

MARYLAND HEALTH CARE COMMISSION

UPDATE OF ACTIVITIES

March 2020

EXECUTIVE DIRECTION

Government Relations and Special Projects- Megan Renfrew

Legislative Study update

EMS Reimbursement for New Care Delivery Models. Staff are participating in the MHA-convened Stakeholder Innovation Group's subgroup on EMS models of care and payment reform.

Assessment of Services at the University of Maryland Shore Medical Center in Chestertown & Models for Rural Health Care: MHCC presented to the Maryland Rural Health Collaborative on the Eastern Shore on the two reports on rural health that were previously presented at the January 2020 MHCC meeting. The Maryland Rural Health Collaborative was created as a result of recommendations from MHCC's Rural Health workgroup in 2017. HSCRC met with the Shore Health System to start a conversation about payment changes for the hospital in Chestertown. MHCC is communicating regularly with HSCRC staff and local stakeholders on this topic.

Legislative Update

Most bills will have a Committee hearing by March 10, and the deadline for bills to "cross over" to the other House of the General Assembly is March 16. Commissioners and staff have held regular conference calls to discuss positions on proposed legislation. Staff have testified at hearings and submitted written testimony for legislative hearings in bills that impact the Commission, and worked with stakeholders to reach consensus and provide technical information. The legislative session ends April 6, 2020.

MHCC-related news coverage: selected articles and commentary

Bannow, Tara, "Western Maryland Health System officially joins UPMC", Modern Healthcare, February 3, 2020, <https://www.modernhealthcare.com/providers/western-maryland-health-system-officially-joins-upmc>

Elseburg, Margie, "State Officials Suggest Proposals to Maintain Chestertown Hospital", Kent County News, February 6, 2020, https://www.myeasternshoremd.com/kent_county_news/spotlight/state-officials-suggest-proposals-to-maintain-chestertown-hospital/article_6e0e13ba-4e4a-5689-a62e-317ca468ed47.html

Gunts, Ed, "University of Maryland Medical Center moves closer to getting new 'front door'", Baltimore Fishbowl, February 6, 2020, <https://baltimorefishbowl.com/stories/university-of-maryland-medical-center-moves-closer-to-getting-new-front-door/>

Manatt Phelps & Phillips LLP, "Strategies to Expand Transparency, Enhance Competition and Control Costs", Lexology, February 26, 2020, <https://www.lexology.com/library/detail.aspx?g=79c6f4cb-2fe5-407e-a7a7-1cefd7ba709e>

Milligan, Carley, "UMMC achieves 'balance' with downtown cancer center designs", Baltimore Business Journal, February 6, 2020, <https://www.bizjournals.com/baltimore/news/2020/02/06/ummc-achieves-balance-with-revised-traffic-flow.html>

Maryland Department of Health, "Press Release: New CareFirst Partnership Aligns More Than a Million Marylanders with the Maryland Primary Care Program", The Southern Maryland Chronicle, February 13, 2020, <https://www.southernmarylandchronicle.com/2020/02/13/new-carefirst-partnership-aligns-more-than-a-million-marylanders-with-the-maryland-primary-care-program/>

"Western Maryland Health System joins UPMC, becoming UPMC Western Maryland", WCBC Radio, February 4, 2020, <https://www.wcbradio.com/?archiv=western-maryland-health-system-joins-upmc-becoming-upmc-western-maryland>

"WMHS merges with UPMC network", Mineral Daily News- Tribune, February 4, 2020, <https://www.newtribune.info/news/20200204/wmhs-merges-with-upmc-network>

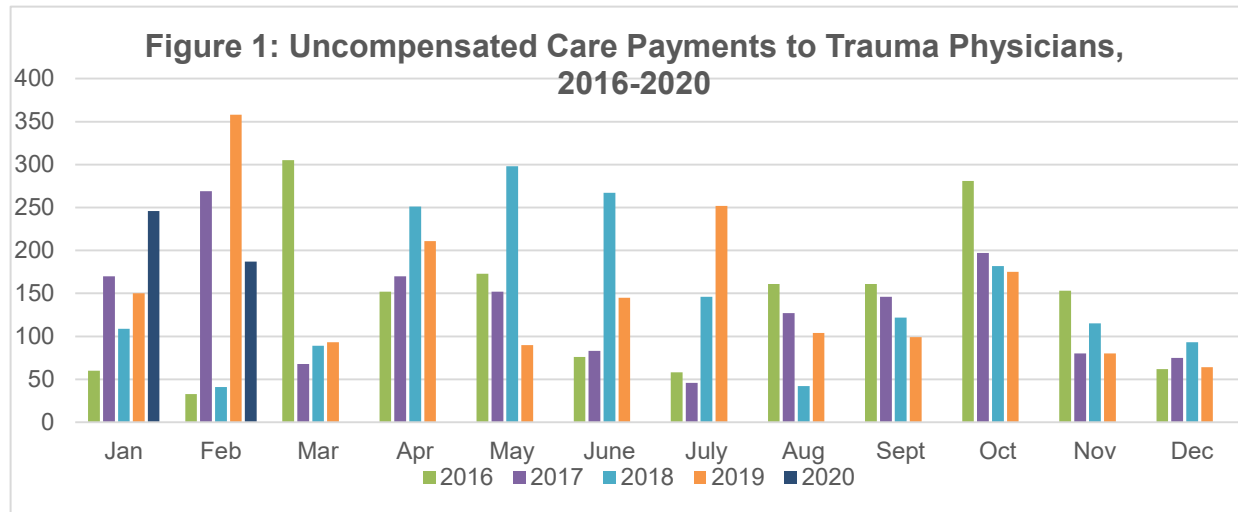
Maryland Trauma Physician Services Fund – Richard Proctor

