

To find the category (Medicare Stars, Federal Employee Program®, etc.) this measure applies to, see our [chart of HEDIS® measures](#).

## Acute Hospital Utilization (AHU)

We are committed to working with you to improve the quality of care and health outcomes for our members, your patients. The Healthcare Effectiveness Data and Information Set (HEDIS®) is one tool we use to measure many aspects of performance. This tip sheet details some of the key features of this HEDIS measure.

### What is the measure?

For members 18 years of age and older, the risk-adjusted ratio of observed to expected acute inpatient and observation stay discharges during the measurement year reported by surgery, medicine, and total acute inpatient and observation stay discharges.

### How to Improve Your Quality Score:

- Ensure the patient has a plan for follow-up visit; schedule the appointment before discharge.
- Educate inpatient and outpatient providers about the measure and the clinical practice guidelines.
- Provide timely submission of claims and encounter data.
- Identify all acute/non-acute inpatient stays and observation stays.
- Identify the discharge date for the stay.
- Direct transfers (Note: For discharges with one or more direct transfers, use the last discharge date).

### Exclusions:

- Excludes non-acute inpatient stays.
- Excludes inpatient and observation discharges with:
  - Primary diagnosis of mental health or chemical dependency
  - Primary diagnosis of live-born infant
  - Maternity-related primary diagnosis
  - Maternity-related stay
  - Inpatient and observation stays with a discharge due to death

### Recommended Routine Treatment with a Primary Care Physician:

- Outpatient follow-up visit with primary care physician (PCP).
- Virtual visit (teleconference, Telehealth, Teladoc, etc.).

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