CARE FACILITIES PLANNING AND DEVELOPMENT

Long-Term Care Policy and Planning – Linda Cole

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

The final set of deliverables from Hilltop Institute at the University of Maryland Baltimore County, MHCC's MDS contractor for work on the minimum data set and long-term care survey, was received and reviewed. The contract ended on April 30 and a new RFP is being developed.

The Office of Health Care Quality (OHCQ) has informed MHCC and Medicaid that it no longer needs to serve as an intermediary in providing MDS from CMS. Hilltop and MHCC staff worked with the recently modified MDS data structure to prepare for release of the data sets directly from CMS. MHCC staff is awaiting CMS's approval. MHCC's data use agreement with CMS governing access to the MDS will support the more streamlined release protocol.

FY 2019 Home Health Survey and Utilization Tables

Staff posted the 25 Home Health Agency (HHA) Utilization Tables for FY 2019, based on data obtained from the MHCC Annual HHA Survey. The tables summarize agency and jurisdiction-specific data on the utilization and financing of HHA services. An overview of HHAs in Maryland includes information on: the volume of admissions; referral sources; primary diagnosis on admission; average visits per Medicare client; dispositions; average cost per visit; revenues by payer types; and HHA staffing. Data provided on Maryland resident use of HHA services include the number of clients and visits by payer type and age of the client. A listing of the detailed tables may be found on the MHCC website at:

https://mhcc.maryland.gov/mhcc/pages/hcfs/hcfs_homehealth/documents/HH_LIST_OF_DETAILED_TABLES.pdf

Access to HHA public use file downloads for both the HHA Utilization Tables as well as the raw data, based on information reported on the HHA Annual Survey, are posted on the MHCC website at: https://mhcc.maryland.gov/public_use_files/homehealthdownload.html

Technical notes accompany the utilization tables to provide an overall description of HHA clients and facilities statewide, as well as to highlight jurisdiction-specific differences by provider.

FY 2020 Surveys

Long Term Care Survey

Data collection of this survey began on April 19 and will end on May 18 for comprehensive care facilities, and June 18 for all other facility types. Staff added a new question on COVID-19 for the Adult Day Care providers. This was due to the statewide closure mandated by the Governor in 2020 at the onset of the Coronavirus COVID-19 Pandemic that impacted the centers' operations. Staff worked with corporate staff, the Office of Health Care Quality staff, and other providers to update inventory due to changes in staff and operations. Staff worked with the state auditors to clarify and update LTC Medicaid Cost Report data formats.

Hospice Survey

The FY 2020 Maryland Hospice Survey is underway. MHCC staff issued a 30-day reminder notice on April 8th. To date, only ten providers have completed their Part I survey. Slower response rates from the agencies may be attributable to the Public Health Emergency (PHE) and expanded data reporting required by other governmental agencies. MHCC staff will ask the Hospice & Palliative Care Network of Maryland to remind their members to report timely. Technical assistance is ongoing and is provided by MHCC staff on request from an agency.

Certificate of Need – Kevin McDonald

CONs Approved

Adventist HealthCare – Shady Grove Adventist Hospital (Montgomery) - Docket No. 20-15-2443

A capital expenditure of approximately \$180 million and addition of bed capacity. The project will add a six-level patient care tower, adding 150,352 square-feet (SF) and renovate 25,696 SF of existing hospital space. The project is primarily designed to replace inpatient and emergency department space. Approved Cost: \$180, 014,186

CON Letters of Intent

Powell Recovery Center Inc. (Baltimore City)

Establish a 16-bed alcoholism and drug abuse intermediate care facility at 15 South Broadway Avenue, in Baltimore City.

Determinations of Coverage

- **Ambulatory Surgery Centers**

Piney Orchard Surgery Center, LLC (Anne Arundel)

Acquisition of a 38% ownership share in this physician outpatient surgery center (POSC) by Surgical Center Development #4 LLC.

Howard County Gastrointestinal Diagnostic Center, LLC (Howard)

Acquisition of a 30% ownership interest in this physician outpatient surgery center (POSC) by Gastro Health of Maryland, LLC; the remaining 70% interest will be distributed to its pre-transaction physician owners who will subsequently contribute their membership interest to a newly formed holding company, Columbia Endoscopy Holdings, LLC.

- **Acquisition/Change of Ownership**

Brighton Gardens of Tuckerman Lane (Montgomery)

Transfer of ownership of the bed rights for this comprehensive care facility (CCF) from HCP Bethesda MD Opco, LLC to SJV 1 Tuckerman Lane Opco LLC, which will also become the new operator of the facility.