Uncompensated Care Processing

CoreSource, Inc., the third party administrator (TPA) for the Trauma Fund processed \$187,270 for uncompensated care claims through February, 2020.

On-Call

Staff received and processed on-call applications from the 12 eligible trauma facilities for the period of July through December, 2019. On-call costs continue to rise and is the largest expenditure from the Trauma Fund. On-call payments for this period totaled \$4,199,403.



Overall Funding

The Trauma Fund balance stands at \$3.9 million. A portion of the balance is dedicated to funding standby costs at R Adams Cowley Shock Trauma Center (Shock Trauma), which serves as the Primary Adult Resource Center (PARC) for both trauma and neurotrauma in Maryland. MHCC is working with HSCRC to incorporate Shock Trauma’s standby expenses into its HSCRC-approved rates.

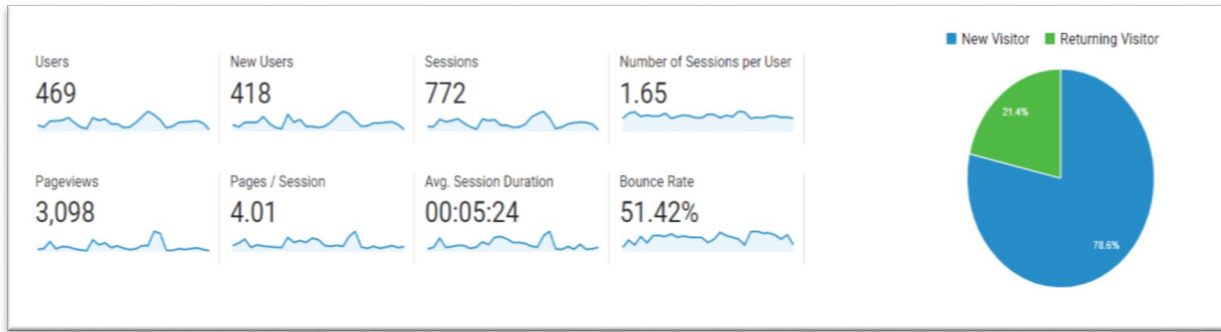
Internet Utilization – Contributors: Valerie Wooding, Julie Deppe, Sametria McCammon and Mahlet Nigatu

