Overview of Home Health Star Ratings

September 23, 2015

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Agenda

• Home Health Star Ratings
  – Quality of Patient Care Star Rating
  – Patient Survey Star Rating
• Why Star Ratings?
• Selected Measures
• Eligibility & Criteria
• Methodology
• Timing & Availability
• Provider Preview Reports
Why *Star* Ratings?

- Easy for consumers to understand
- Consistency - CMS plans to adopt star ratings across all compare websites:
  - Already in place:
    - Nursing Home Compare
    - Physician Compare
  - 2015 implementation plans:
    - Dialysis Facility Compare
    - Hospital Compare
    - Home Health Compare
Home Health Compare Star Ratings

• Quality of Patient Care Star Rating
  – Based on OASIS assessments and Medicare claims data
  – Published on HHC July 2015

• Patient Survey Star Rating
  – Based on HHCAHPS survey data
  – Scheduled to be published on HHC in January 2016
Quality of Patient Care Star Rating

• Summarizes each agency’s performance on average across 9 of the 29 publicly reported quality measures
  – Provides a general overview of performance
  – Includes measures that apply to most people
  – Incorporates both *process* and *outcome* measures

• Range of 1 to 5 stars

- Performed better than other agencies
- Most agencies fall in the middle with 3 or 3 ½ stars
- Performed below the average of other agencies

• Updated on a quarterly basis
9 Quality Measures

• Process Measures
  1. Initiated patient care in a timely manner (OASIS M0102; M0030)
  2. Provided patient/caregiver drug education on all medications (OASIS M2015)
  3. Ensured patients received flu vaccine for the current season (OASIS M1046)

• Outcome Measures
  4. Got better at walking or moving around (OASIS M1860)
  5. Got better at getting in and out of bed (OASIS M1850)
  6. Got better at bathing themselves (OASIS M1830)
  7. Was able to engage in activity with less pain (OASIS M1242)
  8. Experiences less shortness of breath (OASIS M1400)
  9. Required acute care hospitalization (Claims Data)
Eligibility & Criteria

- All Medicare-certified HH agencies
- Must have at least 20 complete *(paired start or resumption of care and end-of-care OASIS assessment)* quality episodes
- Episodes must have an end-of-care date within the 12-month reporting period regardless of start date
- Must have reported data for 5 of the 9 measures
- HH agency must be in operation for at least 6 months
Methodology

- Agencies are ranked and assigned into deciles
- Deciles are assigned a rating from 0.5 to 5
- Adjustments made to initial rating if score is **NOT** statistically significantly different from National Median:

<table>
<thead>
<tr>
<th>Initial Rating</th>
<th>Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 2.5</td>
<td>Increase by 0.5</td>
</tr>
<tr>
<td>&gt; 3.0</td>
<td>Decrease by 0.5</td>
</tr>
<tr>
<td>2.5 or 3</td>
<td>No adjustment</td>
</tr>
</tbody>
</table>

No adjustment is made if difference **IS** statistically significant.

- Overall Rating = Average of the adjusted ratings (rounded to nearest ½ star)
## Timing & Availability

<table>
<thead>
<tr>
<th>Month</th>
<th>Data Publicly Reported on HHC</th>
<th>Star Rating Preview Reports</th>
<th>Published Star Ratings *</th>
</tr>
</thead>
</table>

* Claims data included in star rating is 3 months older than OASIS data. *Example: Star ratings published in July 2015 include OASIS data from Jan 2014-Dec 2014 and Claims data from Oct 2013-Sep 2014.*

** Patient Survey Star Rating is scheduled to be published Jan 2016.
Provider Preview Reports

• Include Quality of Patient Care Star Rating and rating calculations
• Distributed approximately 3 ½ months before being published on Home Health Compare
• HH agencies can request a review of their rating if they can provide evidence that the data is inaccurate or incomplete.
Home Health Star Rating
Provider Preview Report

Based on completed quality episodes with end-of-care OASIS assessment dates from January 1, 2014 through December 31, 2014 and claims data with through dates from October 1, 2013 through September 30, 2014

Rating for Your Home Health Agency (9999999)
City, State

<table>
<thead>
<tr>
<th>Overall Star Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>★★★ (3.0 stars)</td>
</tr>
</tbody>
</table>

The Overall Star Rating will be displayed on Home Health Compare (HHC) in July 2015.

