

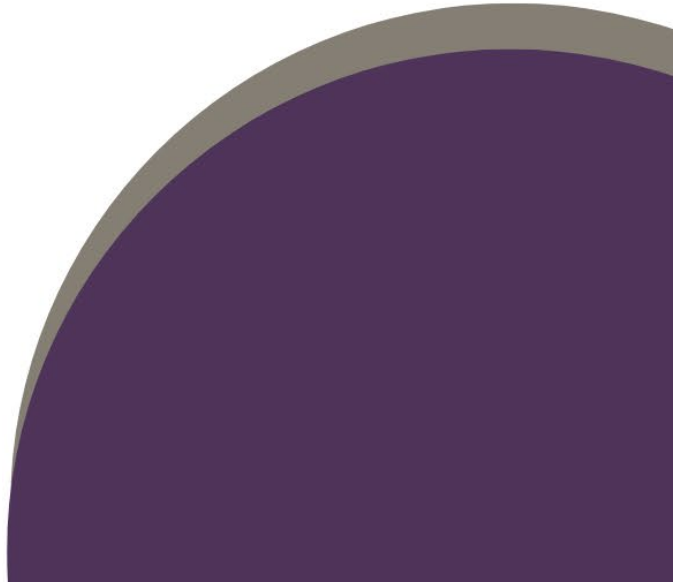


**RQITA**  
RESOURCE CENTER

# MBQIP Measure Core Set Information Guide

Version 2.3

9.1.2025



Version History		
Date	Version Number	Update History
September 2023	Version 1.0	<ul style="list-style-type: none"> <li>Initial release</li> </ul>
December 2023	Version 2.0	<ul style="list-style-type: none"> <li>Updated the MBQIP reporting timeline for the new measures</li> <li>Details added for the CAH Quality Infrastructure measure</li> <li>Clarifying details added for OP-18 measure set ID#s</li> <li>Details added to the Hybrid Hospital-Wide Readmission data elements</li> <li>Added details for encounter periods and reporting deadlines</li> <li>Document name change</li> <li>Other non-substantive changes</li> </ul>
April 2024	Version 2.1	<ul style="list-style-type: none"> <li>Updated with 2024 specifications</li> <li>Added measure resources</li> <li>Other non-substantive changes</li> </ul>
March 2025	Version 2.2	<ul style="list-style-type: none"> <li>Updated with 2025 specifications</li> <li>Revised MBQIP Core Measures</li> </ul>
September 2025	Version 2.3	<ul style="list-style-type: none"> <li>Revised MBQIP Core Measures</li> <li>Other non-substantive changes</li> </ul>

### Introduction

The MBQIP Core Measures is a list of quality measures the Federal Office of Rural Health Policy (FORHP) at the Health Resources and Services Administration (HRSA) is adopting for use in the Medicare Beneficiary Quality Improvement Project (MBQIP) within the [Medicare Rural Hospital Flexibility Program](#).

The Federal Office of Rural Health Policy (FORHP), at the Health Resources and Services Administration (HRSA), selected the MBQIP Core Measure Set, based on alignment with CMS and CDC national quality measure standards. This 2025 MBQIP Core Measure Set, has been adopted after a process involving FORHP staff, State Flex Programs, Critical Access Hospitals, and public comment input. Though these measures are finalized, they are always subject to change as necessary, to respond to changes in federal and state health care quality programs, as well as to support the needs of rural hospitals and the communities they serve.

This resource is intended to be used by critical access hospital personnel involved in MBQIP quality improvement and reporting and State Flex Program coordinators. This guide is based on currently available information. Information provided and submissions dates are subject to change.

[Click here to return to the Table of Contents](#)

Details on the [MBQIP core measure set](#) are depicted in the following tables throughout this guide.

**Disclaimer: Measure specifications are continually updated. This information is current as of the date of publication. For the most recent information, review the specifications as linked in each measure section.**

MBQIP Core Measure Set				
Global Measures	Patient Safety	Patient Experience	Care Coordination	Emergency Department
<b>CAH Quality Infrastructure</b> <i>(annual submission)</i>	<b>HCP/IMM-3:</b> Influenza Vaccination Coverage Among Healthcare Personnel (HCP) <i>(annual submission)</i>  <b>Antibiotic Stewardship:</b> Measured via Center for Disease Control National Healthcare Safety Network (CDC NHSN) Annual Facility Survey <i>(annual submission)</i>  <b>Safe Use of Opioids (eCQM)</b> <i>(annual submission)</i>	<b>Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)</b> <i>(quarterly submission)</i>	<b>Hybrid Hospital-Wide Readmission</b> <i>(annual submission)</i>	<b>Emergency Department Transfer Communication (EDTC)</b> <i>(quarterly submission):</i>  <b>OP-18:</b> Median Time from ED Arrival to ED Departure for Discharged ED Patients <i>(quarterly submission)</i>  <b>OP-22:</b> Patient Left Without Being Seen <i>(annual submission)</i>