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 February 2020

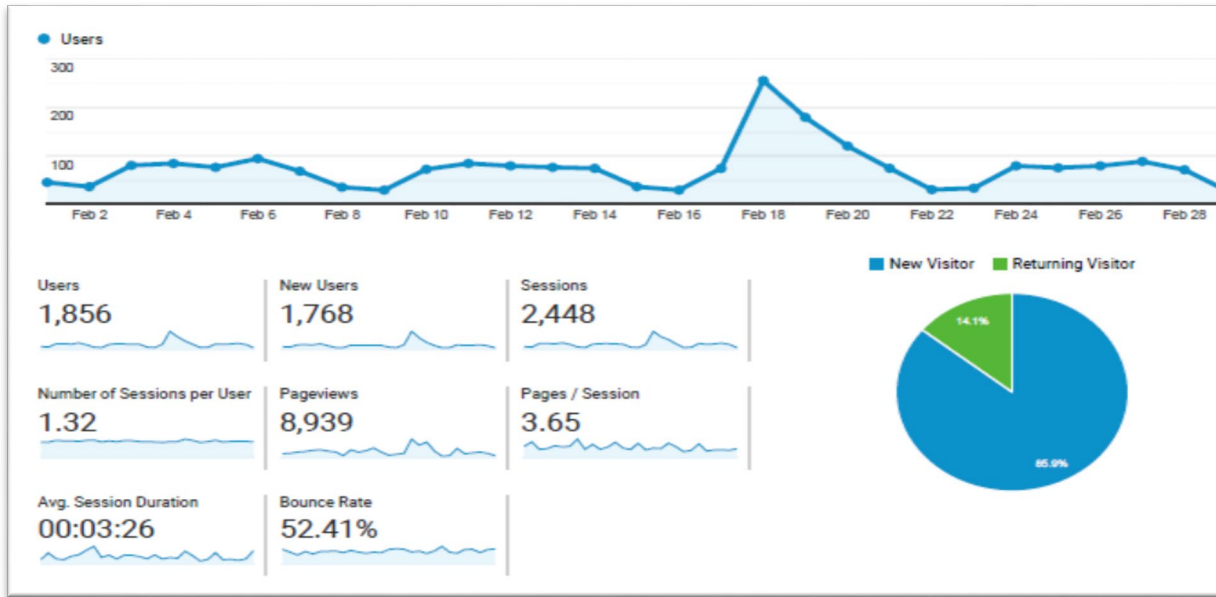


- Bounce rate is the percentage of visitors that see only one page during a visit to the site.

- As shown in the chart above, the number of sessions to the **MHCC website** for February 2020 was 772, and of these, there were 418 new users. The average time on the site was 5:30 minutes. The bounce rate of 51% 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 hsrcr.state.md.us. Among the most common search keywords in February were: “Maryland Health Care Commission,” “assisted living facilities,” “home-based care” and “home health care agencies.”

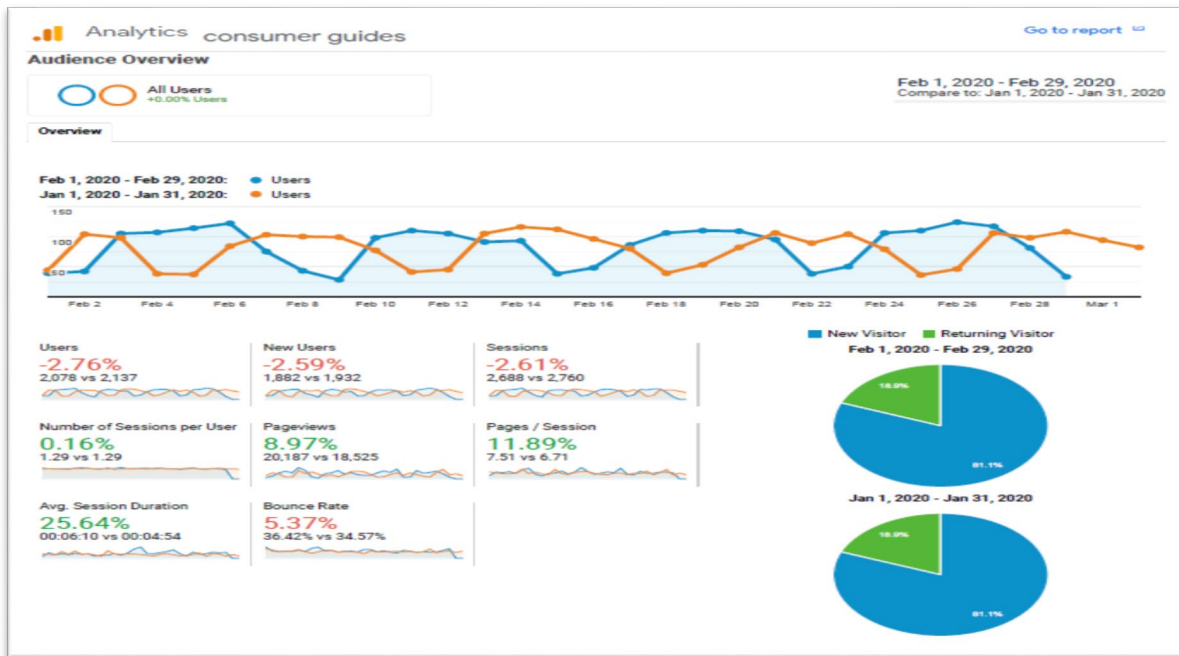
Maryland Health Care Quality Reports

New visitors to the Maryland Health Care Quality Reports (MHCQR) website increased in February. There were 1,856 users in February compared to 1,606 users in January, an increase of 15.6%. The percentage of returning visitors and page views decreased slightly but remain above historic trends (8,939 page views in February compared to 10,620 page views and 15.0% returning users compared to 14.1% returning users, respectively). The average time spent on the site was 3.26 minutes which is on trend with the historical average time on the site of 3.48 minutes. The bounce rate was 52.4% which indicates moderate user interest once they get to the site.