Purchase Price: \$10,400.00

Heritage Center (Baltimore City)

Acquisition of this CCF by Complete Care at Heritage Center, LLC. This entity is acquiring the bed rights and will take over operation of the facility. There will be no change to the ownership of the

real property and Complete Care at Heritage Center, LLC will enter a lease with the current owner of the real estate. There will be no changes to staffing or the services provided.

Purchase Price: \$0

Corsica Hills Center (Queen Anne's)

Acquisition of the bed rights of this CCF by Complete Care at Corsica Hills, LLC. There will be no change to the ownership of the real property. Complete Care at Corsica Hills, LLC will enter into an operating lease with the current owner. There will be no changes to staffing or services.

Purchase Price: \$0

LaPlata Center (Charles)

Acquisition of the bed rights of this CCF by Complete Care at La Plata, LLC from Charlesmeade Meridian Limited Partnership. There will be no change to the ownership of the real property. Complete Care at La Plata, LLC will enter an operating lease with the current owner. There will be no changes to staffing or services.

Purchase Price: \$0

Multi Medical Center (Baltimore County)

Acquisition of the bed rights of this CCF by Complete Care at Multi Medical Center, LLC from Multi Medical Meridian Limited Partnership. There will be no change to the ownership of the real property. Complete Care at Multi Medical Center, LLC will enter an operating lease with the current owner. There will be no changes to staffing or services.

Purchase Price: \$0

Severna Park Center (Anne Arundel)

Acquisition of the bed rights of this CCF by Complete Care at Severna Park, LLC from Severna Associates Limited Partnership. There will be no change to the ownership of the real property. Complete Care at Severna Park, LLC will enter an operating lease with the current owner of the real estate. There will be no changes to staffing or services.

Purchase Price: \$0

Seasons Hospice and Palliative Care of Maryland, LLC

Acquisition of Seasons Hospice and Palliative Care of Maryland, a general hospice, by AccentCare, Inc. Although AccentCare will purchase 100% of the membership interests of Seasons, Seasons will remain the licensed, Medicare-certified provider.

Pyramid Healthcare, Inc. (St. Mary's and Harford)

Pyramid Healthcare Acquisition Corporation will acquire 100% of the stock of Pyramid Healthcare, Inc. Pyramid Healthcare, Inc. is the owner of Pyramid Walden, LLC, which owns and operates an alcoholism and drug abuse intermediate care facility (ICF) in Charlotte Hall, Charlotte Hall Walden and another alcoholism and drug abuse ICF in Joppa, Pyramid Walden – Joppa Center.

Oakwood Nursing Center (Baltimore County)

Change in the operator of this CCF by Oakwood SNF, LLC, which will enter a lease with the current owner of the real estate, which will continue to hold the ownership of the real property and bed rights of the facility. There will be no changes to staffing or services.

Purchase Price: \$0

PowerBack Rehabilitation-Brightwood Campus (Baltimore County)

Acquisition of this CCF by ProMedica Senior Care of Brightwood, MD, LLC d/b/a ProMedica Skilled Nursing and Rehabilitation (Brightwood). FC-GEN Real Estate, LLC currently owns the land, building and related assets, including the CON "bed rights" which will be acquired by WELL PM Properties II LLC. ProMedica

Skilled Nursing and Rehabilitation (Brightwood) will acquire the operating assets. Additionally, HCR Manorcare Inc. an indirect owner of ProMedica Skilled Nursing and Rehabilitation (Brightwood), is acquiring an interest in the real estate property through a joint venture formed by Welltower Inc. and HCR Manorcare Inc. This joint venture will lease the property to an indirect subsidiary of HCR Manorcare Inc. which will, in turn, sublease the property to ProMedica Skilled Nursing and Rehabilitation (Brightwood). There will be no changes to staffing or services.

Purchase Price: \$6,132,404

Dennett Road Manor (Garrett)

Axis Healthcare Group will purchase the operator and owner of the bed rights of this CCF. There is no change to the ownership of the real property and no changes to staffing or services.

Purchase Price: \$1,000,000

- **Licensure**

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

UM-Prince George's Hospital Center (Prince George's)

Temporary delicensure of 10 licensed special hospital rehabilitation beds.

UM-Prince George's Hospital Center (Prince George's)

Temporary delicensure of 12 licensed special hospital-chronic beds.