## Table of Contents

Version History .....	2
Introduction .....	2
Table of Contents .....	4
CAH Quality Infrastructure .....	5
Safe Use of Opioids – Concurrent Prescribing.....	7
Hybrid Hospital-Wide Readmission.....	8
Healthcare Personnel Influenza Immunization .....	11
Antibiotic Stewardship Implementation .....	13
Emergency Department Transfer Communication (EDTC) .....	14
OP-18 Median Time from ED Arrival to ED Departure for Discharged ED Patients .....	17
OP-22 Left Without Being Seen.....	20
HCAHPS – Composite 1: Communication with Nurses.....	21
HCAHPS – Composite 2: Communication with Doctors .....	22
HCAHPS – Composite 3: Restfulness of Hospital Environment .....	24
HCAHPS – Composite 4: Care Coordination .....	25
HCAHPS – Composite 5: Responsiveness of Hospital Staff .....	26
HCAHPS – Composite 6: Communications About Medicines.....	27
HCAHPS – Question 7: Cleanliness of Hospital Environment.....	28
HCAHPS – Composite 7: Discharge Information .....	30
HCAHPS – Question 20: Information About Symptoms .....	31
HCAHPS – Question 24: Overall Rating of Hospital .....	32
HCAHPS – Question 5: Willingness to Recommend .....	33

## New Measure for MBQIP Reporting Within the Flex Program

### MBQIP Core Measure Set

#### Measure Name – CAH Quality Infrastructure

MBQIP Domain	Global Measures
Measure Description	<p>Structural measure to assess CAH capacity, processes, and infrastructure for quality activities based on the eight core elements of CAH quality infrastructure:</p> <ol style="list-style-type: none"> <li>1. Leadership Responsibility &amp; Accountability</li> <li>2. Quality Embedded within the Organization’s Strategic Plan</li> <li>3. Workforce Engagement &amp; Ownership</li> <li>4. Culture of Continuous Improvement through Behavior</li> <li>5. Culture of Continuous Improvement through Systems</li> <li>6. Engagement of Patients, Partners, and Community</li> <li>7. Collecting Meaningful and Accurate Data</li> <li>8. Using Data to Improve Quality</li> </ol>
Measure Rationale	<p>This measure will provide state and national comparison information to assess your CAH infrastructure, QI processes, and areas of improvement for each facility. Using this measure, SFPs can plan quality activities to improve CAH quality infrastructure. Data will provide timely, accurate, and useful CAH quality-related information to help inform state-level technical assistance for CAH improvement activities. This measure will provide hospital and state-specific information to help inform the future of MBQIP and national technical assistance and data analytic needs. The intention is to identify areas of need in quality infrastructure and capacity in order to implement continuous processes.</p>
Population and Definitions	<p>The unit of measurement is an individual CAH. This structural measure captures assessment data from individual CAHs as they reflect on the infrastructure capacity specific to their facility.</p> <p>Answers for the measure should reflect the current point in time unless otherwise specified (e.g., if a question asks about a quarterly or an annual process, is that process in place at the current point in time). CAHs should attest to the information only where they completely meet the description in the question response(s) for the correlating criteria and elements.</p>
Calculations	<p>Hospital score can be a total of zero (0) to eight (8) points (one point for each element, must meet each of element’s criteria to receive credit).</p>

New Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – CAH Quality Infrastructure	
MBQIP Domain	Global Measures
Measure Submission and Reporting Channel	<p>The measure is submitted annually through the National CAH Quality Inventory and Assessment (“Assessment”) via a Flex Monitoring Team (FMT)-administered Qualtrics platform.</p> <p>CAHs must submit the Assessment on their own behalf through the Qualtrics platform for the measure to be accepted (emailed submissions are not accepted).</p> <p>By submitting the Assessment, CAHs are submitting the CAH Quality Infrastructure measure. Submissions of the Assessment (and within it the CAH Quality Infrastructure measure) are due in November of each year, and late submissions of the Assessment and the measure within it will not be accepted.</p>
Measure Resources	<p><b><u>CAH Quality Infrastructure Specifications</u></b></p> <p>This includes more information about how the measure is collected and how each question from the Assessment maps to the core elements and criteria of CAH Quality Infrastructure.</p> <p><b><u>CAH Quality Inventory &amp; Assessment Resources for CAHs</u></b></p> <p>This page includes several resources for CAHs to use to complete the 2024 CAH Quality Inventory and Assessment. Included is a CAH Fact Sheet, Assessment Questions &amp; Instructions, the 2023 Assessment National Report and an Assessment Informational Recording.</p> <p><b><u>RQITA Website: CAH Quality Infrastructure</u></b></p> <p>Listed here are measure specifications and reporting details.</p>

New Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Safe Use of Opioids – Concurrent Prescribing	
MBQIP Domain	Patient Safety
Encounter Period	Calendar Year (January 1, 20XX – December 31, 20XX)
Submission Deadline	February 28, 20XX ; Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable.
Measure Description	Proportion of inpatient hospitalizations for patients 18 years of age and older prescribed, or continued on, two or more opioids, or an opioid and benzodiazepine concurrently at discharge.
Measure Rationale	Unintentional opioid overdose fatalities have become an epidemic and major public health concern in the United States. Concurrent prescriptions of opioids, or opioids and benzodiazepines, places patients at a greater risk of unintentional overdose due to increased risk of respiratory depression. Patients who have multiple opioid prescriptions have an increased risk for overdose, and rates of fatal overdose are ten (10) times higher in patients who are co-dispensed opioid analgesics and benzodiazepines than opioids alone. A measure that calculates the proportion of patients with two or more opioids or opioids and benzodiazepines concurrently has the potential to reduce preventable mortality and reduce costs associated with adverse events related to opioids.
Measure Program Alignment	Safe Use of Opioids is a current measure of the Medicare Promoting Interoperability (PI) Program. Critical access hospitals must meet PI Program requirements on an annual basis to avoid a downward payment. One of the program requirements is submission of electronic clinical quality measures (eCQM) data from certified electronic health record technology (CEHRT).
Improvement Noted As	Decrease in the rate
Numerator	Inpatient hospitalizations where the patient is prescribed or continuing to take two or more opioids or an opioid and benzodiazepine at discharge.
Denominator	Inpatient hospitalizations that end during the measurement period, where the patient is 18 years of age and older at the start of the encounter and prescribed one or more new or continuing opioid or benzodiazepine at discharge.
Exclusions	Inpatient hospitalizations where patients have cancer pain that begins prior to or during the encounter or are ordered or are receiving palliative or hospice care (including comfort measures, terminal care, and dying care) during the hospitalization or in an emergency department encounter for observation stay immediately prior to hospitalization, patients receiving medication for opioid use disorder, patients with sickle cell disease, patients

