

QAPI Snapshot – Getting Started with Data Submission

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IHO/OCS TELECONFERENCE
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Goals for Today

Get You Ready to Submit Data

- ▶ Review the QAPI Snapshot Output
- ▶ Describe the performance measures and the required data elements
- ▶ Illustrate the online submission process
- ▶ Answer your questions



Encourage you to sign-up if you haven't yet!!

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2

QAPI Organizational Requirements

The Key Success Factors

- ▶ Broadly-understood definition of quality
 - ▶ Clear-cut performance measures
 - ▶ Data collection and management plan
 - ▶ Defined responsibilities throughout staff
- A Culture of Quality**



**Compliance demands
excellent strategic management**

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3

QAPI Snapshot

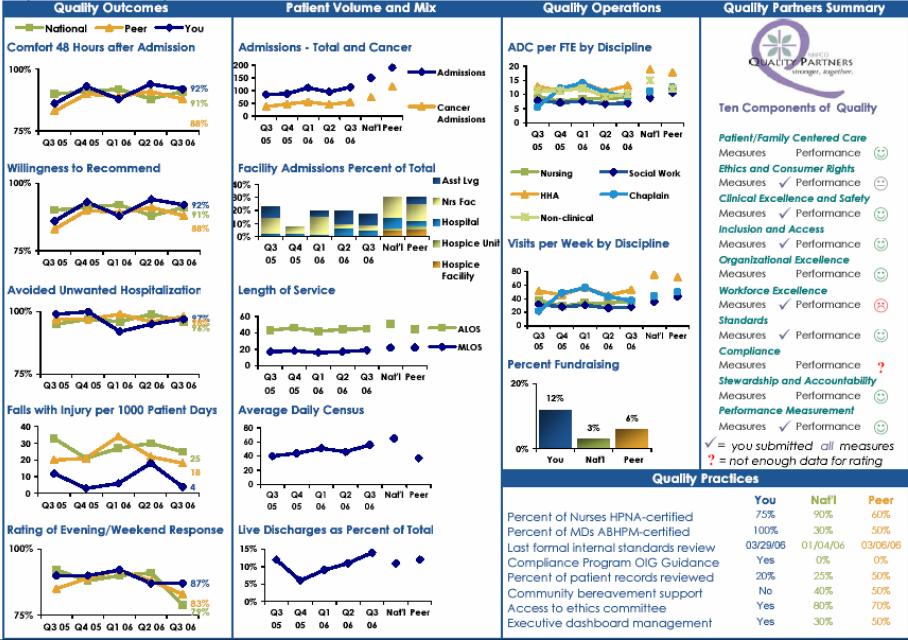
A Strategic Approach to Compliance

- ▶ One-page benchmark output
- ▶ Comprehensive, but carefully selected, list of measures
 - All areas of QAPI
 - All NHPCO Quality Partners quality components
 - Will address industry changes (NQF, AHRQ, etc.)
- ▶ Annual report for strategic positioning and operational target setting
- ▶ Quarterly reports for monitoring and process management
- ▶ State-specific educational teleconferences to discuss survey implementation and report interpretation
- ▶ OCS QAPI Help Desk for ongoing support

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4

Prepared For: OCS Hospice and Palliative Care Peer Group: CA



QAPI Snapshot Measures

Quality Outcomes

- ▶ Pain management – Comfort 48 hours after admission
- ▶ Customer satisfaction – Willingness to recommend
- ▶ Meeting preferences/avoiding unwanted hospitalizations
- ▶ Patient safety – Incidence of falls with injury
- ▶ Staffing effectiveness – Evening/weekend responsiveness

QAPI Snapshot Measures

Patient Volume and Mix

- ▶ Growth and diagnosis mix – Admissions, total and cancer
- ▶ Location of care – Facility admissions % of total by type
- ▶ Length of Service – Average and median length of stay
- ▶ Patient volume and growth – ADC (average daily census)
- ▶ Live discharges – Live discharges as % of total

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QAPI Snapshot Measures

Quality Practices

- ▶ Staff Hospice and Palliative Care Certification
 - Nurses (HPNA)
 - Physicians (ABHPM)
- ▶ Standards of practice – Date of last standards review
- ▶ Compliance management – Meeting OIG guidance
- ▶ Chart audits – % of patient records reviewed
- ▶ Community support – Offer bereavement program?
- ▶ Ethics management – Access to ethics committee
- ▶ Data-driven management – Use of Executive Dashboard