- **Other**

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

Staff determination that certain proposed project changes to the courtyard and exterior of the building, to the mezzanine level, main dining area and fire stairs, and to the heating, ventilation, and air conditioning system, do not constitute a major design change or a modification requiring Commission review and approval.

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

Notices of acquisition were filed for the following facilities. The transactions are described as “change(s) to indirect minority ownership in corporate structure,” but the notices were not complete. Additional information has been requested.

Fairland Center
Silver Spring (Montgomery)

Hammonds Lane Center
Brooklyn (Anne Arundel)

Larkin Chase
Bowie (Prince George's)

Waldorf Center
Waldorf (Charles)

Health Information Technology Division – Nikki Majewski, Division Chief

Telehealth

Environmental Scan

Data collection from a practice questionnaire on use of telehealth at different time periods during the public health emergency (PHE) was completed and an analysis is underway. The analysis is focused on perspectives from 171 ambulatory practices. A summary of findings is planned for release in June.

Legislative Study

Drafting commenced on a Request for Proposals (RFP) to identify a contractor to examine use of audio-only and audio-visual technologies in somatic and behavioral health care. The study is required by House Bill 123/Senate Bill 3, *Preserve Telehealth Access Act of 2021*. A report with recommendations on coverage of telehealth services and payment levels relative to in-person care is due to the Senate Finance Committee and the House Health and Government Operations Committee by December 1, 2022. The RFP is targeted for release this summer.

Public Service Announcement

A public service announcement (PSA) was recorded in English and Spanish by representatives of AARP Maryland. The PSA encourages Marylanders to get the COVID-19 vaccine, practice social distancing, and use telehealth when appropriate. Giant Food Stores, LLC is broadcasting the PSA in nearly 90 stores; several local radio stations have also agreed to broadcast the PSA.

Urgent Care Center Engagement

Development is underway on a flyer aimed at urgent care centers that highlights the value of providing discharge summaries to primary care providers. The flyer overviews the benefits of electronic discharge summaries and challenges with manual processes. The flyer is targeted for release in May.

Hospital Health IT Assessment

Data analysis of the annual hospital health IT survey (survey) is proceeding. All acute care hospitals completed the survey that assessed use and perceived value of electronic health records (EHR), health information exchange (HIE), and telehealth. The survey included several questions related to collecting social determinants of health and advance directives information. A summary of findings is anticipated for release this summer.

Breaches

The data breaches insight brief is targeted for release in June. The brief highlights breach characteristics and trends from 2017 to 2019 in Maryland and several states with similar total inpatient days. Findings are based on data obtained from the U.S. Department of Health and Human Services, Office for Civil Rights on breaches affecting 500 or more individuals.

Electronic Data Interchange

Data collection continues for payers required to complete the 2021 Electronic Data Interchange (EDI) Progress Report (report). About a quarter of the 25 payers identified have submitted a report. COMAR 10.25.09, *Requirements for Payers to Designate Electronic Health Networks*, requires payers with premiums exceeding \$1 million per year to report on select administration transaction volumes by June 30th. An analysis of professional claims data is moving forward to identify opportunities to increase EDI activity.

Nursing Home Health IT Assessment

Data analysis is in-progress of the 2020 *Annual Long Term Care Survey* (survey) health IT questions, which pertain to diffusion of EHRs, HIE, telehealth, and cybersecurity measures. Approximately 228 nursing homes responded to the survey. An insights brief is planned for release this summer.

Innovative Care Delivery Division – Melanie Cavaliere, Division Chief

Diffusing Telehealth in Ambulatory Practices

The *Expanding Telehealth Adoption in Ambulatory Practices* grant concluded. The grant was awarded to three State-Designated Management Service Organizations (MSOs) in April 2020. The MSOs used the funding to advance adoption in small practices; MSOs exceeded the 100-practice target by approximately 20 percent. Key initiatives included helping practices to assess readiness, modify workflows, and provide training on payer policies. A grant summary brief is targeted for release in May.

Advanced Care Delivery

Operations planning for the *Advancing Practice Transformation in Ambulatory Practices* grant announcement, which was released on May 3rd is nearing completion. The grant funds one or more Care Transformation Organizations (CTOs) to provide practice transformation coaching to primary care and specialty practices. CTOs recognized by the Centers for Medicare & Medicaid Services (CMS) for participation in the Maryland Primary Care Program (MDPCP) are eligible to participate in the grant.

