

FACT SHEET: Quality of Patient Care Star Rating

Overview

Beginning in July 2015, the Quality of Patient Care Star Ratings were introduced on the [Home Health Compare](#) website as a tool to assist people (e.g., family members, caregivers, payers, health care systems and care organizations) in evaluating home health agencies. The Star Rating summarizes the performance of a home health agency's patient care by displaying information from several different measures in one simple format.

Frequently Asked Questions

WHERE CAN I FIND THIS RATING? Each agency's rating is displayed on [Home Health Compare](#) under the "Quality of Patient Care" tab as *a single star rating with a possible rating of 1-5 stars*.

HOW DO THE STAR RATINGS WORK? The Star Rating is a summary measure of a home health agency's performance based on how well it provides patient care in nine areas. Across the country, most home health agencies fall "in the middle" with 3 stars—delivering good quality of care. A Star Rating higher than 3 means that an agency performed better than average on the measured care practices and outcomes compared to other agencies. A Star Rating below 3 means that an agency's performance was below average compared to other agencies nationally. The Star Ratings are different from the consumer ratings that are seen on websites or apps for products like books, restaurants, or hotels that reflect averages of consumer *opinions*.

SO, THAT MEANS A 3-STAR RATING IS GOOD? Yes, a 3-Star Rating means the agency provides good quality of care. A rating of 1 or 2 stars means that the agency's performance was below the average of other agencies on selected measures; it doesn't necessarily mean care is poor. A rating of 4 or 5 stars means that the agency's performance was above the average of other agencies on selected measures.

SHOULD I USE THE STAR RATING AS THE ONLY WAY TO DETERMINE AN AGENCY'S LEVEL OF CARE QUALITY? No. The Star Rating is offered as a first step in determining how one agency compares to other agencies. Other factors to consider in evaluating a home health agency may include the health care needs and preferences of the patient, additional quality measures on Home Health Compare, references on agency performance, and possible past experiences with an agency.

WHAT DATA ARE USED TO COMPUTE THE RATING? The Star Ratings are computed using nine measurements of quality that are reported on the Home Health Compare website. They are:

Process of care measures – how often the agency:

1. Initiated patient care in a timely manner
2. Provided patient/caregiver drug education on all medications
3. Ensured patients received flu vaccine for the current season

Outcome of care measures – how often the patient:

4. Got better at walking or moving around
5. Got better at getting in and out of bed
6. Got better at bathing themselves
7. Was able to engage in activity with less pain
8. Experienced less shortness of breath
9. Required acute care hospitalization

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Eight are OASIS-based measures and one (#9) is a Medicare fee-for-service claims-based measure. More information about the data sources is located on [Home Health Compare](#).

WHY AREN'T THERE 4- OR 5-STAR AGENCIES IN MY COMMUNITY? Not every service area, community, or even state has a 4- or 5-Star home health agency. Agencies are compared based on the measured care practices and outcomes of other agencies. So, your community may not currently have any home health agencies that are performing better on average than certain agencies in communities elsewhere in the U.S. The ratings are also updated on a quarterly basis, so it is possible that while you may not have a 4- or 5-Star Rating agency in your community now, you may have one in the future.

WHEN ARE THE RATINGS UPDATED? The Star Ratings are updated quarterly on Home Health Compare in January, April, July, and October.

WILL THE STAR RATINGS PROGRAM EVER BE ADJUSTED TO REFLECT NEW OR OTHER MEASUREMENTS? It is possible. CMS is in the process of completing additional data analysis and reviewing suggestions from experts to determine possible refinements to the Star Rating program.

WHY IS THERE MORE THAN ONE STAR RATING ON HOME HEALTH COMPARE? In January 2016, the Patient Survey Star Rating (also known as the Home Health CAHPS Star Rating (HHCAHPS)) was added to Home Health Compare. The HHCAHPS uses feedback from surveys of home health patients and caregivers. The Quality of Patient Care Star Ratings can be used together with the HHCAHPS Star Ratings to provide a more comprehensive view of the quality of care provided by a home health agency.

WHY DID CMS INCORPORATE THE STAR RATING? The Affordable Care Act calls for transparent, easily understood summary information on provider quality to be publicly reported and made widely available. The Quality of Patient Care Star Rating is part of CMS' plan to adopt star ratings across all Medicare.gov Compare websites.

References

Home Health Quality Measures

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/HHQIQualityMeasures.html>

Home Health Compare

<https://www.medicare.gov/homehealthcompare>