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QAPI Snapshot Measures

Quality Operations

- ▶ Skill level and mix – ADC per FTE by discipline
- ▶ Productivity – Visits per week by FTE
- ▶ Revenue management – Fundraising % of total revenue

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9

OCS QAPI Snapshot

NHPCO Quality Partners Summary

- ▶ Selected QAPI Snapshot measures align with each NHPCO quality component
- ▶ Component evaluation:
 - Are you reporting all of the listed data elements? ✓
 - How are you performing?
 - Comparatively well 😊
 - Comparatively not so well 😞
 - Not enough information ?

Organizational Excellence

Measures Performance 😊

Workforce Excellence

Measures ✓ Performance 😞

Standards

Measures ✓ Performance 😊

Compliance

Measures Performance ?

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10

Logistics of Participation

A Simple, Well-supported Process

- ▶ **Complete IHO QAPI Snapshot Order Form**
 - On IHO Website
- ▶ **Receive welcome package from OCS**
 - Survey soft copy
 - Your unique login ID and password
 - OCS key contact information
- ▶ **Participate in survey completion educational web conference**
- ▶ **Determine internal data sources and reporting process**
- ▶ **Submit annual data for 2006 and, if possible, 2005**
 - 2006 data is due by February 15, 2007 (Back data any time)
- ▶ **Submit quarterly data for as much of 2006 as possible**
 - Q4 data is due by January 31, 2007 (Back data any time)

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11

Submitting Data

A Simple Online Form

- ▶ **You will receive a link to the live survey, along with your user ID and password in the QAPI Snapshot Welcome Package**
- ▶ **To review the QAPI Snapshot survey now, go to:**
www.Perform.net/SnapshotSurvey.html
- ▶ **Login using my test info:**
 - ID: CZ10198
 - Password: igoveg
- ▶ **The survey contains links to detailed instructions for each question**
- ▶ **Call the OCS QAPI Help Desk with questions!**

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12

QAPI Snapshot Login

www.Perforum.net/SnapshotSurvey.html



Welcome to the login page for the OCS QAPI Snapshot Surveys

Agency ID	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	

Enter Agency ID & Password received from OCS after sign-up

Click here to enter survey

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13

QAPI Snapshot Survey Selection



OCS QAPI Snapshot Data Entry

Available Surveys

[2006 OCS QAPI Snapshot Survey](#)

[2005 OCS QAPI Snapshot Survey](#)

[Q406 OCS QAPI Snapshot Survey](#)

[Q306 OCS QAPI Snapshot Survey](#)

[Q206 OCS QAPI Snapshot Survey](#)

[Q106 OCS QAPI Snapshot Survey](#)

Click on survey you want to complete

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14

QAPI Snapshot Data Entry

Click on survey section to review or complete

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Martha [Email Me a Current Copy of my Data](#) **Click to receive email of current data**

2006 OCS QAPI Snapshot Survey
Last Modified: December 5, 2006

INSTRUCTIONS, Q&A **Selected survey and date last modified**

2006 OCS QAPI Snapshot Annual Survey

Submission Deadline: February 15, 2007

Thank you for being part of the OCS QAPI Snapshot program. This is the **OCS QAPI Snapshot Annual Survey**. Please read all instructions and notes carefully.

GENERAL NOTES

HELP - If you have questions about the online submission process or any other aspect of the QAPI Snapshot program, please call the OCS QAPI Help Desk at 603.795.4802 or email QAPI@ocsys.com, and we will be happy to assist you.

DATA SUBMISSION - Be sure to save your data on each page before moving on to a new page to ensure that it is submitted to the database.

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15

QAPI Snapshot Data Entry

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Residential Care Setting ⓘ

TOTALS ⓘ

CANCER

Cancer Admissions ⓘ

*Please be patient after clicking submit.
It may take a few seconds to process your data.*

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Always save before moving away from page or leaving computer!

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16

Data Elements and Measures

Review of Individual Measures

- ▶ See Handouts

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17

Questions?

Contact QAPI Help Desk Any Time

- ▶ QAPI@ocsys.com
- ▶ 603-795-4802

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18