Oncology Care Model

Information gathering is progressing on lessons learned, challenges, and opportunities to advance an oncology care model (model) statewide based on the Center for Medicare & Medicaid Innovation (CMMI) Oncology Care Model. The model is intended to incentivize improving quality while reducing costs across episodes of care.

MDPCP Advisory Council

The MDPCP Project Management Office (PMO) and CMMI continue discussions on policies related to a potential Track 3 and enhancement to Track 2 in lieu of a Track 3. The MDPCP Advisory Council convened to discuss CMMI feedback on the Track 3 proposal submitted by the PMO in December and Track 2 program considerations.

Care Management

The *Care Management Capabilities and Readiness Assessment Guide* (guide) is nearing completion. Ambulatory practices and care management focus group participants provided feedback on the draft guide. The guide includes a practice self-assessment to determine care management readiness, information to help practices design a care management program, and identify and map out a care

manager's tasks. The guide includes over 60 instructional resources to help practices implement care management and enhance an existing care management program.

Patient and Family Advisory Council

The addendum to the *Patient and Family Advisory Council Guide for Ambulatory Practices* (released in March 2019) was vetted with Patient and Family Advisory Councils (PFAC) focus group participants. The addendum includes best practices to support virtual practice partnerships with patient and family advisors. A PFAC consists of practice staff and patient and family volunteers that provide guidance on how to improve the patient and family experience.

Learning Networks

Staff convened ambulatory practices to highlight lessons learned from the CMS Transforming Clinical Practice Initiative that concluded in September 2019 and to provide 2021 Quality Payment Program updates. The event featured a physician with comprehensive knowledge of Medicare quality reporting and a CMS Quality Improvement Organization subcontractor. Attendees received continuing medical education credit from MedChi, The Maryland State Medical Society.

Health Information Exchange Division – Alana Sutherland, Division Chief

Dental Health IT

An insights brief was released, which was based on responses to the 2020 dental health IT adoption questionnaire. Approximately 194 dentists provided feedback on their use of EHRs, HIE, and teledentistry. Staff presented on health IT at the Baltimore County Dental Association quarterly meeting. Planning is underway for a continuing education course on health IT and cybersecurity to be hosted virtually by the Maryland State Dental Association in September.

Privacy and Security Regulations

Post & Schell, P.C. (contractor) identified potential enhancements to COMAR 10.25.18, *Health Information Exchanges: Privacy and Security of Protected Health Information* (regulations) based on select provisions of the 21st Century Cures Act final rule related to interoperability, and access and use of electronic health information. The contractor was selected in July 2020 to propose changes that will modernize the regulations.

Awareness Building

Development of a web page focused on raising consumer awareness of HIE continues. The web page will feature information and resources on the benefits of sharing electronic health information. Planning is underway for various awareness building initiatives to educate consumers on the importance of electronic health information to support care delivery.

CENTER FOR QUALITY MEASUREMENT AND REPORTING

The Maryland Quality Reporting (MQR) website

MQR 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 website officially launched on April 9, 2021. Feedback has been overwhelmingly positive. The next phase of the website will focus on development of the private side of the site as well as additional enhancements to existing features.

MQR website traffic

Staff monitors traffic to the site consumer site using Google Analytics software. Since the site launched on April 9, 2021, there were 1,093 users in April. The most frequently viewed pages on the MQR site include hospital price transparency, nursing home staffing, and private side resources. Traffic to the site is presented graphically under the Executive Direction section of this update.

Website Promotion: Approximately 75 social media posts initiated in April

Promotion of the MQR website is a Center priority. There were approximately 75 social media posts made in April. Topics included World Immunization Awareness Week and National Minority Health Month. 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 MQR website. Posts also focused heavily on the launch of the Quality Reporting site.

The staff met with representatives from Maryland Public Television (MPT) to discuss options for increasing public awareness of the MHCQR website. An interagency agreement with MPT to support marketing and promotion of the website is under development.

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 MQR consumer website. MHCC postponed public reporting for 2019 & 2020 data due to the pandemic and worked with the industry to develop an appropriate timeline to resume public reporting. 2019 data validation is in progress and results will be available in June. 2020 data validation will occur later this summer.

Morbidity and Mortality Quality Review Committee Participation

Staff regularly attend and participate in the quarterly Morbidity and Mortality Quality Review Committee within the Maternal and Child Health Bureau at the Maryland Department of Health. As required in the State Health plan, hospitals that provide obstetrical and neonatal intensive care services must comply with the Maryland Perinatal System Standards. Staff participated in a virtual

hospital site visit at Adventist Healthcare White Oak with the MMQRC team to review hospital performance and monitor compliance with Maryland Perinatal System Standards.