How the Ratings are Calculated

The HHC Star Rating is calculated using 9 of the quality measures currently reported on HHC. To have a star rating computed on HHC, HHAs must have reported data on HHC for at least 5 of the 9 measures used in the ratings. The 9 measures used in the HHC Star Ratings are:
## HHC Star Rating Scorecard

<table>
<thead>
<tr>
<th>Measure Cut Points by Initial Decile Rating</th>
<th>Timely initiation of care</th>
<th>Drug education on all medications</th>
<th>Received flu shot for current season</th>
<th>Improved walking or moving around</th>
<th>Improved getting in and out of bed</th>
<th>Improved bathing</th>
<th>Had less pain moving around</th>
<th>Breathing improved</th>
<th>Admitted to hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Initial Decile Rating</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 0.5</td>
<td>0.0-79.6</td>
<td>0.0-79.7</td>
<td>0.0-44.0</td>
<td>0.0-43.3</td>
<td>0.0-34.9</td>
<td>0.0-45.7</td>
<td>0.0-33.0</td>
<td>0.0-31.0</td>
<td>20.1-100.0</td>
</tr>
<tr>
<td>3 1.0</td>
<td>79.7-85.4</td>
<td>79.8-87.7</td>
<td>44.1-58.1</td>
<td>43.4-50.0</td>
<td>35.0-42.8</td>
<td>45.3-54.5</td>
<td>43.8-63.7</td>
<td>33.1-46.1</td>
<td>18.3-20.0</td>
</tr>
<tr>
<td>4 1.5</td>
<td>85.5-88.8</td>
<td>87.8-91.6</td>
<td>58.2-66.1</td>
<td>50.1-54.6</td>
<td>42.9-48.1</td>
<td>54.3-59.5</td>
<td>53.8-59.2</td>
<td>46.2-54.3</td>
<td>17.1-18.2</td>
</tr>
<tr>
<td>5 2.0</td>
<td>88.9-91.0</td>
<td>91.7-94.0</td>
<td>66.2-71.3</td>
<td>54.7-57.8</td>
<td>48.2-52.3</td>
<td>59.5-63.2</td>
<td>59.3-63.0</td>
<td>54.4-59.9</td>
<td>16.2-17.0</td>
</tr>
<tr>
<td>6 2.5</td>
<td>91.1-92.8</td>
<td>94.1-95.7</td>
<td>71.4-75.4</td>
<td>57.9-60.4</td>
<td>52.4-55.4</td>
<td>63.3-66.3</td>
<td>63.1-66.4</td>
<td>60.0-64.1</td>
<td>15.3-16.1</td>
</tr>
<tr>
<td>7 3.0</td>
<td>92.9-94.4</td>
<td>95.8-97.0</td>
<td>75.5-79.0</td>
<td>60.5-52.7</td>
<td>55.5-58.5</td>
<td>66.4-69.0</td>
<td>65.5-69.8</td>
<td>64.2-67.7</td>
<td>14.4-15.2</td>
</tr>
<tr>
<td>8 3.5</td>
<td>94.5-95.9</td>
<td>97.1-98.0</td>
<td>79.1-82.4</td>
<td>62.8-55.5</td>
<td>58.6-61.6</td>
<td>69.1-71.9</td>
<td>69.9-73.7</td>
<td>67.8-71.1</td>
<td>13.4-14.3</td>
</tr>
<tr>
<td>9 4.0</td>
<td>96.0-97.2</td>
<td>98.1-98.9</td>
<td>82.5-86.5</td>
<td>65.6-58.7</td>
<td>61.7-65.2</td>
<td>72.0-75.3</td>
<td>73.8-78.7</td>
<td>71.2-75.0</td>
<td>11.9-13.3</td>
</tr>
<tr>
<td>10 4.5</td>
<td>97.3-98.5</td>
<td>99.0-99.9</td>
<td>86.6-92.2</td>
<td>68.8-74.0</td>
<td>65.3-70.9</td>
