INTERACT®
Version 4.0 Tool

INTERACT Hospital Rate Tracking Tool
Overview and Instructions

UPDATED July, 2018

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INSTRUCTIONS [QuickLinks]

You may wish to print these instructions for easy reference as you access the INTERACT Hospital Rate Tracking Tool.

Open the INTERACTHospitalRateTrackingTool.xls from the INTERACT website. Save the file to a location on your computer.

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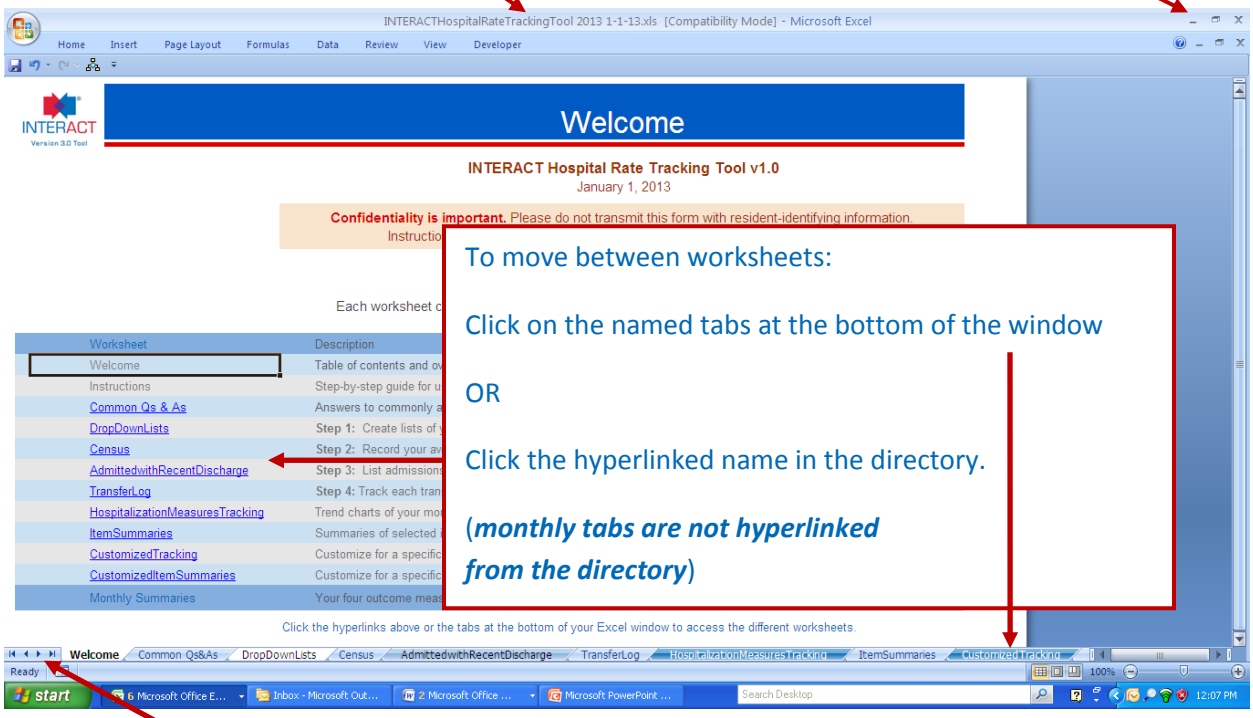
Introduction to the Excel Tool

Excel vocabulary

The file named 'INTERACTHospitalRateTrackingTool.xls' is an Excel ***workbook***.
Within the ***workbook*** are ***worksheets***. Worksheets are accessed by clicking the tabs that appear at the bottom of your Excel window.

Note: If you can't see the tabs at the bottom of the Excel window, make sure your window is maximized.

If that doesn't work, or if you can't see the maximize button, try clicking on the workbook title bar.



To move between worksheets:

Click on the named tabs at the bottom of the window

OR

Click the hyperlinked name in the directory.

(***monthly tabs are not hyperlinked from the directory***)

Sometimes there are so many worksheets in your workbook that you can't see them all. Use the scroll bar on the LEFT side of the window to see all tabs.

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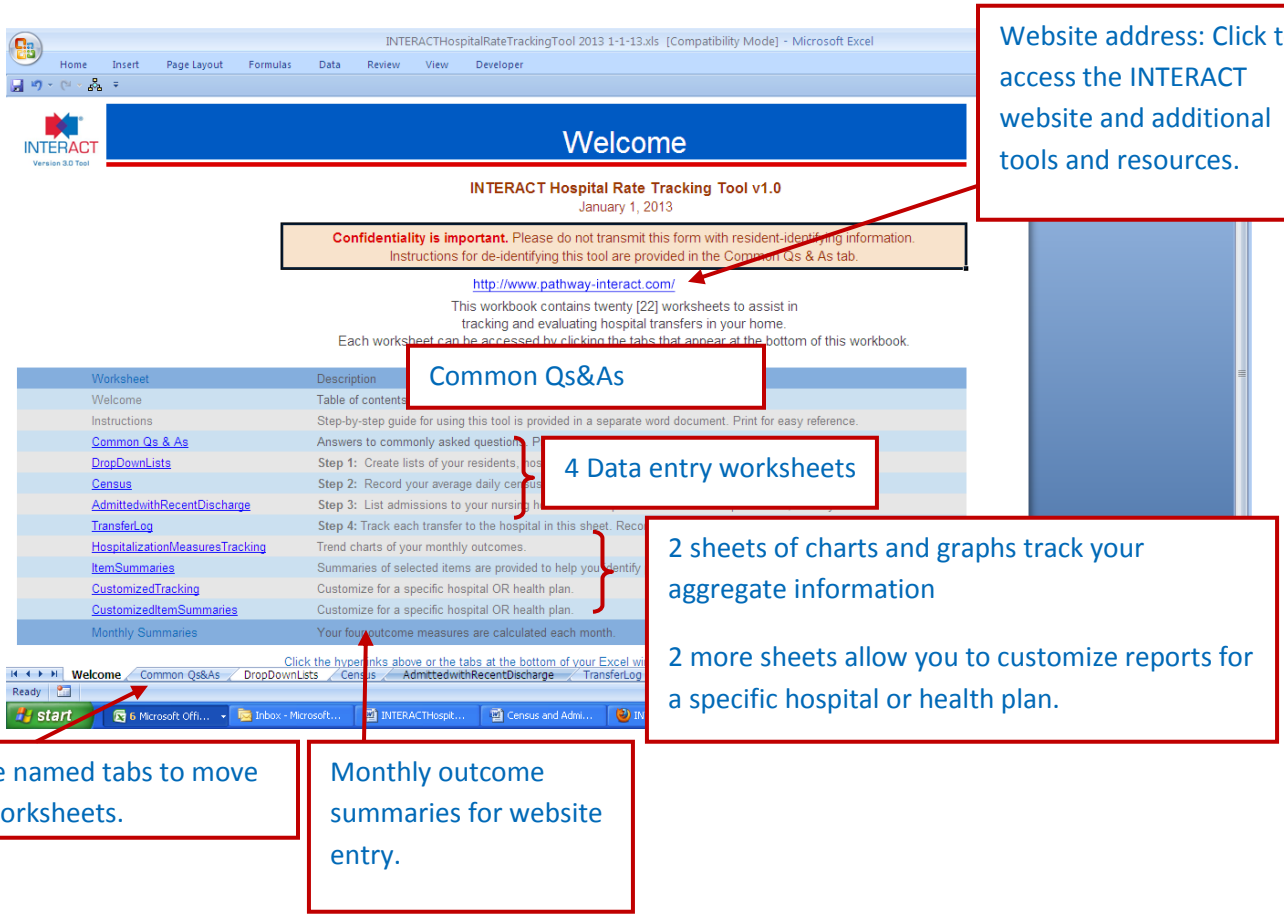
Welcome [QuickLinks] This page gives you an overview of the tool. Note the version number and date – occasionally updates are posted to the website. You may access the website by clicking the website address on this page. The table of contents indicates that there are 3 informational worksheets (Welcome, Instructions, Common Qs&As) and 3 data entry worksheets (DropDownLists, Admissions, TransferLog). Following these worksheets are your reports. The ProgressTracking tab will produce graphs for any processes you've chosen to track. ItemSummaries gives you frequencies and charts for other fields you have completed. The monthly summary sheets contain your calculated rates of hospital transfers – including all admissions and 30-day readmissions.



