



## **Frequently Asked Questions (FAQ): Introduction to QRSR & Overview of Requests for Hospitals**

### **1. Where can I get information about the request my hospital received?**

**Can I access the slides from the webinar “Introduction to QRSR & Overview of Requests for Hospitals”?**

PowerPoint slides from the webinar, “Introduction to QRSR & Overview of Requests for Hospitals” are available at: <https://www.avarqio.com/for-hospitals>

### **Overview of QRSR**

### **2. What is QRSR?**

The Quality and Safety Review System (QRSR) is a patient safety surveillance system developed by the Agency for Healthcare Research and Quality.

Measures the magnitude of adverse events among hospital patients covered by Medicare to monitor trends and assess the impact of national patient safety initiatives. Informs national and local quality improvement efforts.

### **3. Where do QRSR data come from?**

A sample of hospitals from across the country submit medical records for a small number of patients who received care in their facility. Those medical records are reviewed and data are captured in QRSR.

### **4. How are hospitals sampled?**

Annually ~700 hospitals are randomly sampled. Each receives a quarterly request to provide medical records.

Records are requested from 5 hospital types receiving technical assistance from the CMS QIN-QIO Program: critical access hospitals (CAH), rural inpatient prospective payment

system (IPPS) hospitals, targeted urban acute care IPPS hospitals, other acute care hospitals, and Indian Health Service (IHS) hospitals.

## **5. What data are collected in QSRs?**

QSRs include an array of adverse event measures, including:

- Opioid use/misuse
- Surgical site infections
- Other surgical and anesthesia-related adverse events
- Obstetric and neonatal adverse events
- “All-cause harm” measurement
- Provides additional detail for the most frequently occurring events

## **6. Are QSRs data available to the public? Can I see my hospital’s data?**

QSRs data are not available to the public; data are used to help AHRQ and CMS quantify and categorize adverse events occurring in hospitals and develop improvement strategies.

### *Your Hospital was Sampled to Provide Data for QSRs*

## **7. What is the process and what are the steps we should anticipate?**

1. Sampled Hospitals receive a FedEx package notifying them of their selection.
2. Quarterly, hospitals receive a FedEx package requesting specific records to be submitted.
3. Hospitals submit complete records within 14 days via CMS Managed File Transfer or electronic media.
4. Reminders are sent for records not received within 30 days.
5. Hospitals are subject to technical denial for records not received within 60 days.

## **8. My hospital was sampled to provide data for QSRs; what do I need to do?**

You should have received a FedEx package explaining that your hospital was randomly sampled to provide data for QSRs. Quarterly for 1 year, you will be asked to submit a sample of patient records for Medicare beneficiaries hospitalized as inpatients.

Some hospitals will receive a 2nd package this month requesting you to submit medical records. Other hospitals will get requests in the upcoming months. You will receive 4 requests in total over the coming year.

## **9. How are patient records selected?**

Claims for QSRs are pulled from National Claims History (NCH) part A data, while the beneficiary data comes from the Beneficiary Information on the Cloud (BIC).

### **10. Do I have to submit data to QSRs?**

You are required to submit requested data to QSRs. Records that are not received may be subject to a technical denial of Medicare payment for non-compliance.

- You will get a reminder if your records are not received within 30 days.

### **11. Where will requests for my hospital be sent?**

FedEx packages are sent to the MEDICAL RECORD DIRECTOR using the address of the Medical Records CDAC contact in PRS.

- Verify the contact information for your hospital: [Provider Contact Lookup Form \(qualityreportingcenter.com\)](#)
- Get additional help with your hospital contact information: [Contact Us \(qualityreportingcenter.com\)](#)

### **12. What should I do if the contact information for my hospital is incorrect?**

Update your hospital information in PRS and call the Provider Help Desk

- Update your Hospital Contact information in PRS: [Contact Us \(qualityreportingcenter.com\)](#)
- Call the TiSTA Provider help desk with your corrected information: (717) 718-1230 extension 201

## ***Submitting Data to QSRs***

### **13. How do I submit data to QSRs?**

You will receive a Fed Ex package with a list of patient records to submit. Follow the instructions in the letter and submit your records electronically including a cover sheet for each patient record.

- Submit via CMS Managed File Transfer
- Submit via removable physical media (e.g. CD/DVD/flash drive).
- You will be reimbursed \$3/record submitted

### **14. How do I access Unified File Management?**

To access Unified File Management, you will need to log on to your secure HARP account through CMS. [Unified File Management Login \(cms.gov\)](https://cms.gov)

### **15. Can I submit paper records?**

If your organization cannot submit records electronically, you must get a waiver from the BFCC-QIO in your state. [Locate Your BFCC-QIO | qioprogram.org](https://qioprogram.org)

### **16. What do I need to submit?**

You need to submit the entire inpatient record for each case on your case listing.

Data required for QSRS:

- Admission/Discharge/Transfer Record
- All Diagnostic Reports
- Ambulance Records
- Anesthesia Record
- CABG Report
- Cardiac Catheterization Report
- Coding Summary
- Consultant's Reports
- Discharge Instructions
- Discharge Summary
- Echocardiogram Reports
- Electrocardiogram Reports
- Emergency Room Records
- Face Sheets
- Graphic Flow Sheets
- History & Physical
- Laboratory/Pathology Reports
- Medication Records (MARs)
- Nurse's Notes
- Operative Reports
- Physician's Orders
- Physician's Progress Report
- PTCA Reports
- Rhythm Strips
- Special Procedures Reports
- Stress Test Reports
- Transfer Notes/Records

### **17. How much time do I have to submit my records?**

Records are to be submitted within 14 days.

You will get a reminder if your records are not received within 30 days.  
Hospitals are subject to technical denial for records not received within 60 days.

#### ***Follow-up for Support***

### **18. Who do I reach out to regarding general questions?**

AIRR helpdesk:

[AI RR@avarconsulting.com](mailto:AI RR@avarconsulting.com)

### **19. Who do I reach out to regarding record submission specifications?**

TiSTA Provider help desk:

- [CDAC\\_Provider\\_Helpdesk@tistatech.com](mailto:CDAC_Provider_Helpdesk@tistatech.com)
- (717) 718-1230 extension 201