Consumer Guide to Long Term Care

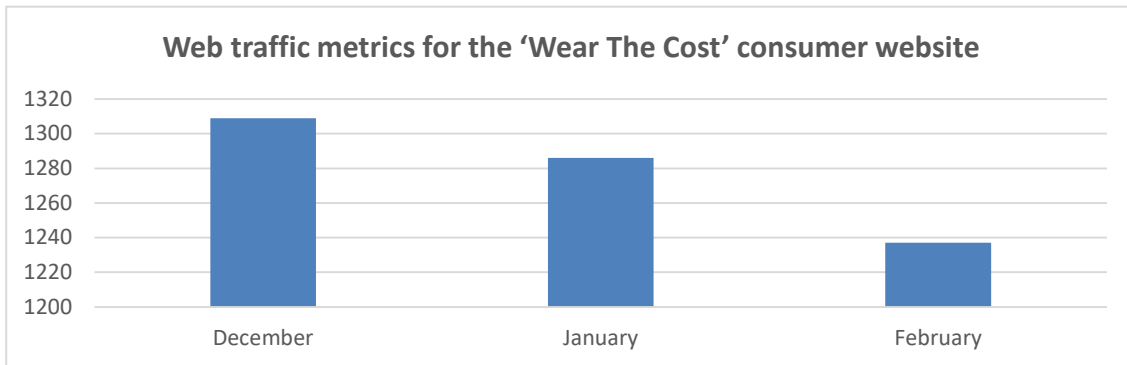
The Consumer Guide to Long Term Care website had 1,882 new users in February, representing a slight decrease in monthly new user traffic compared to January. Of the 2,137 total visitors to the website in January, 19% returned to the site in February. The average time spent on the site increased to 6.0 minutes in duration, which is much higher than the historical average time spent on the site of 5.0 minutes. The page view rate continued to increase compared to previous months, with an average of 7.5 pages per session. The bounce rate shows a slight increase to 36%; this percentage still 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 February was 1237, which is a slight decrease from January. 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 January.



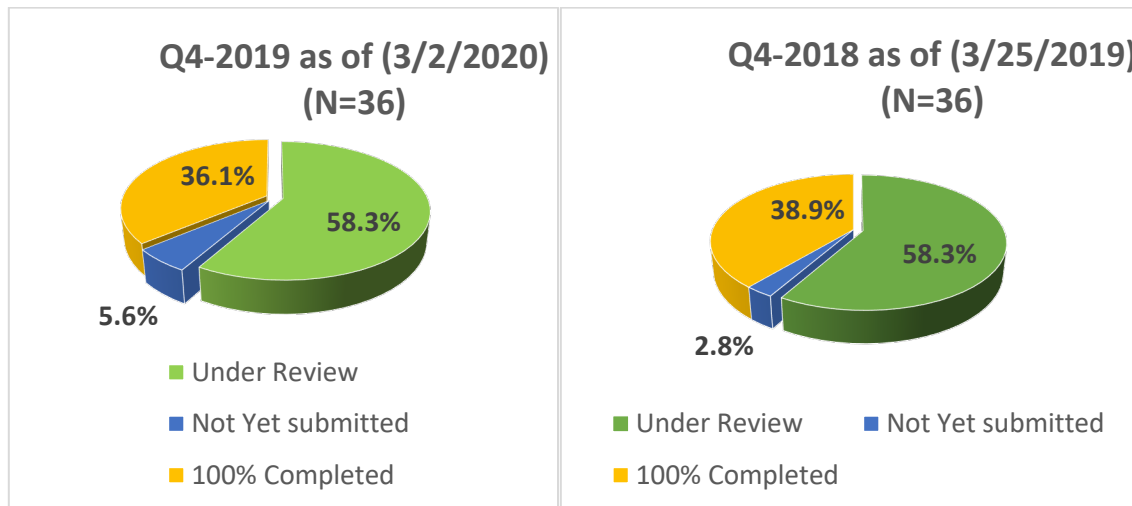
CENTER FOR ANALYSIS AND INFORMATION SYSTEMS

Cost and Quality Analysis– Shankar Mesta

MCDB Data Submission Status, Payor Compliance, and Technical Support

The number of payors under review and completed status in Q42019 is comparable to previous year Q42018.

There were 21 payors in the data review process for their 4th quarter of 2019 submission, which was similar to the number of payors in the same review status for their 4th quarter of 2018 submission. The review efforts are largely on pace with the 4th quarter 2018 data submission conducted over the same period in 2019.



Two payors did not meet the data submission deadline. MD-Individual Practice Association, Inc., a United Healthcare entity, stated they are not required to submit data as per the OPM directive to cease Federal Employee Health Benefit Plan (FEHBP) data submission to MCDB. MD-IPA only sells in the federal market and OPM has informed MHCC that it will not allow payors to submit claim data for federal employees/retirees or their dependents. HealthScope Benefits, Inc. reported that their total membership is now less than 1,000 members and they are therefore not required to submit data per MHCC regulations. MHCC will excuse each payor from future submissions. Staff has asked this payor to submit a formal notification stating that their membership is less than 1,000 members.

