



Web-Based Measure: Left Without Being Seen

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Health Services Advisory Group (HSAG)

February 14, 2019

Today's Objectives



Review the causes of patients leaving without being seen.



Discuss best practices and strategies used to reduce the “Left Without Being Seen” measure rate.



Demonstrate how to submit OP-22.

OP = Hospital Outpatient Measure

Reasons for Leaving Without Being Seen (LWBS): Identify the Reasons Why

- Triage process
- Long wait times due to ED overcrowding
- Change their minds due to resolved symptoms or other reasons
- Perceived difficulties with the ED staff

Sources:

Bellaire ER. What happens when you leave the ER without being seen? Available at <https://www.bellaireer.com/what-happens-when-you-leave-the-er-without-being-seen/>. Accessed on January 7, 2019.

Hsia, R. et al. Hospital Determinants of Emergency Department Left Without Being Seen Rates. Annals of Emergency Medicine. July 2011; 58(1):24–32.e3. Available at <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3126631/>. Accessed on January 9, 2019.

Consequences for Patients

- Delayed treatment can mean:
 - Sustained illness
 - Pain
 - Death

Source:

Donovan Partners. 3 Ways to Lower LWBS Rates in the ED. <https://donovanpartners.com/blog/2016/6/17/3-ways-to-lower-lwbs-rates-in-the-ed>.

Accessed on January 9, 2019.

Strategies to Reduce LWBS

- After identifying the reason why:
 - Tailor a plan of action.
 - Decrease time to provider by conducting a staffing analysis.
 - Expand the ED with triage and "fast track" lanes.
 - Focus on the patient experience.

Sources:

Donovan Partners. 3 Ways to Lower LWBS Rates in the ED. Available at <https://donovanpartners.com/blog/2016/6/17/3-ways-to-lower-lwbs-rates-in-the-ed>. Accessed on January 9, 2019.

Arendt KW, Sadosty AT, Weaver AL, Brent CR, Boie ET. The left-without-being-seen patients: What would keep them from leaving? Annals of Emergency Medicine. September 2003; 42:3:317–323. Available at [https://www.annemergmed.com/article/S0196-0644\(03\)00404-9/pdf](https://www.annemergmed.com/article/S0196-0644(03)00404-9/pdf). Accessed on January 9, 2019.

Roberts, James R. Patients Who Leave the ED Without Being Seen. Emergency Medicine News. November 2005; 27:11. Available at <https://journals.lww.com/em-news/toc/2005/11000> . Accessed on January 7 9, 2019.

Review of the Outpatient Quality Reporting Web-Based Measures

Measure Code	Web-Based Measures
OP-12	Able to Receive Lab Results Electronically
OP-17	Able to Track Patients' Results and Referrals Electronically Between Visits
OP-22	Patient Left Without Being Seen
OP-25	Safe Surgery Checklist
OP-26	Hospital Outpatient Volume on Selected Outpatient Surgical Procedures
OP-27	Influenza Vaccination Coverage Among Healthcare Personnel
OP-29	Appropriate Follow-up Interval for Normal Colonoscopy
OP-30	Colonoscopy Interval for Patients with a History of Adenomatous Polyps
OP-31	Visual Function within 90 days of Cataract Surgery (Voluntary)
OP-33	External Beam Radiotherapy for Bone Metastases

OP–22: Left Without Being Seen

- This measure is in the Hospital Outpatient ED—Throughput set.
- Data entry is achieved through the secure side of QualityNet.org via an online tool available to authorized users.
- Is a chart abstracted annual measure
- Submission period is January 1, 2019–May 15, 2019 for 2018 ED visits.