[Click here to return to the Table of Contents](#)

New Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Safe Use of Opioids – Concurrent Prescribing	
<b>MBQIP Domain</b>	<b>Patient Safety</b>
	discharged to another inpatient care facility or left against medical advice, and patients who expire during the inpatient stay.
Measure Population (Determines the cases to abstract/submit)	Inpatient hospitalizations that end during the measurement period, where the patient is 18 years of age and older at the start of the encounter and prescribed one or more new or continuing opioid or benzodiazepine at discharge.
Sample Size Requirements	No sampling – report all patients that meet data elements
Calculations	Numerator divided by Denominator
Data Source	Certified electronic health record technology (CEHRT)
Data Collection Approach	Electronic Extraction from EHRs via Quality Reporting Document Architecture (QRDA) Category I File
Measure Submission and Reporting Channel	Annually, via Hospital Quality Reporting (HQR) Secure Portal as any combination of: QRDA Category I File, zero denominator declarations and/or case threshold exemptions (<=5 cases in the reporting quarter)
Data Available On	<ul style="list-style-type: none"> <li>• <a href="#">CMS Care Compare</a></li> <li>• <a href="#">CMS Provider Data Catalog</a></li> </ul>
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">RQITA Website: Safe Use of Opioids Concurrent Prescribing</a></li> <li>• <a href="#">Critical Access Hospital eCQM Resource List   National Rural Health Resource Center (ruralcenter.org)</a></li> </ul>

New Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Hybrid Hospital-Wide Readmission	
<b>MBQIP Domain</b>	<b>Care Coordination</b>
Encounter Period	July 1st, 20XX - June 30th, 20XX
Submission Deadline	October 1, 20XX ; Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable.

[Click here to return to the Table of Contents](#)

**New Measure for MBQIP Reporting Within the Flex Program**

**MBQIP Core Measure Set**

**Measure Name – Hybrid Hospital-Wide Readmission**

MBQIP Domain	Care Coordination
<p>Measure Description</p>	<p>Hospital-level, all-cause, risk-standardized readmission measure that focuses on unplanned readmissions 30 days of discharge from an acute hospitalization.</p> <p>Hybrid measures differ from the claims-only measures in that they merge electronic health record (EHR) data elements with claims-data to calculate the risk-standardized readmission rate. The Hybrid HWR was developed to address complex and critical aspects of care that cannot be derived through claims data alone. The Hybrid HWR uses EHR data including clinical variables and linking elements for each patient:</p> <ul style="list-style-type: none"> <li>• Clinical variables (13): Heart Rate, Systolic Blood Pressure, Respiratory Rate, Temperature, Oxygen Saturation, Weight, Hematocrit, White Blood Cell Count, Potassium, Sodium, Bicarbonate, Creatinine, Glucose</li> <li>• Linking elements (5): CMS Certification Number (CCN), National Provider Identifier (NPI) for MA patients, Medicare beneficiary Identifier (MBI), Inpatient Admission Date, and Discharge date.</li> </ul> <p>It is recommended <b>hospitals only report the FIRST resulted value for EACH core clinical data element</b> collected in the appropriate timeframe, if available. Hospitals may also choose to report ALL values on an encounter during their entire admission; however, only the first resulted values are utilized in the logic for measure calculation.</p>
<p>Measure Rationale</p>	<p>Returning to the hospital for unplanned care disrupts patients’ lives, increases risk of harmful events like healthcare-associated infections, and results in higher costs absorbed by the health care system. High readmission rates of patients with clinically manageable conditions in primary care settings, such as diabetes and bronchial asthma, may identify quality-of-care problems in hospital settings. A measure of readmissions encourages hospitals to improve communication and care coordination to better engage patients and caregivers in discharge plans and, in turn, reduce avoidable readmissions and costs.</p>
<p>Measure Program Alignment</p>	<p>CMS Inpatient Quality Reporting (IQR) program measure.</p>

[Click here to return to the Table of Contents](#)