Hospital Performance

Staff monitor Maryland hospital performance across various hospital rating systems. Two hospital rating systems were recently updated in April:

Leapfrog Hospital Safety Grades

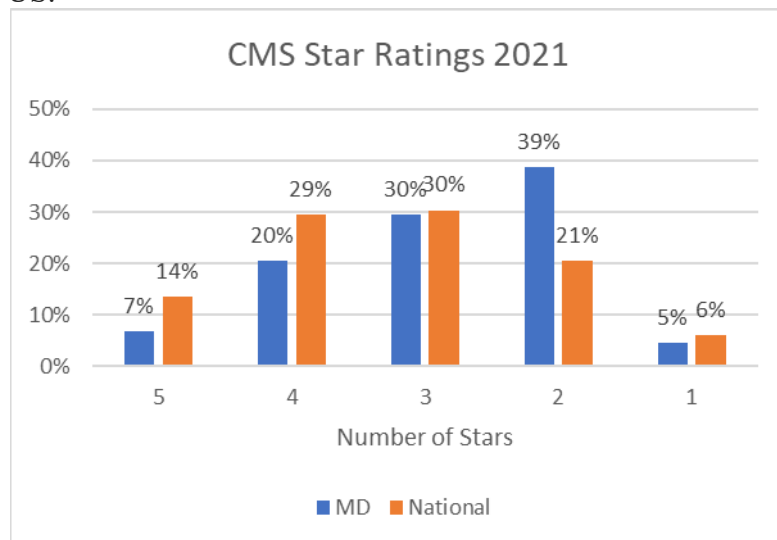
The Leapfrog Group assigns letter grades (A-F) to hospitals based on performance on various patient safety measures. Grades are assigned twice annually. Maryland hospital performance remains slightly better than national performance (more A’s and B’s, fewer C’s, D’s and F’s) for the Spring 2021 grades. Statewide performance was similar to the previous grading cycle, most likely due to overlapping performance periods.

Grade	Nat’l Spring 2021	MD Spring 2021 (n= 43)	MD Fall 2020 (n= 42)	MD Fall 2017* (n=44)
A	33%	15 (35%)	16 (38%)	1 (1%)
B	24%	15 (35%)	12 (29%)	7 (16%)
C	35%	12 (28%)	13 (31%)	27 (61%)
D	7%	1 (2%)	1 (2%)	8 (18%)
F	<1%	0 (0%)	0 (0%)	1 (2%)

*The first grading cycle for Maryland hospitals

CMS Overall Star Ratings: Maryland Continues to Trail the US

CMS utilizes a star rating system to measure hospital performance to help consumers make informed healthcare decisions. The star rating summarizes a variety of measures across five domains of quality into a single star rating for each hospital (5 stars is the best). Prior to April 2021, hospitals have not received a star rating since January 2020. Since then, the methodology has changed to ensure like-hospitals are measured comparably. Compared to the nation, Maryland hospitals have fewer 4- and 5-star facilities, about the same proportion of 1 and 3 star facilities, and almost twice as many 2 star facilities, proportionally. Forty-four percent of Maryland hospitals were awarded 1 or 2 stars compared with 27 percent of all hospitals in the US.



Long Term Care Quality Initiative—Stacy Howes

Nursing Home Family Experience of Care Survey

The 2020 survey year has officially concluded. Data analysis indicated a “good” level of satisfaction with nursing homes, and results have stabilized compared to past years. Additionally, respondents indicated a “good” level of satisfaction with the nursing home response to the COVID crisis. This year, we introduced an online option for the survey, and approximately one third of respondents submitted their surveys online. All nursing homes have received their reports, and reports will be post on the Quality Reporting website in early May. The 2021 survey will kick off in early 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. Health Plans have submitted all behavioral health data as of the end of April.

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. The deadline has been extended by three weeks to allow all facilities to complete the survey. This year, we added one COVID vaccination question: *Does your facility intend to implement a mandatory COVID-19 vaccination policy for staff?* This question will not be publicly reported for the 2020-21 influenza season.

Hospice and Home Health Influenza Vaccination Survey

Beginning with the 2021-2022 flu season, hospice and home health agencies will be required to complete the same health care worker influenza vaccination survey that nursing homes and assisted living facilities have completed for the past several years. Agencies will receive letters alerting them to the new requirement in August, and it will include instructions on how to collect data over the flu season. The first year will be a pilot year.