Instructions [QuickLinks] Click the link in the workbook to download a copy of the instructions you are reading now.

Common Qs&As [QuickLinks] This sheet contains brief information about INTERACT, the data collection needed for this workbook, as well as some more advanced Tips and Tricks for using the tool. Hyperlinks at the top of the page make it easy to jump to topics of interest.

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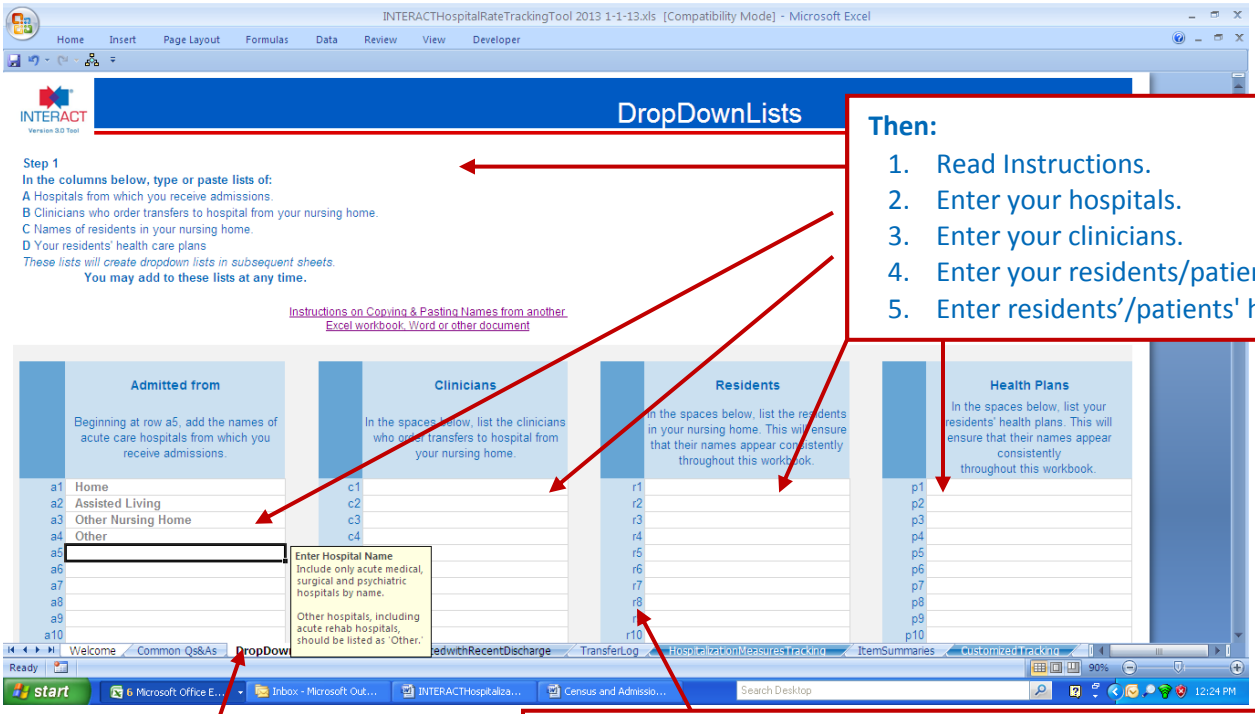
DropDownLists [QuickLinks]

In this sheet, you will make lists of the hospitals from which you receive admissions, doctors who request transfers, your residents/patients, and your residents'/patients' health plans. **You may copy and paste** these lists from another source. Please see the Tips and Tricks section in the Common Qs&As tab for detailed instructions on how to do this. You may also return to these lists and add additional names as needed.

The lists you create on this tab will appear as drop down lists for you to select from when you complete the AdmittedwithRecentDischarge and TransferLog worksheets.

First, go to the 'DropDownLists' sheet by clicking on that tab at the bottom of your window. **Then**: (1) Read on-page instructions; (2) Enter the names of hospitals from which you receive admissions and to which you transfer; (3) List clinicians who order transfers to the hospital from your SNF/NF; (4) List your residents/patients, and (5) List your residents'/patients' health plans. **NOTE**: You will add names for specific acute care hospitals only. This list already contains several other categories for source of admission, including Home, Assisted Living, Other SNF/NF and Other. Hospitals that are NOT Acute Care Hospitals will be indicated as 'Other.'



Then:

1. Read Instructions.
2. Enter your hospitals.
3. Enter your clinicians.
4. Enter your residents/patients.
5. Enter residents'/patients' health plans.

First: Go to the DropDownLists sheet.