OP-22 Measure Population

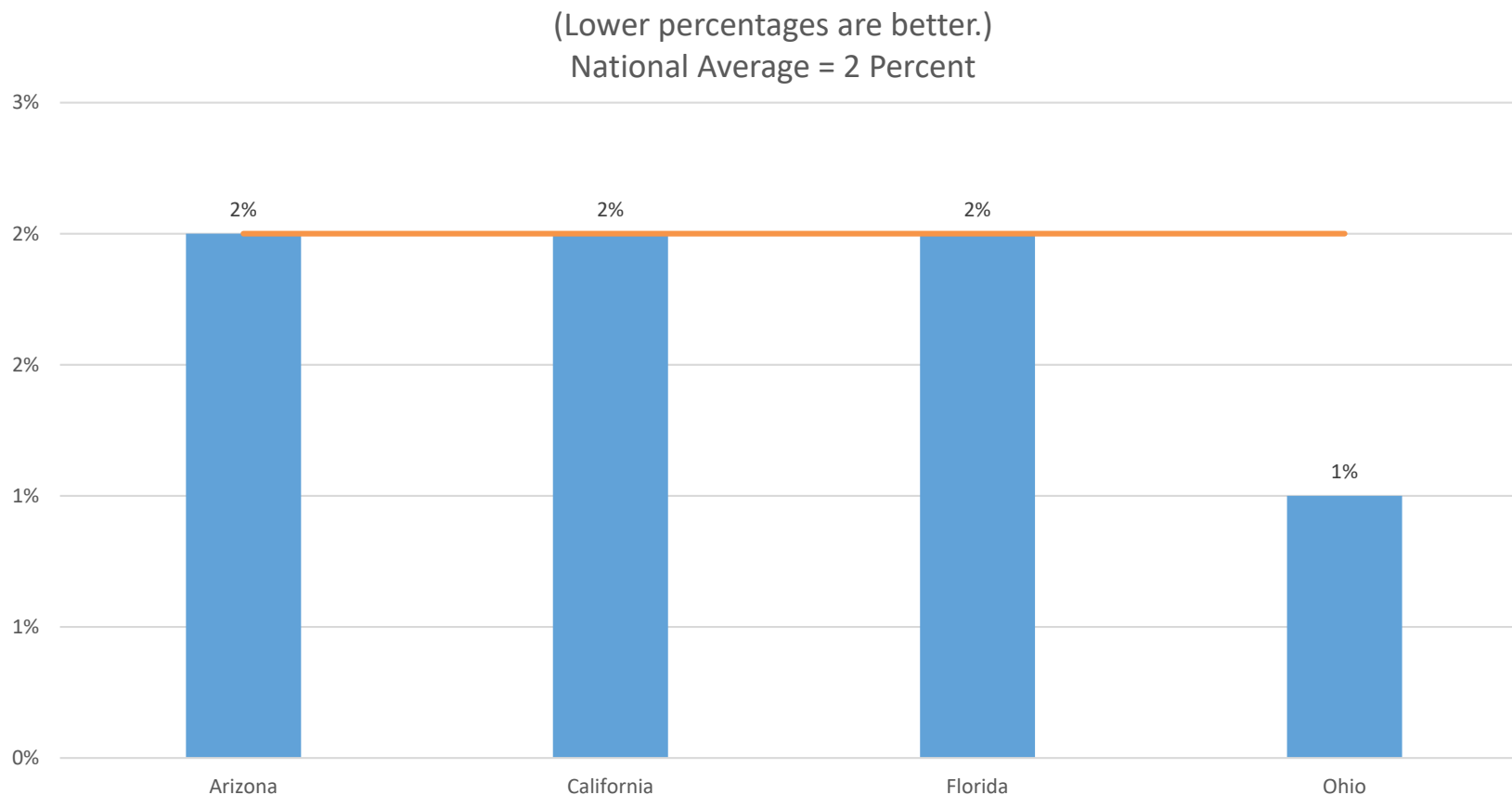
Inclusion Criteria

- Numerator: The total number of patients who left the ED without being evaluated by a Physician/Advanced Practice Nurse, or Physician Assistant
- Denominator: The total number of patients who presented to the ED

Patients who presented to the ED are those who signed in to be evaluated for emergency services.

Source: Quality Net. Hospital Outpatient Quality Reporting Specifications Manual, v11.0b. Available at www.qualitynet.org. Accessed on January 9, 2019

2017 State and National Percent of LWBS



Source: The Centers for Medicare & Medicaid Services (CMS). Hospital Compare. Available at <https://www.medicare.gov/hospitalcompare>, Accessed on January 3, 2019.