**New Measure for MBQIP Reporting Within the Flex Program**

**MBQIP Core Measure Set**

**Measure Name – Hybrid Hospital-Wide Readmission**

MBQIP Domain	Care Coordination
Improvement Noted As	No actual measure score will be generated by hospitals. Instead, hospitals will report the data values for each of the core clinical data elements for all encounters in the Initial Population. These core clinical data elements will be linked to administrative claims data and used by CMS to calculate results for the Hybrid HWR measure.
Numerator	If a patient has more than one unplanned admission (for any reason) within 30 days after discharge from the index admission, only one is counted as a readmission. The measure looks for a dichotomous yes or no outcome of whether each admitted patient has an unplanned readmission within 30 days. However, if the first readmission after discharge is considered planned, any subsequent unplanned readmission is not counted as an outcome for that index admission because the unplanned readmission could be related to care provided during the intervening planned readmission rather than during the index admission.
Denominator	<ol style="list-style-type: none"> <li>1. Enrolled in Medicare FFS Part A for the 12 months prior to the date of admission and during the index admission or enrolled in Medicare Advantage;</li> <li>2. Aged 65 or over;</li> <li>3. Discharged alive from a non-federal short-term acute care hospital;</li> <li>4. Not transferred to another acute care facility</li> </ol>
Exclusions	<p>The measure excludes index admissions for patients:</p> <ol style="list-style-type: none"> <li>1. Admitted to Prospective Payment System (PPS)-exempt cancer hospitals;</li> <li>2. Without at least 30 days post-discharge enrollment in Medicare FFS;</li> <li>3. Discharged against medical advice (AMA);</li> <li>4. Admitted for primary psychiatric diagnoses;</li> <li>5. Admitted for rehabilitation; or</li> <li>6. Admitted for medical treatment of cancer</li> </ol>
Measure Population (Determines the cases to abstract/submit)	<p>All Medicare FFS and MA hospitalizations for patients aged 65 and older at the start of an inpatient admission, where the length of stay is less than 365 days, and the hospitalization ends during the measurement period.</p> <p>The initial population includes patients with inpatient hospitalizations and patients from Acute Hospital Care at Home programs, who are treated and billed as inpatients but receive care in their home.</p> <p><b>NOTE:</b> All Medicare FFS and MA hospitalizations meeting the above criteria should be included, regardless of whether Medicare FFS/MA is the primary, secondary, or tertiary payer.</p>

New Measure for MBQIP Reporting Within the Flex Program															
MBQIP Core Measure Set															
Measure Name – Hybrid Hospital-Wide Readmission															
<b>MBQIP Domain</b>	<b>Care Coordination</b>														
Sample Size Requirements	No sampling – report on all information requested in denominator and numerator.														
Data Collection Approach	Hybrid – chart extraction of electronic clinical data and administrative claims data.														
Data Elements	<p><b>Core Clinical Data Elements (13)</b></p> <table border="0"> <tr> <td>Heart Rate</td> <td>White Blood Cell Count</td> </tr> <tr> <td>Systolic Blood Pressure</td> <td>Potassium</td> </tr> <tr> <td>Respiratory Rate</td> <td>Sodium</td> </tr> <tr> <td>Temperature</td> <td>Bicarbonate</td> </tr> <tr> <td>Oxygen Saturation</td> <td>Creatinine</td> </tr> <tr> <td>Weight</td> <td>Glucose</td> </tr> <tr> <td>Hematocrit</td> <td></td> </tr> </table> <p><b>For each encounter, please also submit the following Linking Variable:</b></p> <ul style="list-style-type: none"> <li>• CMS Certification Number (CCN)</li> <li>• National Provider Identifier (NPI) for MA patients</li> <li>• Medicare Beneficiary Identifier (MBI)</li> <li>• Inpatient Admission Date</li> <li>• Discharge Date</li> </ul>	Heart Rate	White Blood Cell Count	Systolic Blood Pressure	Potassium	Respiratory Rate	Sodium	Temperature	Bicarbonate	Oxygen Saturation	Creatinine	Weight	Glucose	Hematocrit	
Heart Rate	White Blood Cell Count														
Systolic Blood Pressure	Potassium														
Respiratory Rate	Sodium														
Temperature	Bicarbonate														
Oxygen Saturation	Creatinine														
Weight	Glucose														
Hematocrit															
Measure Submission and Reporting Channel	Annual-Hospital Quality Reporting (HQR) via patient-level file in QRDA I format														
Data Available On	<a href="#">CMS Care Compare</a> – starting in July 2025														
Measure Resources	<a href="#">RQITA Website: Hybrid Hospital-Wide Readmissions</a>														

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Healthcare Personnel Influenza Immunization	
<b>MBQIP Domain</b>	<b>Patient Safety</b>
Encounter Period	October 1, 20XX – March 31, 20XX to align with flu season
Submission Deadline	May 15, 20XX ; Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable.

[Click here to return to the Table of Contents](#)

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Healthcare Personnel Influenza Immunization	
<b>MBQIP Domain</b>	<b>Patient Safety</b>
Measure Description	Influenza Vaccination Coverage among Healthcare Personnel
Measure Rationale	1 in 5 people in the U.S. get influenza each season. Combined in pneumonia, influenza is the 8th leading cause of death, with two-thirds of those attributed to patients hospitalized during the flu season.
Improvement Noted As	Increase in the rate (percent)
Numerator	All HCP personnel who: <ul style="list-style-type: none"> <li>• Received vaccination at the facility</li> <li>• Received vaccination outside of the facility</li> <li>• Did not receive vaccination due to a medical contraindication</li> <li>• Did not receive vaccination due to declination</li> <li>• Had an unknown vaccination status</li> </ul>
Denominator	All HCP that worked in the facility (part-time or full-time) for at least one day during the encounter period of October 1 – March 31.
Measure Population	All HCP that worked in the facility (part-time or full-time) for at least one day during the encounter period of October 1 – March 31.
Sample Size Requirements	No sampling - report all cases
Calculations	All data reporting is aggregate (whether monthly, once a season, or at a different interval)
Data Source	Administrative Data
Data Collection Approach	Hospital Tracking
Data Elements	Three categories (all with separate denominators) of HCP working in the facility at least one day between 10/1-3/31: <ul style="list-style-type: none"> <li>• Employees on payroll</li> <li>• Licensed independent practitioners</li> <li>• Students, trainees, and volunteers 18yo+</li> </ul> A fourth optional category is available for reporting other contract personnel HCP workers who: <ul style="list-style-type: none"> <li>• Received vaccination at the facility</li> <li>• Received vaccination outside of the facility</li> <li>• Did not receive vaccination due to medical contraindication</li> <li>• Did not receive vaccination due to declination</li> <li>• Had an unknown vaccination status</li> </ul>