Notice the combination letter and number codes that appear next to each name.
These codes will follow the names throughout the workbook, no matter what order the names are listed in other sheets. They may be used to de-identify this workbook for sharing. Detailed instructions are provided in Common Qs&As.

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IMPORTANT: Under the Resident Column, include all Long Stay Residents and Short Stay Patients in your facility.

CMS is posting rates of hospitalizations of long-stay residents. Starting in July 2018, CMS provides rates of hospitalizations for long-stay residents in each facility's confidential "Nursing Home Compare Five-Star Ratings of Nursing Homes Provider Rating Report." The long-stay hospitalization measure is expected to be posted on the Nursing Home Compare website as a long-stay quality measure in October 2018.

AdmittedwithRecentDischarge [QuickLinks]

Enter information for any long stay resident or short stay patient who is admitted to your SNF/NF directly from a hospital OR who has been discharged from a hospital within 30 days of the date of admission to your SNF/NF.

You will be entering admissions as they occur, through the end of the year. (You will start a new workbook each January.)

a. **IMPORTANT:** This information must be complete in order to calculate your 30-day readmissions rates.
b. **INCLUDE**: All residents/patients who were discharged from an ACUTE CARE HOSPITAL or ACUTE PSYCHIATRIC HOSPITAL
c. Go to the AdmittedwithRecentDischarge sheet by clicking on that tab at the bottom of your Excel window.
d. Begin with reading the on-page instructions
e. Check that 'Today's Date: ___' shows the correct date (see screenshot below – Today's Date is at the top of the screen). This field is reading the date from your computer. Residents/ patients admitted within 30 days of today's date are highlighted yellow based on that date.
f. Place your cursor over the first box (cell) in the column 'Resident Name,' row 1. You may either select your resident's/patient's name from the drop down menu (recommended), or type the name. If you choose to type the name, please note that a resident's/patient's name must appear **identically** in the Admitted sheet and the TransferLog for the tool to function properly.
g. **Important note about deleting information:** In Excel, if you want to *remove* an entry you have made, it is always best to follow these steps: highlight the cell or cells you would like to empty, right click, and choose 'clear contents' from the list. If you simply want to edit what you have in the cell, double click the cell, and you may edit your entry.
h. The Tab key will move you across the row so that you can enter the resident's/patient's information.

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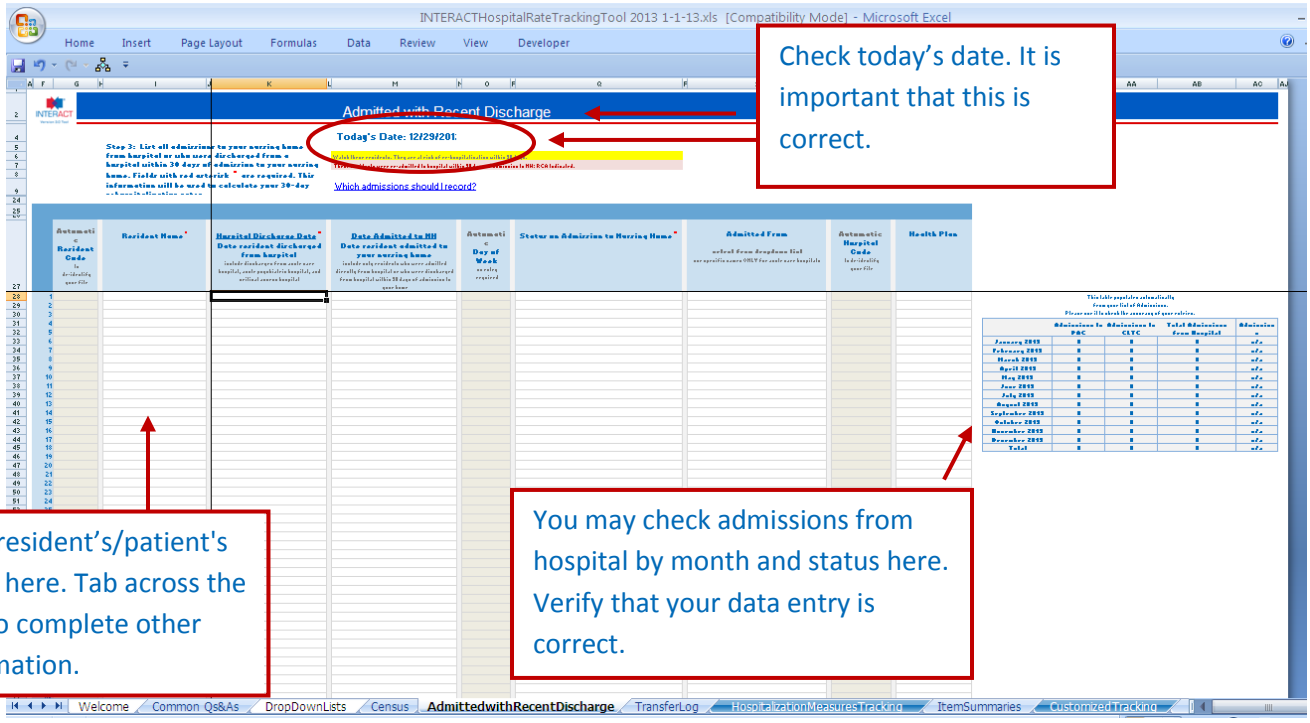
AdmittedwithRecentDischarge, Cont. [QuickLinks]

You will enter all admissions **FROM THE HOSPITAL or DISCHARGED WITHIN 30 DAYS of ADMISSION to your SNF/NF** on this worksheet through the calendar year. **This is required to calculate your 30-day readmission rates**.
***Required fields are marked with an asterisk.**

Tips for maximizing your screen space are provided in the next section.



Check today's date. It is important that this is correct.

Type resident's/patient's name here. Tab across the row to complete other information.

You may check admissions from hospital by month and status here. Verify that your data entry is correct.

You will enter all admissions from the hospital on this worksheet through the calendar year. Monthly summaries are produced in the worksheets with the month names (for example, 'August 2018').

Use the horizontal scroll bar to move back and forth across your sheet.

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AdmittedwithRecentDischarge, Cont. [QuickLinks]

Data entry requirements:

a. If you enter two identical names, you will be prompted to confirm that you intend to enter the same resident/patient again. Sometimes the same resident/ will be admitted multiple times. In this case, the name should be entered exactly the same each time. However, if you have two residents/patients with the same name, use middle initials, a number, or some other indicator so the tool knows that these are two different people.
b. The Hospital Discharge Date field requires a date. There are several ways to enter the date, but it will always appear MM/DD/YY.
c. Several fields are populated for you: day of week for your admission date is automatic. The codes to de-identify your file are automatic.