2018 Privately Insured Report

Overall 2018 annual spending per member for all services combined growth rate was almost flat

Results from the 2018 privately insured report will show that annual spending per member per month for all services combined increased marginally by about 1% from 2017-2018. By comparison, there was a 7% increase in all services combined from 2016-2017. Staff will present the 2018 privately insured report at the March 2020 meeting.

APCD Public Reporting and Data Release – Mahlet ‘Mahi’ Nigatu

Episode of Care – Consumer-Centric Price Transparency Initiative

Commercial 2016/2017 Episode data output under review. Remedy Partners, the Commission episode developer, completed the episode construction step and delivered the episode data output on February 17. The review of the data revealed data issues that required further editing changes. Upon completion of the supplemental edits, the staff will determine how many episodes will be reported. A preliminary review of the output shows 11 total episodes are viable for reporting, including the four existing and seven new episodes.

CENTER FOR HEALTH CARE FACILITIES PLANNING AND DEVELOPMENT

Acute Care Policy and Planning – Eileen Fleck

State Health Plan: COMAR 10.24.07

Staff worked on preparing materials for the next Psychiatric Services Work Group meeting. This meeting is scheduled for March 17, 2020.

Certificate of Conformance

Staff continued its review of Howard County General Hospital’s application for a Certificate of Conformance to establish an elective PCI program. Staff anticipates that a recommendation will be presented at the March Commission meeting.

Long Term Care Policy and Planning – Linda Cole

Minimum Data Set (MDS)

With reference to work performed by the Hilltop Institute (Hilltop), MHCC's MDS consultant, staff reviewed and certified completion of the following contract tasks: Task 3.2.1.2.3 (Changes in Federal Medicare and Medicaid reimbursement policy); Task 3.2.1.34-5 (Maintain and update MDS Manager and MDS Manager quality review process outcomes); Task 3.2.1.3.7 (Production of standardized MDS data output and data extracts), and; Task 3.2.1.3.1 (MDS data intake and processing).

In addition, CMS approved personnel updates to the MDS Data Use Agreement (DUA). A request was also made to CMS to add additional years of MDS data to our current DUA.

Hospice Data and Planning:

The FY 2019 Maryland Hospice Survey was available for data entry beginning on February 13, 2020. The Hospice & Palliative Care Network of Maryland has sent out notices reminding their members to complete the survey on time. Part I of the survey is due by April 13. Part II is due by June 8.

Work is also underway to develop a Hospice Work Group and Work Group materials in preparation to updating the State Health Plan Chapter regulations for hospice services.

Home Health Survey:

Staff is in the process of reviewing and auditing the FY 2018 Home Health Agency survey data set in order to prepare the set of tables published on survey data.

Long Term Care Survey:

Staff continues to participate in bi-weekly meetings with Hilltop. The FY 2018 LTC survey data review is in progress.

Certificate of Need (CON) – Kevin McDonald

CON's Approved

Johns Hopkins Bayview Medical Center – (Baltimore City) – Docket No. 18-24-2430

Addition of 16 acute rehabilitation hospital beds, currently licensed as special chronic care hospital beds, and a corresponding 16-bed reduction in the licensed bed inventory for special chronic care hospital beds.

Approved Cost: \$0

Request for Exemption from CON Review Withdrawn

University of Maryland Shore Medical Center at Dorchester (Dorchester County) and University of Maryland Shore Medical Center at Chestertown (Kent County)-Docket No. 19-14-EX012

Introduce acute psychiatric hospital services for adults and add bed capacity at University of Maryland Shore Medical Center at Chestertown through renovation of space to create a 12-bed psychiatric unit. The project would relocate and replace the psychiatric unit at University of Maryland Shore Medical Center at Dorchester. (The psychiatric program is currently authorized to be relocated to University of Maryland Shore Medical Center at Easton.)

Estimated Cost: \$4,496,810

CON Letters of Intent

Doctor's Community Hospital – (Prince George's County)

Introduce obstetric and perinatal services and add bed capacity through a building addition housing a 36-bed obstetric unit, a Level II special care nursery and related support services.

Pre-Application Conference

Doctor's Community Hospital – (Prince George's County)

February 19, 2020

CON Applications Filed

Pyramid Walden-Joppa – (Harford County) – Matter No. 20-12-2440

Establish a 50-bed Track 2 alcoholism and drug abuse intermediate care facility at 1015 Pulaski Highway in Joppa.