[Click here to return to the Table of Contents](#)

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Healthcare Personnel Influenza Immunization	
<b>MBQIP Domain</b>	<b>Patient Safety</b>
Measure Submission and Reporting Channel	This data is reported annually through the Healthcare Personnel Safety Component of National Healthcare Safety Network (NHSN) website.
Data Available On	MBQIP Data Reports
Other Notes	Each facility in a system needs to be registered separately and HCPs should be counted in the sample population for every facility at which they work. Facilities must complete a monthly reporting plan for each year or data reporting period.
Measure Resources	<a href="#">RQITA Website: Vaccinations</a>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Antibiotic Stewardship Implementation	
<b>MBQIP Domain</b>	<b>Patient Safety</b>
Encounter Period	Calendar Year (January 1, 20XX– December 31, 20XX)
Submission Deadline	March 1, 20XX ; Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable.
Measure Description	Centers for Disease Control and Prevention (CDC) National Healthcare Safety Network (NHSN) Annual Survey
Measure Rationale	<p>Improving antibiotic use in hospitals is imperative to improving patient outcomes, decreasing antibiotic resistance, and reducing healthcare costs. According to the Centers for Disease Control and Prevention (CDC), 20-50 percent of all antibiotics prescribed in U.S. acute care hospital are either unnecessary or inappropriate, which leads to serious side effects such as adverse drug reactions and Clostridium difficile infection. Overexposure to antibiotics also contributes to antibiotic resistance, making antibiotics less effective.</p> <p>In 2014, CDC released the “Core Elements of Hospital Antibiotic Stewardship Programs” that identifies key structural and functional aspects of effective programs and elements designed to be flexible enough to be feasible in hospitals of any size.</p>

[Click here to return to the Table of Contents](#)

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Antibiotic Stewardship Implementation	
MBQIP Domain	Patient Safety
Improvement Noted As	Increase in the number of core elements met
Measure Population	NA – This measure uses administrative data and not claims to determine the measure’s denominator population.
Sample Size Requirements	No sampling – report all information as requested
Data Collection Approach	Hospital tracking
Data Elements	<p>Questions as answered on the <a href="#">Patient Safety Component Annual Hospital Survey</a> inform whether the hospitals have successfully implemented the following core elements of antibiotic stewardship:</p> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Accountability</li> <li>• Drug Expertise</li> <li>• Action</li> <li>• Tracking</li> <li>• Reporting</li> <li>• Education</li> </ul>
Measure Submission and Reporting Channel	National Healthcare Safety Network (NHSN) website
Data Available On	MBQIP Data Reports
Measure Resources	<a href="#">RQITA Website: Antibiotic Stewardship</a>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Emergency Department Transfer Communication (EDTC)	
MBQIP Domain	Emergency Department
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1- December 31)

[Click here to return to the Table of Contents](#)

## Existing Measure for MBQIP Reporting Within the Flex Program

### MBQIP Core Measure Set

#### Measure Name – Emergency Department Transfer Communication (EDTC)

MBQIP Domain	Emergency Department
Submission Deadlines	<p>Q1 encounters (January 1 – March 31) DUE April 30            Q2 encounters (April 1 – June 30) DUE July 31            Q3 encounters (July 1 – September 30) DUE October 31            Q4 encounters (October 1- December 31) DUE January 31</p> <p>Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable.</p>
Measure Description	Percent of Patients who are transferred from an ED to another healthcare facility that have all necessary communication made available to the receiving facility in a timely manner.
Measure Rationale	Timely, accurate, and direct communication facilitates the handoff to the receiving facility, provides continuity of care and avoids medical errors and redundant tests.
Numerator	Number of patients discharged, transferred, or returned to another healthcare facility whose medical record documentation indicated that ALL 8 data elements were documented and communicated to the receiving hospital in a timely manner.
Denominator	ED patients who are discharged, transferred, or returned to another healthcare facility
Exclusions	<ul style="list-style-type: none"> <li>• AMA (left against medical advice)</li> <li>• Expired</li> <li>• Discharged to Home includes: Assisted Living Facilities, Board and care, foster or residential care, group or personal care homes, and homeless shelters</li> <li>• Discharged to Court/Law Enforcement – includes detention facilities, jails, and prison</li> <li>• Discharged Home with Home Health Services</li> <li>• Discharged to Outpatient Services including outpatient procedures at another hospital, Outpatient Chemical Dependency Programs, and Partial Hospitalization</li> <li>• Discharged to Hospice-at home</li> <li>• Not Documented/Unable to determine discharge location</li> <li>• Discharged to Observation Status</li> </ul>
Improvement Noted As	Increase in the rate
Measure Population (Determines the cases to abstract/submit)	Patients admitted to the emergency department who were then discharged, transferred, or returned to any type of acute care facility, or other care facility

