

# FY 2023 Hospital Outpatient Observation Data

## RELEASE NOTES

### Background

These release notes provide information for users of the FY 2023 Outpatient Observation Data (OOD). This data includes outpatient observation stays from Massachusetts acute care hospitals for the period of October 1, 2022 – September 30, 2023. The Center for Health Information and Analysis (CHIA) has made minimal changes to the FY 2023 data structure/elements. Users of the data should consult the Fiscal Year 2023 Documentation Manual for further details.

### Data Notes

- Harrington Memorial Hospital (Org Id 68), HealthAlliance - Leominster Campus (Org Id 71), UMass Memorial Medical Center - Memorial Campus (Org Id 130), UMass Memorial Medical Center - University Campus (Org Id 131), HealthAlliance - Clinton Hospital Campus (Org Id 132), Marlborough Hospital (Org Id 133) and UMass Memorial Hospital – Health at Home (Org Id 20201) – incorrectly reported payer type as “B-Medicaid Managed Care” versus “8-HMO” with payer source reported as “807-Blue Cross Blue Shield of MA”. Corrected and resubmitted from FY 2021-2023.
- Mass General Brigham (MGB):  
Upon review of CHIA data reporting requirements, MGB hospitals reclassified their reporting of Emergency Department (ED) observation encounters. CHIA expects only ED visits that do not result in an outpatient observation bed stay or inpatient admission to be included in ED data file submissions. Similarly, Outpatient Observation Data (OOD) should be reported for patients who receive observation services and are not admitted. As a result, the following MGB hospitals resubmitted quarterly files resulting in a decline in Emergency Department visits (EDD) and an increase in reported Outpatient Observation stays (OOD). These changes are reflected in CHIA's Final FY 2023 Annual data releases.

HOSPITAL (CHIA ORG ID)	FY 2023 VOLUME CHANGE	
Massachusetts General Hospital (Org Id 91)		
	EDD	-13,486
	OOD	16,537
Brigham & Women's Hospital (Org Id 22)		
	EDD	-3,110
	OOD	5,212
Brigham & Women's Faulkner Hospital (Org Id 59)		
	EDD	-2,554
	OOD	3,251

*Note: This is not expected to be a 1:1 shift. During the payment adjudication process, visits may be re-classified as IP, OP, or ED.*

- MetroWest Medical Center – Framingham Campus (Org Id 49) and Saint Vincent Hospital (Org Id 127) are missing Transfer Org Ids for FY 2023 Q3 and Q4 due to a system conversion. This is expected to be corrected for FY 2024.
- Signature Healthcare Brockton Hospital (Org Id 25) temporarily closed as of February 7, 2023, due to a transformer fire and did not submit quarterly OOD files for FY 2023 Q3 and Q4.
- Steward Norwood Hospital (Org Id 41) temporarily closed on June 29, 2020, due to flooding and did not submit quarterly OOD files for FY 2023. This site is currently undergoing a complete renovation and rebuild.

## FY 2023 – Provider Specific Notes

Prior to releasing the FY 2023 OOD, CHIA provides the hospitals with a profile of the data submitted. Providers may resubmit data or may provide written feedback to CHIA. Below is a summary of some of the key feedback received.