How to Submit OP-22

- Log into the QualityNet Secure Portal

QualityNet Log in to QualityNet Secure Portal (formerly MyQualityNet) Search

Log In

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

QualityNet Registration

- Hospitals - Inpatient
- Hospitals - Outpatient
- ASCs
- Cancer Hospitals
- ESRD Facilities
- Inpatient Psychiatric Facilities

Getting Started with QualityNet

- Registration
- Sign-In Instructions
- Security Statement
- Password Rules
- QualityNet System Security Policy, PDF

Join Listserves

Sign up for Notifications and Discussions.

Known Issues -

QualityNet News [More News »](#)

CMS Releases February 2019 Hospital Compare Preview Reports

In an effort to modernize the Hospital Quality Reporting (HQR) system, and in direct response to feedback from the user community, the Centers for Medicare & Medicaid Services (CMS) made changes to the preview reports to enhance the user experience and enable users to make better and more meaningful use of reported data. The login process has been streamlined, star ratings have been prioritized, and an entirely new way of viewing and searching preview data has been developed. Data can be refined and filtered for specific needs and compared "at-a-glance" with footnote and supplemental information. The preview data will be reported on the CMS Hospital Compare website, where Medicare beneficiaries and the public can review quality of care indicators for participating hospitals and facilities.

[Full Article »](#)

Headlines

- [CY 2019 OPPS/ASC Final Rule with Comment Period Published](#)
- [CMS Announcing New Preview User Interface for the Hospital Compare Preview Period, Refresh of Hospital Star Ratings, and Other Important Updates](#)
- [CY 2019 OPPS/ASC Final Rule with Comment Period Now on Display](#)
- [CMS grants exemptions for Quality Program participants in FEMA disaster areas in North Carolina, South Carolina, and Virginia affected by Hurricane Florence](#)
- [Providers selected for Hospital OQR Program CY 2020 validation](#)
- [CMS releases HSRs for FY 2019 Readmissions Reduction Program; Review and Corrections period begins](#)

Log in to QualityNet Secure Portal

Login

- Download Symantec ID (**required** for login)
- Portal Resources
- Secure File Transfer Resources
- Secure Portal Enrollment Training, WMV

Questions & Answers

- Ambulatory Surgical Centers
- End-Stage Renal Disease (ESRD) QIP
- Hospitals - Inpatient
- Hospitals - Outpatient
- Inpatient Psychiatric Facilities
- PPS-Exempt Cancer Hospitals

How to Submit OP-22 Pt.2



Choose Your QualityNet Destination

Please select your QualityNet destination to reach the correct login screen for your QualityNet portal.

Select Your QualityNet Destination



Let's Go

Cancel

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How to Submit OP-22 Pt.3



Choose Your QualityNet Destination

Please select your QualityNet destination to reach the correct login screen for your QualityNet portal.

Select Your QualityNet Destination 

Select Your QualityNet Destination

Secure File Transfer

CMS Data Element Library

End-Stage Renal Disease Quality Reporting System

Ambulatory Surgical Center Quality Reporting Program

PPS-Exempt Cancer Hospital Quality Reporting Program

Inpatient Hospital Quality Reporting Program

Inpatient Psychiatric Facility Quality Reporting Program

Outpatient Hospital Quality Reporting Program

Quality Improvement Organizations

QIES Business Intelligence Center

HQR Next Generation



How to Submit OP-22, Pt.4



Choose Your QualityNet Destination

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Outpatient Hospital Quality Reporting Program



Let's Go

Cancel

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How to Submit OP-22, Pt.5

Alerts (0) | Notifications (59) | Secure File Transfer User Profile Log Out Pamela Harris NATIONAL ACCESS

CMS.gov QualityNet

Home Quality Programs My Reports Help

Home> Welcome

QualityNet Secure Portal Established by the Centers for Medicare and Medicaid Services (CMS), QualityNet provides healthcare quality improvement news, resources, data reporting tools and applications for use by healthcare providers and others. QualityNet is the only CMS-approved site for secure communications and healthcare quality data exchange between: Quality Improvement Organizations (QIOs), Hospitals, Physician offices, Nursing homes, End Stage Renal Disease (ESRD) networks, facilities, and data vendors.