Highlighting -- Several things happen as you record admissions:

a. Residents/patients who are within 30 days of discharge from the hospital are highlighted yellow. This creates a 'watch list' for you.
b. When you return to this sheet after you have entered transfers in your transfer log, residents/patients who were readmitted to a hospital within 30 days of having been discharged from a hospital will be highlighted pink.

Getting the most from your AdmittedwithRecentDischarge information: [QuickLinks]

a. Because this sheet includes real-time information letting you know who is at risk of a 30-day readmission, it is most useful when you enter admissions to your SNF/NF ***as they happen***.
b. A table to the right will tally the total admissions from hospitals to your SNF/NF by month/year. This becomes the denominator for readmissions during the month, and you may also use this table to check the accuracy of your entries.

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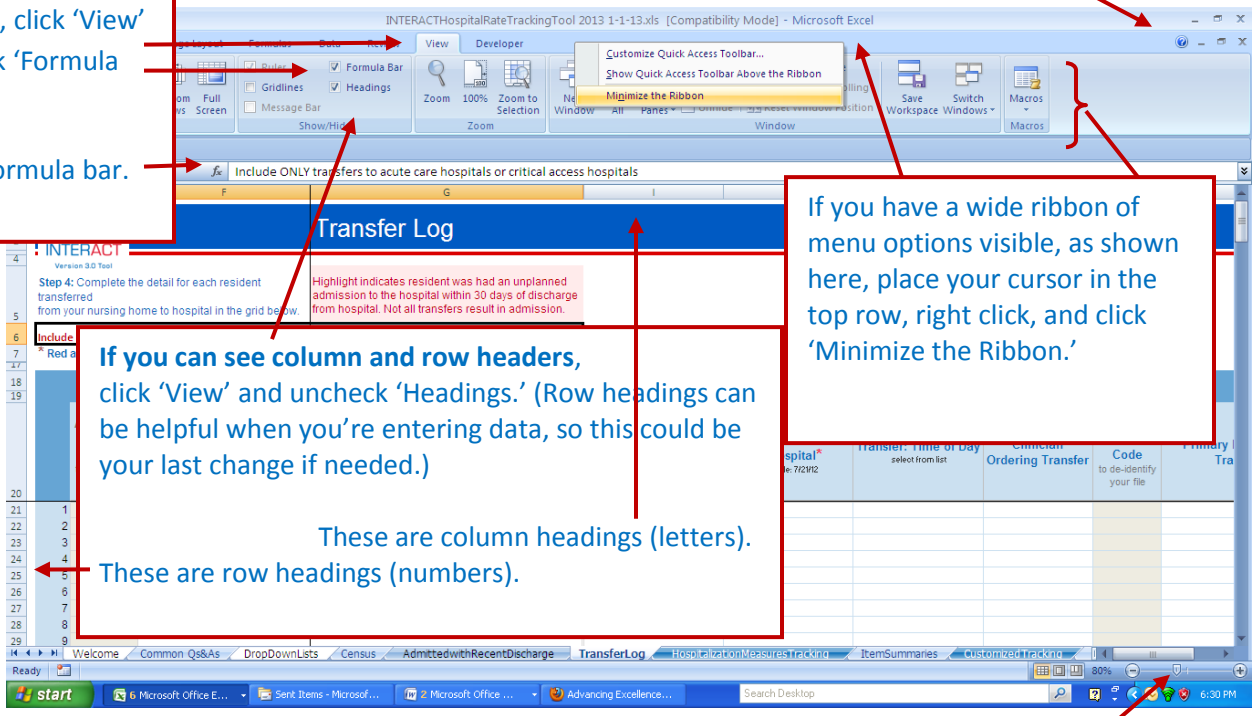
TransferLog: Maximize your screen [QuickLinks]

Go to the **TransferLog** sheet. This sheet is very wide as there are many columns. There is also a lot of material at the top of the sheet. There are several things you can do to make the most screen space possible:

Make sure your window is maximized.

If you can see the formula bar, click 'View' and uncheck 'Formula Bar'

This is the formula bar.



If you have a wide ribbon of menu options visible, as shown here, place your cursor in the top row, right click, and click 'Minimize the Ribbon.'

If you can see column and row headers, click 'View' and uncheck 'Headings.' (Row headings can be helpful when you're entering data, so this could be your last change if needed.)

These are column headings (letters).

These are row headings (numbers).

Set your zoom to a smaller percent. 80% often works well. **Use the slider bar to increase or decrease your zoom**.

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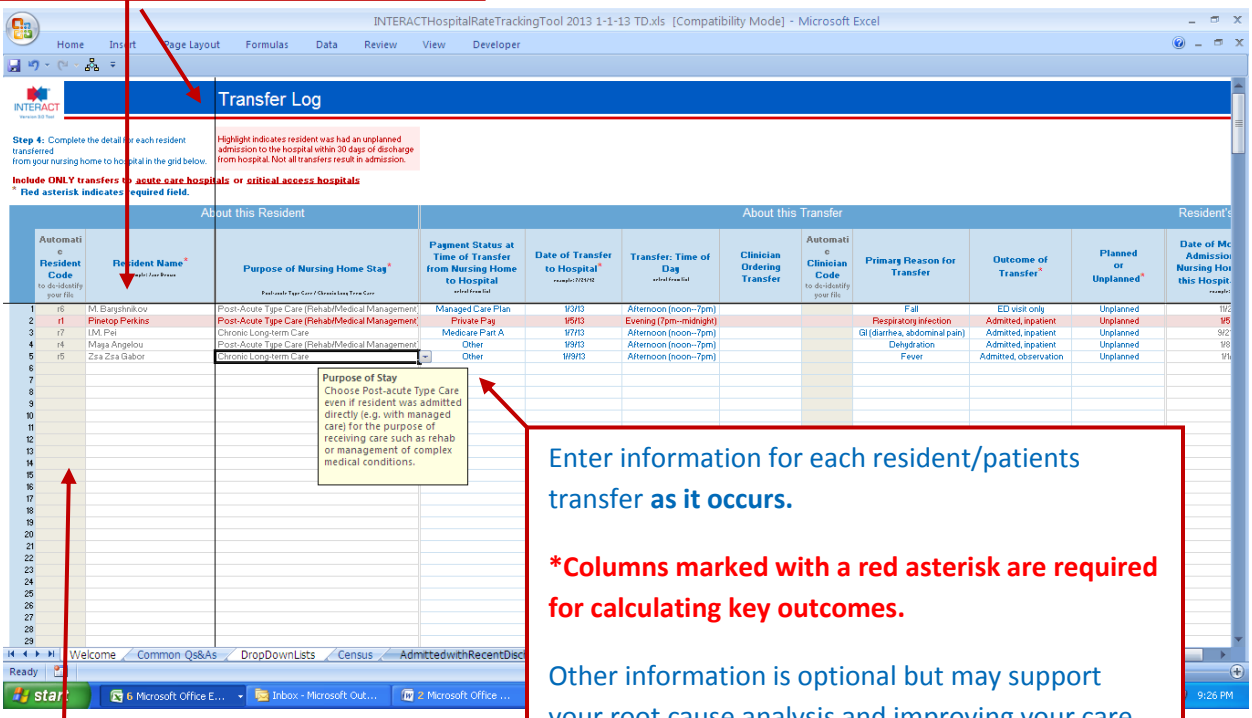
TransferLog, cont.