## Existing Measure for MBQIP Reporting Within the Flex Program

### MBQIP Core Measure Set

#### Measure Name – Emergency Department Transfer Communication (EDTC)

MBQIP Domain	Emergency Department
Sample Size Requirements	<p>Quarterly 0-44 - submit all cases &gt; 45 - submit 45 cases</p> <p>Monthly 0-15 - submit all cases &gt; 15 - submit 15 cases</p> <p>The following measure specific sampling requirements exist: Hospitals need to submit a minimum of 45 cases per quarter from the required population. A hospital may choose to sample and submit more than 45 cases. Hospitals that choose to sample have the option of sampling quarterly or sampling monthly. Hospitals whose initial patient population size is less than the minimum number of 45 cases per quarter for the measure cannot sample and should submit all cases for the quarter</p>
Calculations	<p>This measure is calculated using an all or none approach. The overall EDTC Measure can be calculated as the percent of patients that met all the eight data elements divided by all transfers from ED to another healthcare facility.</p>
Data Source	<p>Manual Chart Abstraction Retrospective data sources for required data elements include administrative data and medical records.</p>
Data Collection Approach	<p>Chart Abstracted, composite of EDTC data elements 1-8, using an all or none approach</p>
Data Elements	<ol style="list-style-type: none"> <li>1. Home Medications</li> <li>2. Allergies and/or Reactions</li> <li>3. Medications Administered in ED</li> <li>4. ED Provider Note</li> <li>5. Mental Status/Orientation Assessment</li> <li>6. Reason for Transfer and/or Plan of Care</li> <li>7. Tests and/or Procedures Performed</li> <li>8. Tests and/or Procedures Results</li> </ol>
Measure Submission and Reporting Channel	<p>Submission process directed by state Flex Program</p>
Data Available On	<p>MBQIP Data Reports</p>
Measure Resources	<p>Data specifications, data collection resources, and additional information: <a href="https://stratishealth.org/toolkit/emergency-department-transfer-communication/">https://stratishealth.org/toolkit/emergency-department-transfer-communication/</a></p>

[Click here to return to the Table of Contents](#)

Existing Measure for MBQIP Reporting Within the Flex Program									
MBQIP Core Measure Set									
Measure Name – OP-18 Median Time from ED Arrival to ED Departure for Discharged ED Patients									
<b>MBQIP Domain</b>	<b>Emergency Department</b>								
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1- December 31)								
Submission Deadlines	Q1 encounters (January 1 – March 31) DUE August 1 Q2 encounters (April 1 – June 30) DUE November 1 Q3 encounters (July 1 – September 30) DUE February 1 Q4 encounters (October 1- December 31) DUE May 1  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable.								
Measure Description	Median time from emergency department arrival to time of departure from the emergency room for patients discharged from the emergency department.								
Measure Rationale	Empirical evidence demonstrates that emergency department (ED) throughput is an indicator of hospital quality of care and shows that shorter lengths of stay in the ED lead to improved clinical outcomes. Significant ED overcrowding has numerous downstream effects, including prolonged patient waiting times, increased suffering for those who wait, rushed and unpleasant treatment environments, and potentially poor patient outcomes (Gardner, 2018). Quality improvement efforts aimed at reducing ED overcrowding and length of stay have been associated with an increase in ED patient volume, decrease in number of patients who leave without being seen, reduction in costs, and increase in patient satisfaction								
Exclusions	Patients who expired in the emergency department								
Improvement Noted As	Decrease in median value (time)								
Measure Population (Determines the cases to abstract/submit)	Patients seen in a Hospital Emergency Department that have an E/M code in Appendix A, OP Table 1.0 of the CMS Hospital OQR Specifications Manual.								
Set Measure ID # and Measure Category Assignment	<p>Measure ID# OP-18 has 4 Set Measure ID numbers:</p> <table border="1"> <thead> <tr> <th>OP-18 Set Measure ID#s</th> <th>Performance Measure Name</th> <th>Measure Category Assignment</th> <th>OP-18 Algorithm Stratification Table**</th> </tr> </thead> <tbody> <tr> <td><b>OP-18</b></td> <td>Median Time from ED Arrival to ED Departure for Discharged ED Patients</td> <td></td> <td></td> </tr> </tbody> </table>	OP-18 Set Measure ID#s	Performance Measure Name	Measure Category Assignment	OP-18 Algorithm Stratification Table**	<b>OP-18</b>	Median Time from ED Arrival to ED Departure for Discharged ED Patients		
OP-18 Set Measure ID#s	Performance Measure Name	Measure Category Assignment	OP-18 Algorithm Stratification Table**						
<b>OP-18</b>	Median Time from ED Arrival to ED Departure for Discharged ED Patients								