To Request Access to a specific report and/or application select **Access Instructions**
If you need further assistance or have questions concerning your accessibility settings contact the **QualityNet Help Desk**

Quality Programs
To access your program use the menu above or links below:
Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR
End Stage Renal Disease Quality Reporting System
Quality Improvement Organizations
QMARS - Quality Management and Review System
Quality Improvement and Evaluation System
Data Element Library



QualityNet News

- No items to display

Announcements from QualityNet Team

- No items to display

QualityNet Events

The QualityNet Event Center provides a schedule of upcoming (live) training sessions, as well as trainings hosted by QIOs for healthcare providers in their respective states. Also listed are details, including date, time, duration of the event, and panelists/moderators. To view the schedule, visit QualityNet Event Center

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How to Submit OP-22, Pt.6

The screenshot displays the CMS QualityNet website. At the top, there is a blue header bar with navigation links: Alerts (0), Notifications (59), Secure File Transfer, User Profile, and Log Out. The user is identified as Pamela Harris with National Access. Below the header, the CMS.gov and QualityNet logos are visible. A search bar is present on the right. The main navigation menu includes Home, Quality Programs, My Reports, and Help. The 'Quality Programs' dropdown menu is open, highlighting 'Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR'. The main content area features a 'Welcome' message, a 'QualityNet Security' section, and a 'To Request Access' section. A central image shows three healthcare professionals at a computer. On the right, there are sections for 'QualityNet News', 'Announcements from QualityNet Team', and 'QualityNet Events'. The footer contains the CMS.gov logo, a 'Home' button, and contact information for the Centers for Medicare & Medicaid Services.

Alerts (0) | Notifications (59) | Secure File Transfer | User Profile | Log Out | Pamela Harris | NATIONAL ACCESS

CMS.gov | QualityNet

Home > | Quality Programs | My Reports | Help

Welcome

QualityNet Security
Services (CMS), Quality reporting tools and applications are only CMS-approved services. The change between: Quality Improvement Organizations (QIOs), Hospitals, Physician offices, Nursing homes, End Stage Renal Disease (ESRD) networks, facilities, and data vendors.

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Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR
End Stage Renal Disease Quality Reporting System
Quality Improvement Organizations
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Quality Improvement and Evaluation System
Data Element Library

QualityNet News
• No items to display

Announcements from QualityNet Team
• No items to display

QualityNet Events
The QualityNet Event Center provides a schedule of upcoming (live) training sessions, as well as trainings hosted by QIOs for healthcare providers in their respective states. Also listed are details, including date, time, duration of the event, and panelists/moderators. To view the schedule, visit QualityNet Event Center

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How to Submit OP-22, Pt.7

The screenshot displays the CMS QualityNet National Access portal. At the top, there is a navigation bar with links for Alerts (0), Notifications (59), Secure File Transfer, User Profile, Log Out, and the user's name, Pamela Harris. Below this is a search bar and a navigation menu with Home, Quality Programs, My Reports, and Help. The main content area is titled 'Quality Reporting System: My Tasks' and contains several task cards. The 'Manage Measures' card, which includes the sub-link 'View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)', is highlighted with a red rectangular box. Other visible tasks include 'Hospital Reporting Inpatient / Outpatient', 'Manage Security', 'Manage Notice of Participation', 'Report Authorization', 'Vendor Authorization', 'Hospital Reporting Inpatient', and 'Hospital Reporting External Files'.