Instructions read: Complete the details for each resident/patient who was transferred from your SNF/NF to an acute hospital in the grid below. **Only include transfers to acute care hospitals or critical access hospitals**.

These black lines indicate that there are frozen panes. This allows you to scroll to the far right and still see the resident's/patient's name. It allows you to scroll far down in the list and still see the column headers.



Enter information for each resident/patients transfer **as it occurs.**

***Columns marked with a red asterisk are required for calculating key outcomes.**

Other information is optional but may support your root cause analysis and improving your care processes related to transfers.

Codes to de-identify the workbook. See Common Qs&As for instructions.

Residents/patients who were readmitted to the hospital within 30 days of most recent discharge to hospital are highlighted.

NOTE: Readmissions include only unplanned transfers that result in an inpatient admission.

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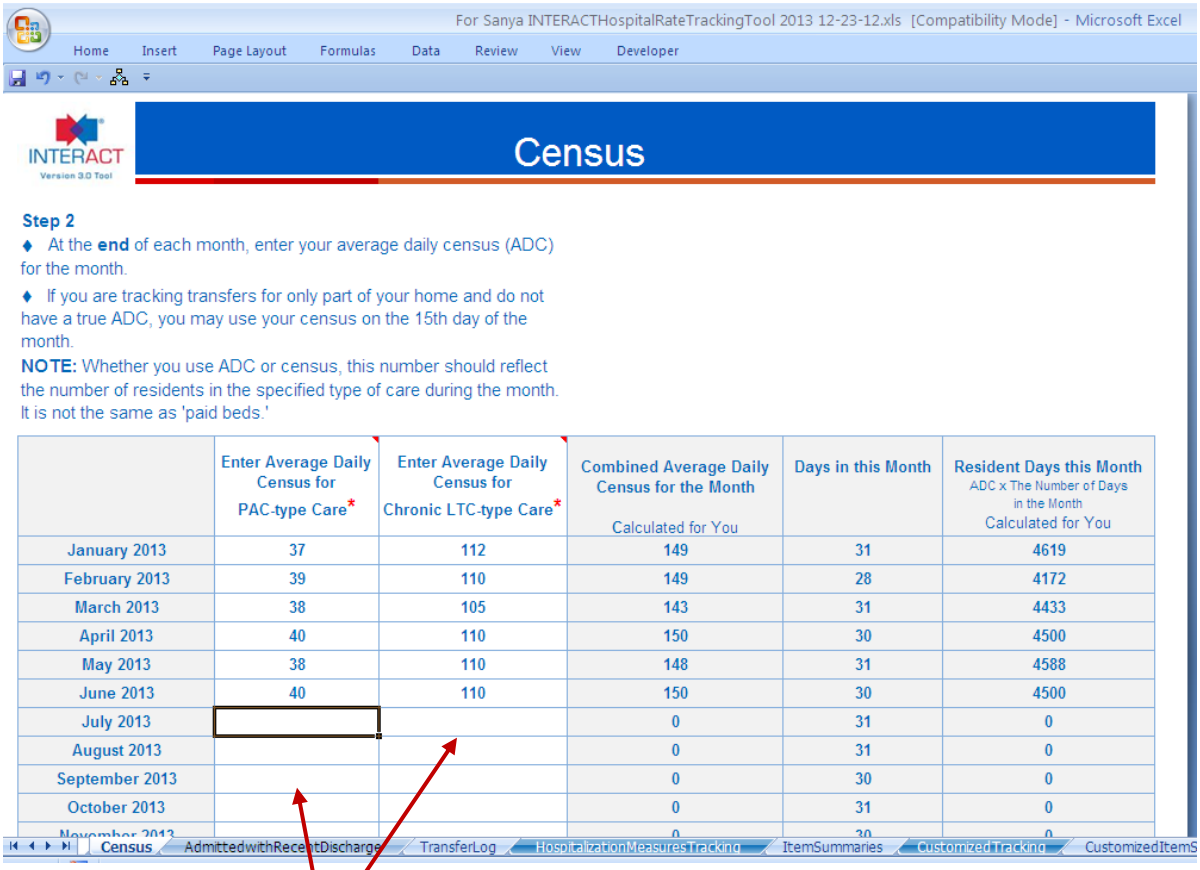
Entering your Census

Your monthly census is the denominator for your transfer rates (transfers resulting in admission, in emergency department only, or observation stay).

Your census should be entered separately for post-acute type care and chronic long term type care. If you do not have average daily census, you may enter your census from the 15th day of the month.



	Enter Average Daily Census for PAC-type Care*	Enter Average Daily Census for Chronic LTC-type Care*	Combined Average Daily Census for the Month Calculated for You	Days in this Month	Resident Days this Month ADC x The Number of Days in the Month Calculated for You
January 2013	37	112	149	31	4619
February 2013	39	110	149	28	4172
March 2013	38	105	143	31	4433
April 2013	40	110	150	30	4500
May 2013	38	110	148	31	4588
June 2013	40	110	150	30	4500
July 2013			0	31	0
August 2013			0	31	0
September 2013			0	30	0
October 2013			0	31	0

Enter your ADC by stay-type here.

No data entry here.

This information is provided so you can see the resident days per month calculation.

For more information about resident days, see 'About the Outcomes' in this document, and the last tab in the workbook 'Calculating Hospitalization Rates.'