**Existing Measure for MBQIP Reporting Within the Flex Program**

**MBQIP Core Measure Set**

**Measure Name – OP-18 Median Time from ED Arrival to ED Departure for Discharged ED Patients**

MBQIP Domain	Emergency Department			
	<ul style="list-style-type: none"> <li>OP-18a</li> </ul>	Median Time from ED Arrival to ED Departure for Discharged ED Patients – Overall Rate	Rate used to identify stratified populations of specific measures.	(D1) Overall Measure
	<ul style="list-style-type: none"> <li>OP-18b</li> </ul>	Median Time from ED Arrival to ED Departure for Discharged ED Patients – Reporting Measure	The measure population for MBQIP reports.*	(D) Reporting Measure
	<ul style="list-style-type: none"> <li>OP-18c</li> </ul>	Median Time from ED Arrival to ED Departure for Discharged ED Patients – Psychiatric/Mental Health Patients	In the measure population but only the Psychiatric/Mental Health Patients.	(D2) Psych/Mental Health Measure
	<ul style="list-style-type: none"> <li>OP-18d</li> </ul>	Median Time from ED Arrival to ED Departure for Discharged ED Patients – Transfer Patients	In the measure population but only the Transfer Patients.	(D3) Transfer Measure
	<p>*For MBQIP abstracting purposes, the ED-Throughput Abstraction Tools automatically calculate the measure algorithm and measure categories for the abstractor.</p> <p>**The OP-18 Measure Algorithms and Stratification Tables can be found in the <a href="#">QualityNet CMS Hospital Outpatient Specifications Manuals</a></p>			
Sample Size Requirements	<p>Quarterly 0-900 Submit 63 cases &gt; 900 - Submit 96 cases</p> <p>Monthly Note: Monthly sample size requirements for this measure are based on the quarterly patient population. 0-900 - submit 21 cases</p>			

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – OP-18 Median Time from ED Arrival to ED Departure for Discharged ED Patients	
<b>MBQIP Domain</b>	<b>Emergency Department</b>
	> 900 - submit 32 cases
Data Source	Hospital tracking
Data Collection Approach	Retrospective data sources for required data elements include administrative data and medical record documents. Some hospitals may prefer to gather data concurrently by identifying patients in the population of interest. This approach provides opportunities for improvement at the point of care/service. However, complete documentation includes the principal or other ICD-10-CM diagnosis and procedure codes, which require retrospective data entry.
Data Elements	Arrival Time Discharge Code E/M Code ED Departure Date ED Departure Time ICD-10-CM Principal Diagnosis Code Outpatient Encounter Date
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via Outpatient CART/Vendor
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li><a href="#">RQITA Website: ED Throughput</a></li> <li><a href="#">Hospital Quality Reporting/HARP site</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – OP-22 Left Without Being Seen	
<b>MBQIP Domain</b>	<b>Emergency Department</b>
Encounter Periods	Encounter Period - Calendar Year (January 1 – December 31)
Submission Deadlines	May 15, 20XX ; Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable.
Measure Description	Percent of patients who leave the Emergency Department (ED) without being evaluated by a physician/advanced practice nurse/physician’s assistant (physician/APN/PA).
Measure Rationale	Reducing patient wait time in the ED helps improve access to care, increase capability to provide treatment, reduce ambulance refusals/diversions, reduce rushed treatment environments, reduce delays in medication administration, and reduce patient suffering.
Numerator	The total number of patients who left without being evaluated by a physician/APN/PA
Denominator	The total number of patients who presented to the ED
Improvement Noted As	Decrease in rate (percent)
Sample Size Requirements	No sampling - report all cases
Data Collection Approach	Hospital Tracking
Measure Submission and Reporting Channel	Data will be completed through the Hospital Quality Reporting (HQR) system at <a href="https://hqr.cms.gov">https://hqr.cms.gov</a> via an online tool available to authorized users.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">RQITA Website: ED Throughput</a></li> <li>• <a href="#">Hospital Quality Reporting/HARP site</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS) – Composite 1: Communication with Nurses	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1- December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who reported that their nurses “Always” communicated well.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: <ul style="list-style-type: none"> <li>• During this hospital stay, how often did nurses treat you with courtesy and respect?</li> <li>• During this hospital stay, how often did nurses listen carefully to you?</li> <li>• During this hospital stay, how often did nurses explain things in a way you could understand?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS) – Composite 1: Communication with Nurses	
MBQIP Domain	Patient Experience
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">HCAHPS Survey Website</a></li> <li>• <a href="#">Hospital Compare Website</a></li> <li>• <a href="#">CMS HCAHPS General Information</a></li> <li>• <a href="#">HCAHPS Quality Assurance Guidelines</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 2: Communication with Doctors	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who reported that their doctors “Always” communicated well.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)

[Click here to return to the Table of Contents](#)

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 2: Communication with Doctors	
MBQIP Domain	Patient Experience
Data Elements	Questions: <ul style="list-style-type: none"> <li>• During this hospital stay, how often did doctors treat you with courtesy and respect?</li> <li>• During this hospital stay, how often did doctors listen carefully to you?</li> <li>• During this hospital stay, how often did doctors explain things in a way you could understand?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">HCAHPS Survey Website</a></li> <li>• <a href="#">Hospital Compare Website</a></li> <li>• <a href="#">CMS HCAHPS General Information</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 3: Restfulness of Hospital Environment	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who reported “Always” and “Yes, definitely” to restfulness of environment.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Question: <ul style="list-style-type: none"> <li>• During this hospital stay, how often were you able to get the rest you Needed?</li> <li>• During this hospital stay, how often was the area around your room quiet at night?</li> <li>• During this hospital stay, did doctors, nurses and other hospital staff help you to rest and recover?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">HCAHPS Survey Website</a></li> <li>• <a href="#">Hospital Compare Website</a></li> <li>• <a href="#">CMS HCAHPS General Information</a></li> </ul>

[Click here to return to the Table of Contents](#)