<td>75.4-80.7</td>
<td>78.8-86.6</td>
<td>75.1-80.3</td>
<td>10.0-11.8</td>
</tr>
<tr>
<td>11 5.0</td>
<td>98.7-100.0</td>
<td>100.0-100.0</td>
<td>92.3-100.0</td>
<td>74.1-100.0</td>
<td>71.0-100.0</td>
<td>80.8-100.0</td>
<td>86.7-100.0</td>
<td>80.4-100.0</td>
<td>0.0-9.9</td>
</tr>
<tr>
<td>12 Your HHA Score</td>
<td>94.6</td>
<td>95.6</td>
<td>75.6</td>
<td>57.6</td>
<td>51.8</td>
<td>63.5</td>
<td>70.1</td>
<td>57.9</td>
<td>17.3</td>
</tr>
<tr>
<td>13 Your Initial Decile Rating</td>
<td>3.5</td>
<td>2.5</td>
<td>3.0</td>
<td>2.0</td>
<td>2.0</td>
<td>2.0</td>
<td>2.0</td>
<td>2.0</td>
<td>1.5</td>
</tr>
<tr>
<td>14 Your Number of Cases (N)</td>
<td>4,019</td>
<td>4,860</td>
<td>2,066</td>
<td>3,397</td>
<td>3,246</td>
<td>3,420</td>
<td>2,309</td>
<td>2,883</td>
<td>1,881</td>
</tr>
<tr>
<td>15 National (All HHA) Median</td>
<td>93.1</td>
<td>96.3</td>
<td>75.5</td>
<td>60.7</td>
<td>56.2</td>
<td>66.4</td>
<td>67.6</td>
<td>64.8</td>
<td>15.9</td>
</tr>
<tr>
<td>16 Your Statistical Test Probability Value (p-value)</td>
<td>0.000</td>
<td>0.264</td>
<td>0.397</td>
<td>0.050</td>
<td>0.000</td>
<td>0.062</td>
<td>0.060</td>
<td>0.010</td>
<td></td>
</tr>
<tr>
<td>17 Your Statistical Test Results (Is the p-value &lt; 0.050?)</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>18 Your HHA Adjusted Rating</td>
<td>3.5</td>
<td>2.5</td>
<td>3.0</td>
<td>2.5</td>
<td>2.0</td>
<td>2.5</td>
<td>3.0</td>
<td>2.0</td>
<td>1.5</td>
</tr>
<tr>
<td>19 Your Average Adjusted Rating</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.5</td>
</tr>
<tr>
<td>20 Your Average Adjusted Rating Rounded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.5</td>
</tr>
<tr>
<td>21 Your Overall Star Rating (1.0 to 5.0)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>*** (3.0 stars)</td>
</tr>
</tbody>
</table>

1OASIS data from January 1, 2014 through December 31, 2014 and claims data from October 1, 2013 through September 30, 2014
Star Rating Scorecard – Row by Row

• **Rows 2-11**: Decile scores for each measure
• **Row 12**: Your score for each measure
• **Row 13**: Initial decile rating
• **Row 14**: # episodes included in each measure
• **Row 15**: National Median
• **Rows 16-17**: Testing for statistical significance
• **Row 18**: Adjustment of Initial Decile Rating
• **Row 19**: Adjusted overall rating (average of Row 18)
• **Row 20**: Overall rating rounded to the nearest ½ star
• **Row 21**: Overall Star Rating
Thank You!

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