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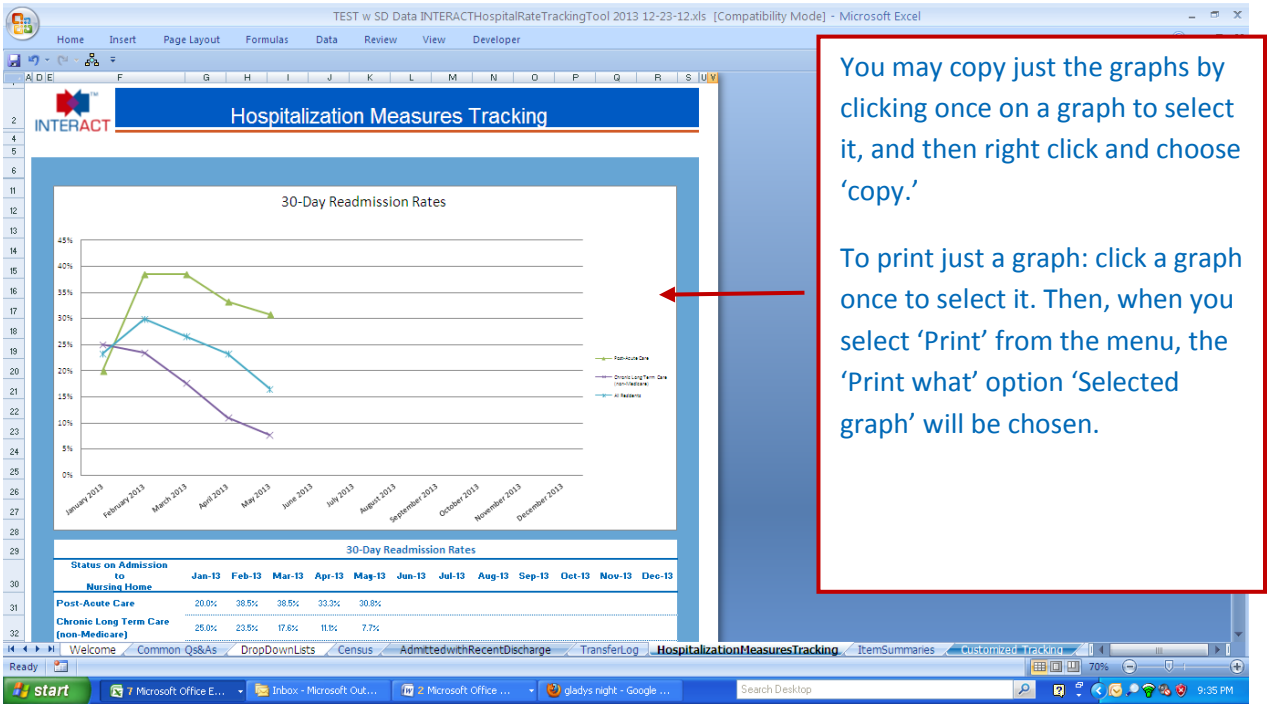
Hospitalization Measures Tracking [QuickLinks]

The Hospitalization Measures Tracking sheet will produce a table and graph for each of the four outcomes (30-day readmission rate, transfers resulting in admission, transfers resulting in ED only, and transfers resulting in observation stay only). No input is needed on this sheet, but you may print the sheet as a whole, or copy the graphs into another program, such as a Word document PowerPoint presentation, to share with your stakeholders.



You may copy just the graphs by clicking once on a graph to select it, and then right click and choose 'copy.'

To print just a graph: click a graph once to select it. Then, when you select 'Print' from the menu, the 'Print what' option 'Selected graph' will be chosen.

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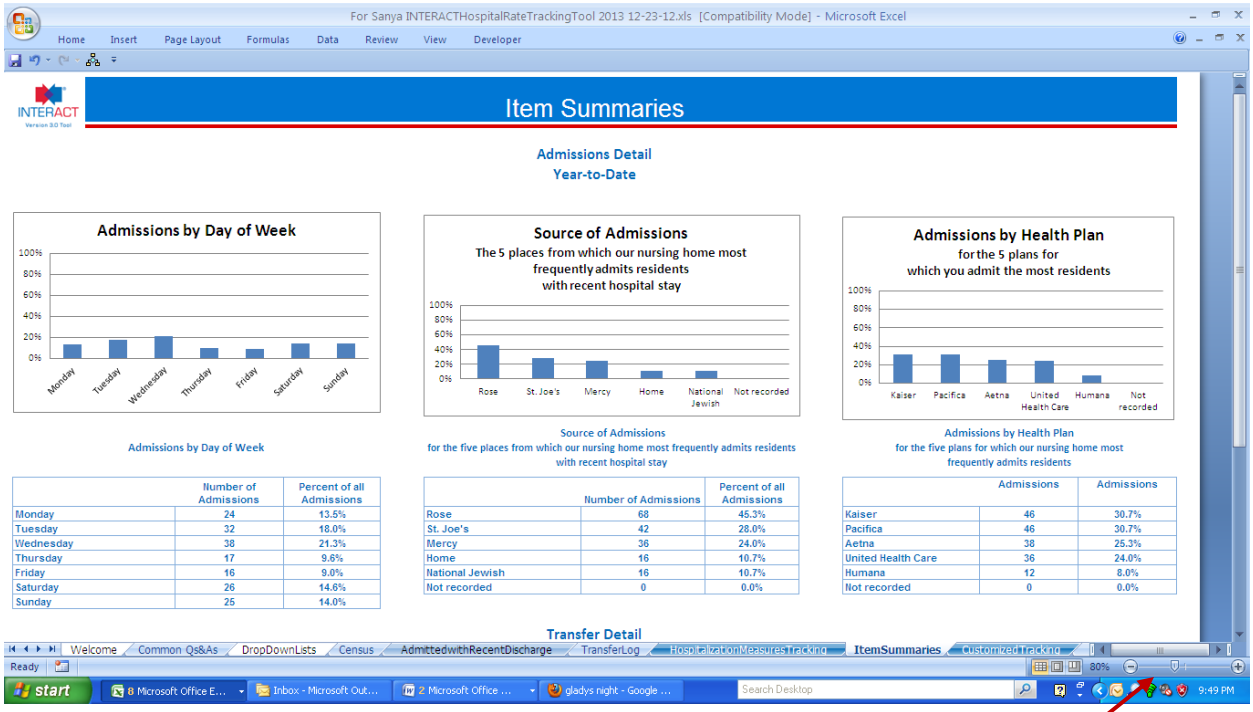
ItemSummaries [QuickLinks]

Tallies of additional items you have recorded are provided here. These allow you to look for patterns in timing and characteristics of admissions and transfers.



