



Better healthcare, realized.

## IPRO Builds Accessible Quality Comparison Tools with CMS Data

### Interactive Websites Enable Users to Quickly Assess Hospital Performance



#### The Problem

CMS publishes quality of care data in multiple formats for over 4,000 Medicare-certified hospitals across the country. Hospital quality and satisfaction measures are available, but not in a comprehensive and consumer friendly format. The magnitude of CMS hospital data and complexity across fragmented data sets results in labor-intensive data preparation for health care provider and consumer decision-making needs.

#### The Approach

The Health Informatics Team at IPRO has developed a process to acquire CMS data and transform it to fit a standard format that could be used across IPRO's websites and research projects. CMS data are collected, collated and normalized into a central warehouse which is accessible by all of our clients and their consumer-facing products. Data are checked for quality and analyzed for ranking, statistical significance, and state and national averages. This process ensures the integrity and availability of data across several applications, condensing fragmented data from multiple sources and enabling flexible, user-friendly tools for consumers and clients to compare multiple measures.

#### The Results

IPRO's central warehouse of normalized CMS data greatly reduces the time and effort required to obtain accurate healthcare information. Users can access IPRO's reporting sites to review and compare quality, safety, patient satisfaction, and available services, giving hospitals, health systems, states and consumers powerful decision-making tools at their fingertips as well as the ability to precisely target areas for improvement.

#### Examples

The following examples demonstrate the flexibility and utility of IPRO's approach to normalizing and warehousing CMS quality data. The same measures can be accessed from any of the Health Informatics Team's custom applications, empowering our clients and users with data-driven decision making tools in a format that best suits their needs.

#### Illinois Hospital Report Card

IPRO developed and maintains a Section 508-compliant application for Illinois Department of Public Health's Hospital Report Card: [healthcarereportcard.illinois.gov](http://healthcarereportcard.illinois.gov). This public-facing website profiles performance of the State's hospitals and ambulatory surgical treatment centers. The site generates roughly 500,000 reports a year and has been cited several times as a model for consumer reporting. The Illinois Hospital Report Card allows users to search State hospitals by facility name, county, and zip code and make side-by-side comparisons of quality, safety, structural, process of care and other measures. CMS Hospital Compare data are used to not only show rates for each hospital, but also to compare performance that is statistically better or worse than the State average for all Illinois hospitals.

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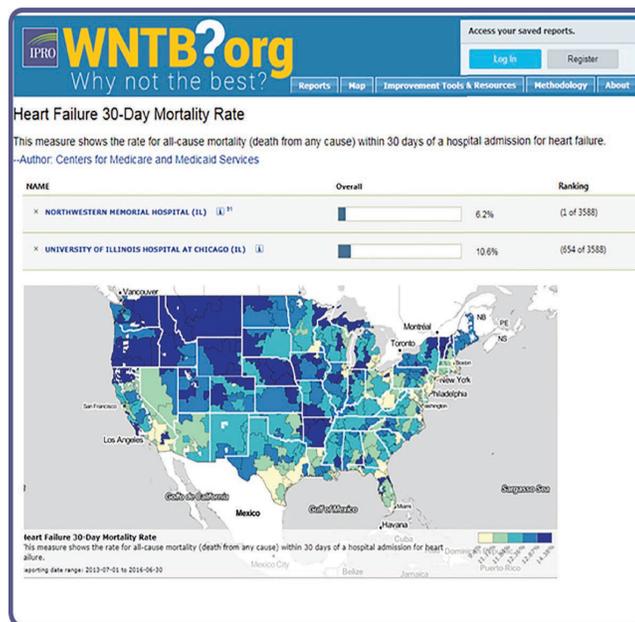
### New York State (NYS) Hospital Profiles

- IPRO designed and maintains the NYSDOH's provider profile website for users to compare performance of hospitals, nursing homes, home care agencies and hospices.
- NYS Hospital Profiles provide informative, real-time data that allow users to make comparisons across hospitals by county, region, service, quality, safety, and inspection results. A hospital's comparison to the rest of the State determines its ranking as a high, average, or poor performer, unless no comparison is available. Users can download the data, an image of the comparison, or have the information emailed.
- In addition to CMS Hospital Compare data, NYS Hospital Profiles utilize data collected from the operating certificate for each hospital and the Statewide Planning and Research Cooperative System (SPARCS) to provide hospital-specific information. Users can select a specific measure, such as Heart Failure Mortality Rate, and compare performance results across selected hospitals.

### WhyNotTheBest.org

"WhyNotTheBest.org" is a free resource that provides data on hospital performance across national and state-level measures of care, and links users to related improvement resources. The site incorporates CMS quality measures, process-of-care measures, patient experience measures, readmission rates, mortality rates, and reimbursement rates, as well as AHRQ quality indicators.

- Users can query various measures on healthcare quality and visualize them by health systems and geographic areas.
- Performance can be compared by bed count, hospital type, region, or other variables.
- All comparisons allow the user to choose benchmarks to add to their report. Benchmarks may include national average, state averages, top 1-25%, health system, hospital type, etc..
- An interactive map shows performance variation on the national, state, county, and hospital referral region (HRR) levels for process of care and other measures.
- All data can be downloaded for further analysis and reporting.



### IPRO brings policy ideas to life

IPRO helps clients realize better health through its organizational competencies. We

- Support state and federal government agency problem solving
- Foster consensus among varied stakeholders for quality improvement action
- Evaluate and select most appropriate methodologies to investigate clinical quality problems
- Facilitate collaborative provider education and action
- Harness information technology to drive quality improvement
- Build and apply quality measures
- Collect and analyze data on large scale
- Create tools to assess performance

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