Estimated Cost: \$5,194,069

First Use Approval

Johns Hopkins Hospital – (Baltimore City) – Docket No. 03-24-2123

Final first use approval of a multi-phased campus modernization project involving demolition, new construction, and renovation designed to replace approximately 50% of the hospital clinical space on the campus.

Final cost: \$1,051,744,94.

• **Acquisition/Change of Ownership**

Leonardtwn Surgery Center – (St. Mary’s County)

Change in the distribution of ownership shares among physician owners of a physician outpatient surgery center.

Heartland of Adelphi MD LLC – (Prince George’s County)

Heartland of Hyattsville MD LLC – (Prince George’s County)

ManorCare Largo MD LLC– (Prince George’s County)

Acquisition of three related comprehensive care facilities (CCFs). In each transaction, the real assets are being acquired by a new entity from the existing operating entity, which will continue to operate the facility through a lease arrangement with the new ownership entity. The real assets are being acquired by Adelphi Realty LLC, Hyattsville Realty LLC, and Largo Realty LLC, respectively. The operating entities will be Adelphi Nursing and Rehabilitation Center LLC, Hyattsville Nursing and Rehabilitation Center LLC, and Largo Nursing and Rehabilitation Center LLC, respectively. The purchase prices are as follows: Adelphi - \$23,868,000, Hyattsville - \$23,244,000, and; Largo - \$19,344,000. There will be no changes in the physical facilities or services provided at the CCFs.

Ballenger Creek Center – (Frederick Co.)

Homewood Center – (Baltimore City)

Bradford Oaks Center – (Prince George’s Co.)

Loch Raven Center – (Baltimore Co.)

Catonsville Center (Baltimore City)

Long Green Center – (Baltimore City)

Chesapeake Woods – (Dorchester Co.)

Perring Parkway Center – (Baltimore Co.)

Cromwell Center – (Baltimore Co.)

Spa Creek Center – (Anne Arundel Co.)

Glade Valley Center – (Frederick Co.)

Waugh Chapel Center – (Anne Arundel Co.)

Indirect acquisition of the equity interest of the current real property owners of 12 related CCFs by CCGEN Holding Subholdco LLC. The ownership of the buildings housing the CCFs and the bed rights will not change and the licensed operating entities will not change. The purchase prices are as follows:

Ballenger Creek -	\$22,500,000	Homewood -	\$19,400,000
Bradford Oaks -	\$31,200,000	Loch Raven -	\$19,600,000
Catonsville -	\$23,600,000	Long Green -	\$23,400,000
Chesapeake Woods -	\$17,000,000	Perring Parkway -	\$19,100,000
Cromwell -	\$23,000,000	Spa Creek -	\$22,500,000
Glade Valley -	\$21,500,000	Waugh Chapel -	\$19,100,000

There will be no changes in the physical facilities or services provided at the CCFs.

Copper Ridge – (Carroll County)

Acquisition of Copper Ridge, a CCF, by Sykesville MD Opco LLC from Copper Ridge Inc. Sykesville MD Opco LLC will acquire the building in which the facility operates, the real estate, and the bed rights and will operate the facility. There will be no changes in the physical facilities or services provided at the CCF.

Purchase Price: \$20,000,000

Edward W. McCready Memorial Hospital and Alice Byrd Tawes Nursing & Rehabilitation Center – (Somerset County)

Acquisition of the Edward W. McCready Memorial Hospital, a general hospital, and Alice Byrd Tawes Nursing and Rehabilitation Center, a CCF, by Peninsula Regional Health System, which will become the “sole member” of the McCready Foundation. Conversion of the general hospital to a freestanding medical facility, with Peninsula Regional Hospital as the parent hospital, was authorized in January, 2020.

Surgery Center of Chevy Chase – (Montgomery County)

Transfer of the ownership interest of Metropolitan Medical Partners LLC in this ambulatory surgical facility. Metropolitan Medical Partners, LLC is owned by SCA-Chevy Chase, LLC and 18 physicians. The proposed transaction will transfer and redistribute the ownership share of SCA-Chevy Chase LLC to the 18 physician owners.

Frostburg Nursing & Rehabilitation Center – (Allegany County)

Acquisition of this CCF by Axis Health at Frostburg Propco LLC. The current owner is Western Maryland Health System. Post-transaction, the operator will be Axis Health at Frostburg Opco LLC, d/b/a Mountain City Center for Rehabilitation and Nursing. There will be no changes in the physical facilities or services provided at the CCF.

Purchase Price: \$9,500,000

Sligo Creek Center – (Montgomery County)

The Pines – (Talbot County)

Acquisition of two related CCFs by Takoma Park MD Opco LLC and Easton MD Opco LLC, respectively. There will be no changes in the physical facilities or services provided at the CCFs.