Note: Sometimes the graphs on the Measures Tracking and Item Summaries sheets may appear out-of-place or mis-sized. **Please don't try to move or resize them.** Simply use your zoom bar to zoom in and out, and they will snap into place.

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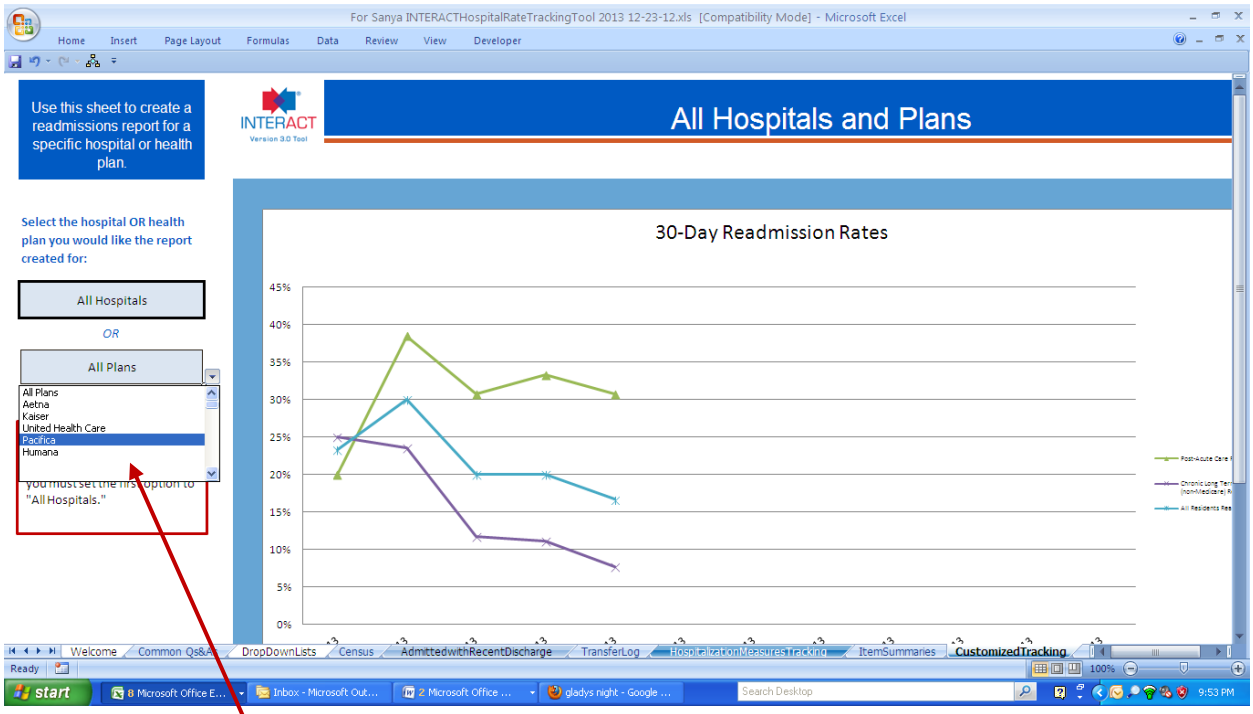
Customized Reports [QuickLinks]

You may create a customized report for a specific hospital (or other source of admissions), or a specific health plan. Both the Hospitalization Measure Tracking and Item Summaries may be customized. The 'Customized Tracking' and 'Customized Item Summaries' sheets are initially set to show results for All Hospitals and Plans. You may select either a specific hospital (or other source of admission) OR a specific health plan, using the drop down boxes on the left of the page. Note that to select a health plan, the hospital field must be set to 'All Hospitals.'



Customize your report by selecting a specific hospital (or other source of admissions) or health plan from the drop down list.

To select a specific health plan, the hospital list must be set to "All Hospitals."

As with the HospitalizationMeasuresTracking and ItemSummaries sheets, you may print the entire page with tables, or print graphs separately. The graphs may also be selected and copied to other documents, such as Word or PowerPoint, to share with your stakeholders.

Note that the utility area on the left of the sheet (where you select hospital or health plan) does not print with your report. The page banner will update automatically to reflect your selection.

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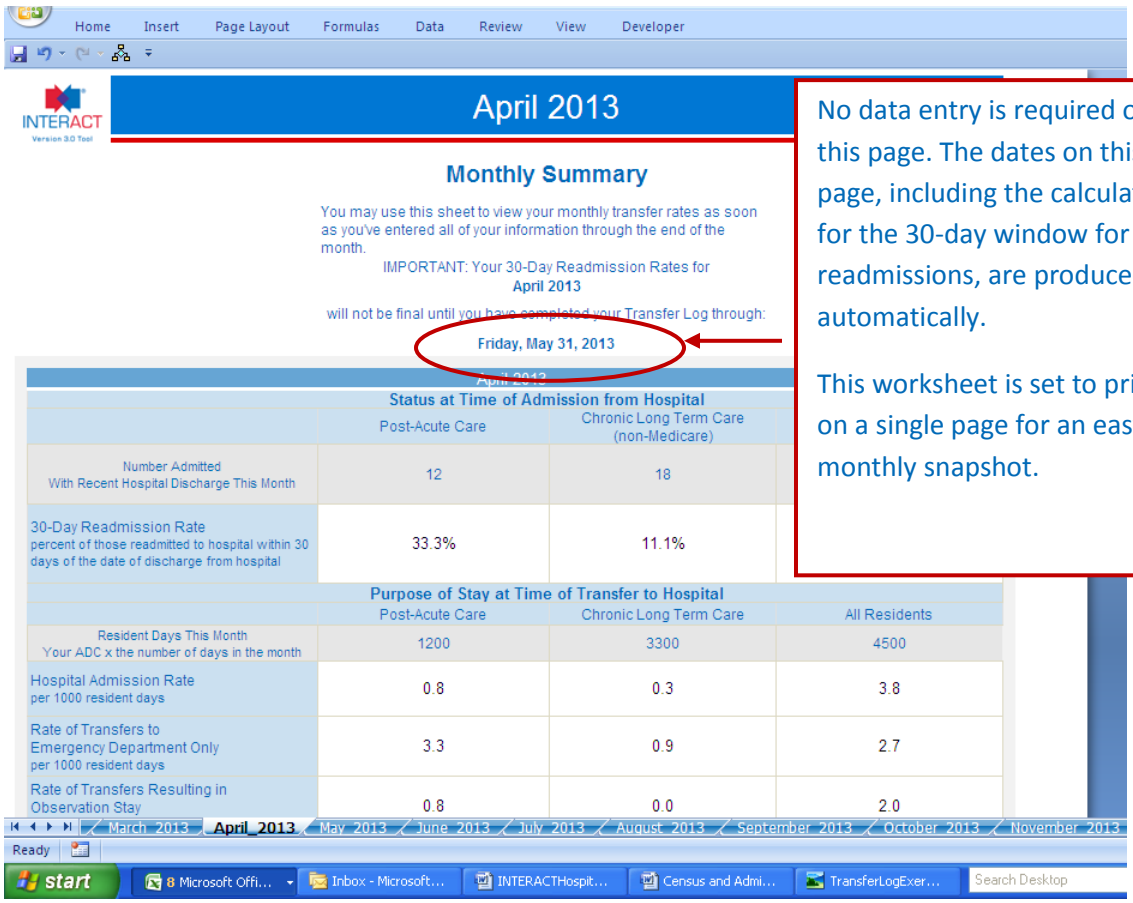
Monthly Summary Sheets [QuickLinks]