Alerts (0) | Notifications (59) | Secure File Transfer | User Profile | Log Out | Pamela Harris
NATIONAL ACCESS

CMS.gov QualityNet

Home | Quality Programs | My Reports | Help

Home > Quality Programs > Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR
Quality Reporting System: My Tasks

Hospital Reporting Inpatient / Outpatient
View / Edit Population and Sampling

Manage Measures
View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)

Manage Security
Manage Multifactor Credentials
My Account

Manage Notice of Participation
View/Edit Notice of Participation, Contacts, Campuses




Report Authorization
View/Request/Approve Access


Vendor Authorization
Authorize Vendors to Submit Data

Hospital Reporting Inpatient
View / Edit Measure Designation

Hospital Reporting External Files
External Files Online Tool

How to Submit OP-22, Pt.8

 Alerts (0) |  Notifications (59) | [Secure File Transfer](#) | [User Profile](#) |  [Log Out](#) | **Pamela Harris**
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[Home](#) | [Quality Programs](#) | [My Reports](#) | [Help](#)

Home>Quality Programs>Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR>Manage Measures>View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)

[Start Structural/Web-Based Measures](#) 01/03/2019 06:07:21 PT

[View/Edit Structural/Web-Based Measures/Data Acknowledgement \(DACA\)](#)  [Print](#)

A structural measure reflects the environment in which providers care for patients. Structural measures assess characteristics linked to the capacity of the provider to deliver quality healthcare. CMS believes requesting structural measures information will encourage facilities to increase the use of tools, ultimately improving the quality of care provided to Medicare beneficiaries.

Web-Based measures assess characteristics linked to the capacity of the provider to deliver quality healthcare. CMS believes reporting Web-Based measures information will encourage facilities to improve the quality of care provided to all patients.

The Centers for Medicare & Medicaid Services (CMS) Promoting Interoperability Program promotes the meaningful use of certified electronic health record technology (CEHRT) to support patient engagement and the electronic exchange of health information. The program highlights CMS's commitment to interoperability, patient access to health information to make fully informed health care decisions, and reducing provider burden.

Select a Program

- [Inpatient Structural Measures/DACA](#)
- [Inpatient Web-Based Measures](#)
- [Outpatient Web-Based Measures](#)**
- [Ambulatory Surgical Center Web-Based Measures](#)

How to Submit OP-22, Pt.9


Alerts (0) | Notifications (59) | Secure File Transfer | User Profile | Log Out | Pamela Harris | NATIONAL ACCESS

CMS.gov | QualityNet

Home | Quality Programs | My Reports | Help

Home > Quality Programs > Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR > Manage Measures > View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)

Start Structural/Web-Based Measures 01/03/2019 06:08:37 PT

Outpatient Web-Based Measures 

Web-Based measures assess characteristics linked to the capacity of the provider to deliver quality healthcare. CMS believes reporting Web-Based measures information will encourage facilities to improve the quality of care provided to all patients.

* Payment Year: Please select a Payment Year

-- Select --

-- Select --

2020

2019

2018

2017

2016

2015

2014




2013


2012

Continue

For more information on the Reduction Act Notice, see Specifications Manual.

How to Submit OP-22, Pt.10

 Alerts (0) |  Notifications (59) | [Secure File Transfer](#) | [User Profile](#) |  Log Out | Pamela Harris
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[Home](#) | [Quality Programs](#) | [My Reports](#) | [Help](#)

Home>Quality Programs>Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR>Manage Measures>View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)

[Start](#) Structural/Web-Based Measures 01/03/2019 06:08:37 PT

Outpatient Web-Based Measures

 Print

Web-Based measures assess characteristics linked to the capacity of the provider to deliver quality healthcare. CMS believes reporting Web-Based measures information will encourage facilities to improve the quality of care provided to all patients.

* Payment Year:

[Continue](#)

For Paperwork Reduction Act Notice, see Specifications Manual.

How to Submit OP-22, Pt.11

Alerts (0) | Notifications (59) | Secure File Transfer | User Profile | Log Out

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Home | Quality Programs | My Reports | Help

Home > Quality Programs > Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR > Manage Measures > View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)

Start Structural/Web-Based Measures

01/03/2019 06:15:41 PT

Outpatient Web-Based Measures

Print

Web-Based measures assess characteristics linked to the capacity of the provider to deliver quality healthcare. CMS believes reporting Web-Based measures information will encourage facilities to improve the quality of care provided to all patients.

Web-Based Measures | 2020

Provider Selection

Select one or more providers.