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 4: Care Coordination	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Set	HCAHPS
Measure Description	Percentage of patients surveyed who responded “Yes, definitely” and “Always” for care coordination elements.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: <ul style="list-style-type: none"> <li>• During this hospital stay, how often were doctors, nurses and other hospital staff informed and up-to-date about your care?</li> <li>• During this hospital stay, how often did doctors, nurses and other hospital staff work well together to care for you?</li> <li>• Did doctors, nurses or other hospital staff work with you and your family or caregiver in making plans for your care after you left the hospital?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">HCAHPS Survey Website</a></li> <li>• <a href="#">Hospital Compare Website</a></li> </ul>

[Click here to return to the Table of Contents](#)

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 4: Care Coordination	
MBQIP Domain	Patient Experience
	<ul style="list-style-type: none"> <li><a href="#">CMS HCAHPS General Information</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 5: Responsiveness of Hospital Staff	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who reported that they “Always” received help as soon as they wanted.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: <ul style="list-style-type: none"> <li>How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?</li> <li>During this hospital stay, when you asked for help right away, how often did you get help as soon as you needed?</li> </ul>

[Click here to return to the Table of Contents](#)

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 5: Responsiveness of Hospital Staff	
MBQIP Domain	Patient Experience
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">HCAHPS Survey Website</a></li> <li>• <a href="#">Hospital Compare Website</a></li> <li>• <a href="#">CMS HCAHPS General Information</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 6: Communications About Medicines	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who reported that staff “Always” explained about medicines before giving them.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 6: Communications About Medicines	
MBQIP Domain	Patient Experience
Data Elements	Questions: <ul style="list-style-type: none"> <li>• Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?</li> <li>• Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">HCAHPS Survey Website</a></li> <li>• <a href="#">Hospital Compare Website</a></li> <li>• <a href="#">CMS HCAHPS General Information</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Question 7: Cleanliness of Hospital Environment	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who reported that their room and bathroom were “Always” clean.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.

**Existing Measure for MBQIP Reporting Within the Flex Program**

**MBQIP Core Measure Set**

**Measure Name – HCAHPS – Question 7: Cleanliness of Hospital Environment**

MBQIP Domain	Patient Experience
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Question: <ul style="list-style-type: none"> <li>• During this hospital stay, how often were your room and bathroom kept clean?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">HCAHPS Survey Website</a></li> <li>• <a href="#">Hospital Compare Website</a></li> <li>• <a href="#">CMS HCAHPS General Information</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Composite 7: Discharge Information	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who reported that “Yes” they were given information about what to do during their recovery at home.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Questions: <ul style="list-style-type: none"> <li>• During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?</li> <li>• During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">HCAHPS Survey Website</a></li> <li>• <a href="#">Hospital Compare Website</a></li> <li>• <a href="#">CMS HCAHPS General Information</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Question 20: Information About Symptoms	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who responded “Yes” they definitely received information about symptoms or health problems after they left the hospital.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Question: <ul style="list-style-type: none"> <li>Did doctors, nurses or other hospital staff give your family or caregiver enough information about what symptoms or health problems to watch for after you left the hospital?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li><a href="#">HCAHPS Survey Website</a></li> <li><a href="#">Hospital Compare Website</a></li> <li><a href="#">CMS HCAHPS General Information</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Question 24: Overall Rating of Hospital	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Question: <ul style="list-style-type: none"> <li>Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li><a href="#">HCAHPS Survey Website</a></li> <li><a href="#">Hospital Compare Website</a></li> <li><a href="#">CMS HCAHPS General Information</a></li> </ul>

Existing Measure for MBQIP Reporting Within the Flex Program	
MBQIP Core Measure Set	
Measure Name – HCAHPS – Question 5: Willingness to Recommend	
MBQIP Domain	Patient Experience
Encounter Periods	Q1 (January 1 – March 31) Q2 (April 1 – June 30) Q3 (July 1 – September 30) Q4 (October 1 – December 31)
Submission Deadlines	Q1 encounters (January 1 – March 31) due first Wednesday in July Q2 encounters (April 1 – June 30) due first Wednesday in October Q3 encounters (July 1 – September 30) due first Wednesday in January Q4 encounters (October 1- December 31) due first Wednesday in April  Data submission deadlines on a federal holiday or weekend (Saturday or Sunday) will default to the first business day thereafter in this document where applicable. See <a href="#">MBQIP Data Submission Deadlines</a>
Measure Description	Percentage of patients surveyed who reported “Yes” they would definitely recommend the hospital.
Measure Rationale	Growing research shows positive associations between patient experience and health outcomes, adherence to recommended medication and treatments, preventive care, health-care resource use and quality and safety of care.
Measure Population (Determines the cases to abstract/submit)	Patients discharged from the hospital following at least one overnight stay sometime between 48 hours and 6 weeks ago who are over the age of 18 and did not have a psychiatric principal diagnosis at discharge.
Sample Size Requirements	Sampling determined by HCAHPS vendor or self-administered if in compliance with program requirements.
Data Collection Approach	Survey (typically conducted by a certified vendor)
Data Elements	Question: <ul style="list-style-type: none"> <li>• Would you recommend this hospital to your friends and family?</li> </ul>
Measure Submission and Reporting Channel	Hospital Quality Reporting (HQR) via HCAHPS vendor or self-administered if in compliance with program requirements.
Data Available On	MBQIP Data Reports
Measure Resources	<ul style="list-style-type: none"> <li>• <a href="#">HCAHPS Survey Website</a></li> <li>• <a href="#">Hospital Compare Website</a></li> <li>• <a href="#">CMS HCAHPS General Information</a></li> </ul>

[Click here to return to the Table of Contents](#)