a. No data entry is required on these sheets.
b. These sheets provide monthly summaries of your transfers. Correct calculations require that you complete your Transfer Log for 30 days past the last day of the month. This date is calculated for you (see screenshot below).



No data entry is required on this page. The dates on this page, including the calculation for the 30-day window for readmissions, are produced automatically.

This worksheet is set to print on a single page for an easy monthly snapshot.

National Nursing Home Quality Improvement Campaign [QuickLinks]

The calculations on your monthly tabs may be used to participate in the Advancing Excellence Campaign. To be an active participant, you will register for the Campaign at www.NHQualityCampaign.org, select your goals, and submit your data each month.

Data from your monthly summary sheet may be entered manually or you may use the 'browse for your file' application on the AE website to upload the data automatically.

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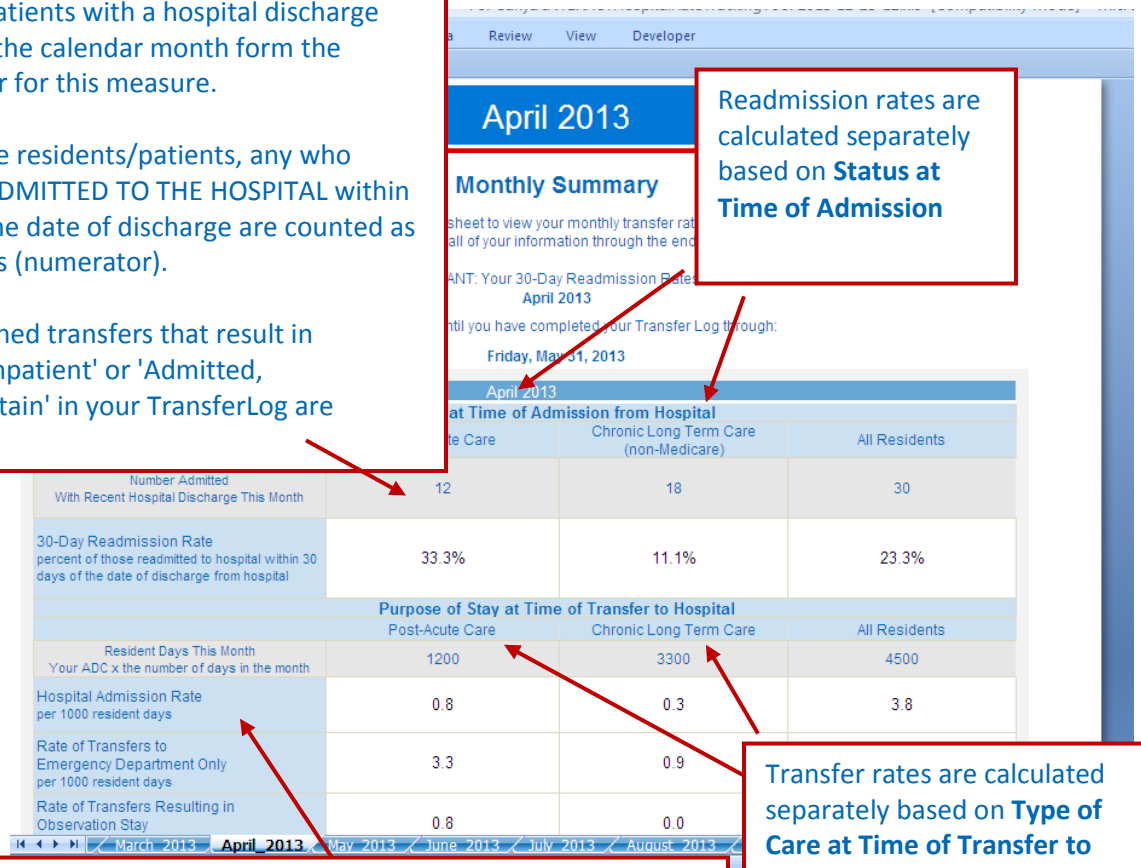
About the Outcomes [QuickLinks]

A complete and detailed discussion is provided in the last tab of your workbook: "CalculatingHospitalizationRates. "

30-Day Readmission Rate:
Residents/patients with a hospital discharge date within the calendar month form the denominator for this measure.

Among those residents/patients, any who were then ADMITTED TO THE HOSPITAL within 30 days of the date of discharge are counted as readmissions (numerator).

Only unplanned transfers that result in 'Admitted, inpatient' or 'Admitted, status uncertain' in your TransferLog are counted.



Readmission rates are calculated separately based on **Status at Time of Admission**

Transfer rates are calculated separately based on **Type of Care at Time of Transfer to Hospital**

Hospital Admission Rate:
When you record the outcome of a transfer as being either 'Admission, inpatient,' or 'Admission, uncertain,' it will be counted in the Hospital Admission rate.

Denominator for Admission and Transfer Rates:
Hospitalization rates are often expressed in terms of 1,000 resident days. Using this metric allows you to compare your progress over time, and also to rates to those reported elsewhere. Each day a resident/patient spends in your SNF/NF contributes one resident day for the month. To calculate the total resident days in a month, we multiply the average daily census (ADC) you supply in the Census tab by the number of days in the month. To create the denominator for your transfer rates, the number of resident days (your ADC multiplied by the number of days in the month) is divided by 1000.

This creates a useful metric: For example, a SNF/NF with an ADC of 100 will have 3000 resident days in a 30-day month. If that SNF/NF had 9 admissions during the month, the hospitalization rate would be 3 per 1000 resident days, or 3 admissions every 10 days.

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