☐ All


Clear Back Continue

20

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How to Submit OP-22, Pt.12


 Alerts (0) |  Notifications (59) | [Secure File Transfer](#) | [User Profile](#) |  Log Out | **Pamela Harris**
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 [Search QualityNet.org](#)

Home ▾ | Quality Programs ▾ | My Reports ▾ | Help ▾

Home>Quality Programs>Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR>Manage Measures>View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)


[Start](#) Structural/Web-Based Measures 01/03/2019 06:21:33PT

[Outpatient Web-Based Measures](#)  Print

Submission Period
01/01/2019 - 05/15/2019

With Respect to Reporting Period
01/01/2018 - 12/31/2018

[Web-Based Measures | PY, 2020](#)

Provider ID	OP-12	OP-17	OP-22	OP-29	OP-30	OP-31	OP-3
	Incomplete	Incomplete	Incomplete	Incomplete	Incomplete	Incomplete	Incomp

[Back](#) [Payment Year Selection](#)

How to Submit OP-22, Pt.13

Alerts (0) | Notifications (59) | Secure File Transfer | User Profile | Log Out

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Home>Quality Programs>Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR>Manage Measures>View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)

Start Structural/Web-Based Measures

01/03/2019 07:15:48PT

Outpatient Web-Based Measures

Provider	CCN	Submission Period	With Respect to Reporting Period
		01/01/2019 - 05/15/2019	01/01/2018 - 12/31/2018

Web-Based Measures | PY 2020 * Required field

For Hospital Outpatient Quality Reporting participating providers, the Web-Based Measures question(s) and their applicable child question(s) are required in order to fulfill the Annual Payment Update (APU) requirement. The Centers for Medicare & Medicaid Services (CMS) is requesting these items be available for all providers.

OP-22: Left Without Being Seen

Numerator

* What was the total number of patients who left without being evaluated by a physician/APN/PA?

Denominator

* What was the total number of patients who presented to the ED?

How to Submit OP-22, Pt.14

Home ▾ Quality Programs ▾ My Reports ▾ Help ▾

Home>Quality Programs>Hospital Quality Reporting: IQR, OQR, ASCQR, IPFQR, PCHQR>Manage Measures>View/Edit Structural/Web-Based Measures/Data Acknowledgement (DACA)

Provider CCN Submission Period 01/01/2019 - 05/15/2019 With Respect to Reporting Period 01/01/2018 - 12/31/2018

Web-Based Measures | PY 2020 * Required field

For Hospital Outpatient Quality Reporting participating providers, the Web-Based Measures question(s) and their applicable child question(s) are required in order to fulfill the Annual Payment Update (APU) requirement. The Centers for Medicare & Medicaid Services (CMS) is requesting these items be available for all providers.

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Denominator

* What was the total number of patients who presented to the ED?

Back Calculate Submit Print

How to Submit OP-22, Pt.15

Start Structural/Web-Based Measures 07/11/2017 11:06:59PT

Outpatient Web-Based Measures

Print

Submission Period 01/01/2017 - 05/15/2017	With Respect to Reporting Period 01/01/2017 - 12/31/2017
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Web-Based Measures | PY 2019

Provider ID	OP-12	OP-17	OP-22	OP-25	OP-26	OP-29	OP-30	OP-31
[REDACTED]	Incomplete	Incomplete	Completed	Incomplete	Incomplete	Incomplete	Incomplete	Incomp

< >

Back
Payment Year Selection



Thank You!

For more information, contact:

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HSAG Quality Specialist

cjwatson@hsag.com | 813.865.3453

References, Pt.1

- Agency for Healthcare Research and Quality. Improving Patient Flow and Reducing Emergency Department Crowding: A Guide for Hospitals. October 2011; Section 1(2),(5); Page 14, Example 4. Available at <https://www.ahrq.gov/sites/default/files/wysiwyg/research/findings/final-reports/ptflow/ptflowguide.pdf>. Accessed on January 9, 2019.
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- Health Catalyst. Emergency Department Triage Redesign Dramatically Reduces Wait times, LOS, and Left without Being Seen. Available at https://www.healthcatalyst.com/success_stories/emergency-department-triage-mission-health. Accessed on January 9, 2019.
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