- Berkshire Medical Center – Berkshire Campus (Org Id 7):
  - Noted a 9% volume decrease due to a lower number of admissions across the Berkshire Health System sites in FY 2023.
- Beth Israel Deaconess Hospital – Needham (Org Id 53):
  - Noted fluctuation in Source of Admission-Walk-In/Self-Referral visits in FY 2023 as patients went to ED versus Primary Care Physician (PCP) office visits due to COVID.
  - Noted increase in Direct Physician Referrals due to the closure of Steward Norwood Hospital, addition of surgeons to medical staff and opening of a new operating room.
- Beth Israel Deaconess Hospital – Plymouth (Org Id 79):
  - Noted slight increase in total patient discharges due to the temporary closure of Signature Healthcare Brockton Hospital.
- Boston Children’s Hospital (Org Id 46):
  - Noted decrease in other ACO plan volumes in Source of Payment due to change in ACO from Tufts to WellSense Health Plan in April 2023.
  - Noted Principal Diagnosis Code – Acute Bronchiolitis due to RSV diagnoses peaked for FY 2023 in Q1 and declined thereafter.
  - Noted increase in Principal Procedure Codes including Monitoring of Central Nervous Electrical Activity and Resection of Tonsils due to overall increase in Operating Room volume from FY 2021 to FY 2023.
- Cape Cod Hospital (Org Id 39):
  - Noted Type of Admission volume decreases for Elective and Urgent reporting categories and increase in Emergency due to staff retraining resulting in more accurate reporting.
  - Noted increase in Hispanic data collection due to improved self-registration process.
- Falmouth Hospital (Org Id 40):
  - Noted Type of Admission volume decreases for Elective and Urgent reporting categories and increase in Emergency reporting due to staff retraining resulting in more accurate reporting.
- Holyoke Medical Center (Org Id 77):
  - Noted Electronic Health Record (EHR) system conversion resulted in some values of Source of Admission types incorrectly mapped which has now been corrected for FY 2024.
  - Noted Type of Admission values incorrectly entered related to EHR conversion and workflow changes. The process has been corrected to reflect appropriate data reporting.
  - Noted increase in “Unknown” reporting Race category due to an increase in patient self-reporting.
- MetroWest Medical Center – Framingham Campus (Org Id 49) and Saint Vincent Hospital (Org Id 127):
  - Noted fluctuations in reported volumes due to EHR conversion in May 2023.
- Milford Regional Medical Center (Org Id 97):
  - Noted Primary Source of Payment quarterly fluctuations due to code updates.
  - Noted 22% increase in Outpatient Admissions due to expanded Observation capacity as a result of working on patient flow within the hospital.
- South Shore Hospital (Org Id 122):

- Noted Primary Source of Payment-Self Pay reporting category increase in quarters 3 and 4 due to the closure of Signature Healthcare Brockton Hospital affecting its payer mix and Mass Health's change in member eligibility.

The following hospitals resubmitted data prior to finalizing the FY 2023 OOD release available in August 2024.

- Athol Memorial Hospital (Org Id 2) and Heywood Hospital (Org Id 73) resubmitted all quarters to include patient SSN data which is required to create CHIA generated Unique Health Information Numbers (UHIN).
- Boston Medical Center – Menino Pavilion Campus (Org Id 16) resubmitted quarters 1-4 to correct ZIP codes.
- Brigham and Women's Hospital (Org Id 22), Brigham and Women's Faulkner Hospital (Org Id 59), Dana-Farber Cancer Institute (Org Id 51), Massachusetts General Hospital (Org Id 91) and North Shore Medical Center – Salem Campus (Org Id 116) resubmitted quarters 1-4 to correct reporting of Outpatient Observation stays.
- Cape Cod Hospital (Org Id 39) and Falmouth Hospital (Org Id 40) resubmitted quarters 1-4 to correct Length of Stay mapping.
- Cooley Dickinson Hospital (Org Id 50) resubmitted quarters 1-4 to correct reporting of Outpatient Observation stays and to correct payer mapping.
- Martha's Vineyard Hospital (Org Id 88) resubmitted quarters 1-4 to correct reporting of Outpatient Observation stays and to correct payer mapping.
- MetroWest Medical Center – Framingham Campus (Org Id 49) and Saint Vincent Hospital (Org Id 127) resubmitted quarters 3 and 4 due to EHR conversion table update to capture Board of Registration in Medicine (BORIM) license data and total discharge volume.

## End User Support

Documentation for Case Mix data releases can be accessed at <http://www.chiamass.gov/case-mix-data/>. For more information about specific data elements, facility reporting, or other questions about the data, please contact CHIA by emailing [CaseMix.data@chiamass.gov](mailto:CaseMix.data@chiamass.gov).