Purchase Price: Sligo Creek - \$17,846,250 and The Pines - \$29,743,750

Carroll Hospice – (Baltimore County)

Notification by this general hospice that it will establish and operate a 14-bed inpatient hospice unit in Northwest Hospital, located in Randallstown. (A unit was initially established in leased space of the hospital by Seasons Hospice and Palliative Care. Carroll Hospice and Northwest Hospital are both owned by LifeBridge Health.)

CENTER FOR HEALTH INFORMATION & INNOVATIVE CARE DELIVERY

Health Information Technology Division – Nikki Majewski, Division Chief

NCS Prescription Record System Program - Legislation

Stakeholder awareness building of House Bill 1486, *Public Health – Non-Controlled Substance Prescription Record System Program* continues. The bill would establish a program to improve patient safety by giving prescribers and dispensers access to patient medication history. Recommendations in the July 2019 report, *House Bill 115 Electronic Prescription Records System*, to the Governor and General Assembly were used to frame the bill. The bill allows consumers to opt-out of the program and establishes an Advisory Committee to make program recommendations to MHCC.

Blockchain

Research on using blockchain technology to solve existing health information technology (health IT) challenges is underway. Some pertinent uses of blockchain technology include digital identity management, clinical research, data access, administrative, and supply chain management. Staff is planning a stakeholder symposium to discuss challenges and opportunities related to diffusion and the creation of a pilot project.

Social Determinants of Health

Staff is reviewing a draft social determinants of health (SDoH) questionnaire with stakeholders. The questionnaire assesses SDoH screening approaches in ambulatory practices (practices), and integration of

SDoH data in electronic health record (EHR) systems. The questionnaire is targeted for release in April. Questionnaire findings will guide the development of an SDoH guidance document for practices.

Home Health and Hospice Care

A total of 54 home health agencies (HHAs) and 26 hospice providers (HPs) were asked to complete an online questionnaire regarding health IT adoption. Findings will be used to identify barriers and solutions to increase use of health IT by HHAs and HPs. Data collection continues through March.

Health IT Value Assessment Scan

Ambulatory practices are being surveyed to assess how health IT enhances quality of care and increases efficiency in care delivery. MedChi, The Maryland State Medical Society, and other professional associations are helping to promote completion of this online questionnaire. Responses will guide the development of strategies aimed at optimizing practices use of health IT. Findings will be included in an information brief targeted for release this summer.

Telehealth Grants

A stakeholder evaluation panel is reviewing 12 proposals received in response to the *Announcement for Grant Applications: Advancing Telehealth in Nursing Homes*. High scoring applicants will be invited to present their proposed models. Staff completed an onsite review of the Charles County Public Schools telehealth grant. The grant was awarded in January 2019 to increase access to special education services at three county schools. The University of Maryland Quality Care Network is finalizing its assessment of telehealth on emergency department utilization and readmissions for patients with chronic obstructive pulmonary disease. The grant concluded at the end of 2019.

Electronic Data Interchange

The 2019 Electronic Data Interchange Progress Report was distributed to 41 payers. COMAR 10.25.09, *Requirements for Payers to Designate Electronic Health Networks*, requires payers with premiums in Maryland that exceed \$1 million, and select specialty payers to report census level data on administrative transactions by June 30. Payers were also asked to provide the total number of electronic and paper telehealth claims.

Innovative Care Delivery Division – Melanie Cavaliere, Division Chief

Dental Health IT

Data collection continues from dentists with assistance from the Maryland State Dental Association, the Maryland Academy of General Dentistry, and the University of Maryland School of Dentistry Alumni Board. Dentists were asked to complete an online questionnaire regarding health IT adoption. Staff presented a webinar on health IT and cybersecurity to members of the Patuxent Dental Society and Pennsylvania Academy of General Dentistry.

Privacy and Security Regulations

An internal review panel completed the evaluation of the three vendor responses to the Request for Proposal to identify a contractor to assist in modernizing COMAR 10.25.18, *Health Information Exchanges: Privacy and Security of Protected Health Information* regulations. Questions from the review panel were sent to the vendors. The evaluation process is targeted for completion in March.

Telehealth Readiness Assessment Tool

Research Triangle International (RTI) is modifying the web-based *Telehealth Readiness Assessment Tool* (tool) based on practice feedback. The final round of user testing is scheduled to occur in March. The tool was developed by staff in collaboration with RTI and is intended to help inform practices about provider, patient, caregiver, and organizational readiness for telehealth.

Care Management Focus Group

The Care Management Focus Group (focus group) subgroup discussed best practice approaches related to establishing care management in a practice. Staff is collaborating with the focus group to develop resource tools for establishing a care management program, identifying care manager responsibilities, and determining minimum qualifications for a care manager.

