



## Tips for Working Performance Measures Feedback Reports

\*\*Note: Performance Measures reconciliation should be completed prior to the Administrative Data close date. Following are the steps for working Performance Measures feedback reports after each submission of data:

Task	Details
1. Retrieve Case Counts	<ul style="list-style-type: none"> <li>• Obtain your internal count of the clinical quality cases submitted for each measurement topic, for both inpatient and outpatient.</li> </ul>
2. Print Inpatient Reports	<ul style="list-style-type: none"> <li>• Print the following inpatient feedback reports for EACH TOPIC:               <ul style="list-style-type: none"> <li>○ Acknowledgement Report</li> <li>○ Mismatch Report - Missing Administrative Data</li> <li>○ Mismatch Report - Missing Clinical Data</li> <li>○ Match Report</li> </ul> </li> </ul>
3. Work Reports	<ul style="list-style-type: none"> <li>• Work the full set of reports, topic by topic.               <ul style="list-style-type: none"> <li>○ For each submission, the reports should be worked by receive date.</li> <li>○ Highly recommended: Final review by quarter of all reports and counts, to confirm final data accepted for reporting.</li> </ul> </li> </ul>
4. Review Acknowledgement Report	<ul style="list-style-type: none"> <li>• For current Receive Date, confirm the number of cases sent by month and year.</li> <li>• Review the failed cases.</li> <li>• Correct and resubmit failed cases prior to all quarterly deadlines.</li> </ul>
5. Review Missing Administrative Data Report	<ul style="list-style-type: none"> <li>• The title of this report is Mismatch Report – Missing Administrative Data.</li> <li>• This report contains clinical cases submitted that have no matching administrative cases in the database.</li> <li>• Work with your administrative data submitter to determine type of discrepancy:               <ul style="list-style-type: none"> <li>○ Common mismatches: date of birth, discharge date, admission date</li> <li>○ True unsubmitted administrative case</li> </ul> </li> <li>• Correct and resubmit either clinical or administrative data as applicable:               <ul style="list-style-type: none"> <li>○ To update the administrative data, work with your administrative data submitter to delete and replace the applicable case prior to the administrative data close date.                   <ul style="list-style-type: none"> <li>▪ If administrative data is closed, please complete the <a href="#">Special Handling Form</a> and email to <a href="mailto:perfmeas@ihastaff.org">perfmeas@ihastaff.org</a> as directed on the form.</li> </ul> </li> <li>○ To update clinical data, resubmit the corrected case.                   <ul style="list-style-type: none"> <li>▪ If resubmitted with the same topic ID, date of birth, discharge date, and admission date, the new submission overwrites the previous submission.</li> <li>▪ If resubmitted with changes in these fields, the new submission is accepted as a new case, and the old one will remain on your mismatch report.</li> </ul> </li> </ul> </li> </ul>
6. Review Missing Clinical Data Report	<ul style="list-style-type: none"> <li>• The title of this report is Mismatch Report – Missing Clinical Data.</li> <li>• This report contains administrative cases submitted that have no matching clinical cases in the database.</li> <li>• Follow the same steps as for # 5.</li> </ul>
7. Dealing with Duplicates	<ul style="list-style-type: none"> <li>• Exact duplicate submissions overwrite the original case.</li> </ul>
8. Review Match Report	<ul style="list-style-type: none"> <li>• This report contains the matched/merged cases that will be sent to The Joint Commission (TJC) and/or the Centers for Medicare and Medicaid Services (CMS).</li> <li>• If you have resent corrected cases or sent new cases as noted in #s 5 and 6, run a new Match Report for the applicable time period.</li> <li>• Confirm that the resubmitted cases now display on the matched report.</li> <li>• Old errors may still display on the mismatch reports, as a running tally of all your prior errors.</li> <li>• Cases that require Special Handling do not display on the Match Report.</li> </ul>
9. Outpatient Data Review	<ul style="list-style-type: none"> <li>• No merge/match of outpatient data is done.</li> <li>• Print the Outpatient Acknowledgement Report for the applicable time period.               <ul style="list-style-type: none"> <li>○ Confirm the number of cases sent by month and year for each topic.</li> </ul> </li> <li>• Print the Outpatient Encounter Report for EACH TOPIC.               <ul style="list-style-type: none"> <li>○ Review potential duplicates and resolve issues.</li> <li>○ If cases require deletion, request at <a href="mailto:perfmeas@ihastaff.org">perfmeas@ihastaff.org</a>.</li> </ul> </li> </ul>