Learning Symposiums

Planning was finalized for the *Managing Patient Populations and Team Based Care Management* symposium. Staff partnered with HSCRC, Johns Hopkins Medicine, and MedChi, The Maryland State Medical Society for this event, which is targeted to occur in June at the Sheppard Pratt Conference Center. Staff presented on health IT at the Maryland Podiatric Medical Association's annual conference. Planning is underway for a webinar aimed at increasing podiatrist's awareness of the Merit-based Incentive Payment System. Staff also hosted a long term care provider webinar on health information exchange and telehealth.

Advisory Council

The Secretary of the Maryland Department of Health required that the Maryland Primary Care Program (MDPCP) Advisory Council (Council) be established to provide input on MDPCP operations, and serve an advisory role to the Secretary and MDPCP Program Management Office. At a meeting held on February 14 the Council discussed commercial payor participation and alignment in the program. The Council convened the Practice Reporting Subgroup, which deliberated on reducing administrative reporting requirements, and the Innovative Practice Alternatives Subgroup that considered new care delivery tracks.

Management Service Organizations

State Designated Management Service Organizations (MSOs) were asked to complete a questionnaire regarding their perceived value of designation and to suggest enhancements to the program. A 2009 law (Chapter 689, 2009) requires MHCC to designate one or more MSOs. State designation has been awarded to four organizations. MSOs provide practices with health IT adoption and support in using data to improve business and organizational aspects of their practice.

CENTER FOR QUALITY MEASUREMENT AND REPORTING

The Maryland Health Care Quality Reports (MHCQR) website

MHCQR Website Redesign and Focus Groups

Staff continue to work with Advanta Government Services (AGS), the website contractor, to redesign the website's functionality, usability, and overall appeal. We held four evening focus groups in early March to gather consumer input and feedback on the mockup of the proposed redesigned site. Feedback from the focus groups was extremely positive and participants responded well to the new streamlined look and feel of the website prototype. Follow-up focus groups are planned for later this year after the redesigned site is further developed.

Website Promotion: Approximately 65 social media posts initiated in February

Staff continue to promote the MHCQR website via social media. There were approximately 65 social media posts made in February. Topics included National Nutrition Month, Patient Safety Awareness Week, and general MHCQR website marketing posts. 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.

Hospital Quality Initiatives – Courtney Carta

Healthcare Associated Infections

Staff are preparing for the first round of public reporting for CY2019 which will include central line associated bloodstream infections (CLABSI), Clostridium difficile (c. diff), and Methicillin-Resistant Staphylococcus Aureus (MRSA). On February 14, MHCC hosted a webinar for hospital infection preventionists to discuss state reporting requirements and to give a demonstration on CDC's National Healthcare Safety Network report validation. The webinar was well received. The public reporting process will continue throughout March and the results will be posted on the MHCQR website in April.

Staff also wrote an article for the Maryland Department of Health's Infection Prevention Monthly Newsletter highlighting the requirements and deadlines for public reporting.

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 Q4 2019 will occur next month. The next quarterly cardiac data coordinator's meeting is May 12, 2020.

Long Term Care Quality Initiative—Stacy Howes

Nursing Home Family Experience of Care Survey

Data collection for the 2019 survey was completed in mid-December. The Spanish-language option was offered again this year, and two participants completed the survey in Spanish. The state and individual facility reports were distributed to facilities at the end of January. Staff are discussing the addition of an online version of the survey to supplement the paper version beginning with the 2020 survey.

Health Plan Quality Initiative

AGS (the website contractor) received health plan quality data for 2019, and the results were posted on our website in November. Health Plans began data reporting on the NCQA Health Organization Questionnaire in early January, and the first clinical reports are due in the spring.

Consumer Guide to Long Term Care

The Long Term Care web site has been updated with the 2019 Maryland Nursing Home Experience of Care survey reports and data results. Staff continues to provide information and resources directly to consumers who contact the office with questions about long term care facilities and services.

20,187 page views of the Consumer Guide to Long Term Care website in February

Staff continue to monitor traffic to the Consumer Guide website using Google Analytics software. For the month of February there have been 1,882 new users of the long term care site, which represents a 3% decrease in new users compared to January. Return users continue to account for 19% of the website traffic. The Services Search Engine is the most frequently accessed section of the Consumer Guide. Assisted living facility searches have the highest volume of page views (5,191); followed by nursing home search page views (2,780), home health agency search page views (994) and adult medical day care search page views (914). Traffic to the site is presented graphically under the Executive Direction section of this update.

Outpatient Quality Initiative—Mariama Gondo

Transitioning Ambulatory Surgical Facility (ASF) Annual Survey Administration

Staff testing the redesigned ASF Survey. An instructional guide has been developed to assist the facilities in completing the survey and staff will be hosting a webinar on March 17, 2020 to review new survey specifications, functionality and features.