



Adding Star Ratings to Home Health Compare

Special Open Door Forum

Centers for Medicare & Medicaid Services

December 17, 2014



Agenda

- Introduction
- Proposed measures
- Planned star rating calculation
- Next steps
- Question and comment information

What are Star Ratings?

- Star ratings summarize performance using symbols (stars) to help consumers quickly and easily understand quality of care information.
- Star ratings spotlight differences in health care quality and identify areas for improvement.
- Star ratings are useful to consumers, consumer advocates, health care providers, and other stakeholders.
- Star ratings are updated regularly in order to present the most current information available.

Why Star Ratings for Home Health?

- The ACA calls for transparent, easily understood public reporting of quality of care information.
 - Star ratings present quality of care information in a way that is easy for consumers for understand.
 - Public reporting is a key driver for improving health care quality by supporting consumer choice and incentivizing provider quality improvement.
- Part of CMS' plan to adopt star ratings across all Medicare.gov Compare websites.
 - Already in place on Nursing Home Compare and Physician Compare.
 - Implementation in 2015 planned for Dialysis Facility Compare, Hospital Compare, and Home Health Compare.

Measure Selection Criteria

- Selected from the 27 measures already reported on HHC.
- Criteria for selecting measures:
 - The measure applies to a substantial proportion of home health patients, and has sufficient data to be reported for a majority of agencies.
 - The measure shows a variation among agencies, and it is possible for agencies to show improvement (not “topped out”).
 - The measure has high face validity and clinical relevance.
 - The measure is stable and does not show wide random variation over time.
- Measures proposed for inclusion in star rating calculation:
 - 4 process measures (not risk-adjusted)
 - 6 outcomes measures (risk-adjusted)

Measures Proposed for Star Ratings

Process measures:

- Timely Initiation of Care
- Drug Education on all Medications Provided to Patient/Caregiver
- Influenza Immunization Received for Current Flu Season
- Pneumococcal Vaccine Ever Received

Outcome measures:

- Improvement in Ambulation
- Improvement in Bed Transferring
- Improvement in Bathing
- Improvement in Pain Interfering With Activity
- Improvement in Shortness of Breath
- Acute Care Hospitalization

Which HHAs Will Receive HHC Star Ratings?

- All Medicare certified HHAs are eligible.
- Currently, HHAs must have at least 20 complete quality episodes for data on a measure to be reported on HHC.
 - Completed episodes are paired start or resumption of care and end of care OASIS assessments.
 - Episodes must have discharge date within the 12-month reporting period regardless of admission date.
- HHAs must have reported data for 6 of the 10 measures to have a Final HHC Star Rating computed.

Planned Star Rating Calculation

Multi-step process:

1. Calculate the HHA's scores for each of the 10 proposed measures.
2. Calculate a preliminary star rating for each measure based on distribution of scores across all agencies.
3. Adjust preliminary star ratings for each measure using national averages and statistical significance testing (adjusted star ratings).
4. Calculate an overall Final HHC Star Rating by averaging the adjusted star ratings scores.

Calculate Scores for Each Measure

- Measure scores are the HHA's quality measures scores currently displayed on HHC for each of the 10 measures (range: 0 – 100).
- For all measures, except acute care hospitalization, higher measure value = better score.
 - Outcome measures include risk-adjustment in the calculation of the measure score.

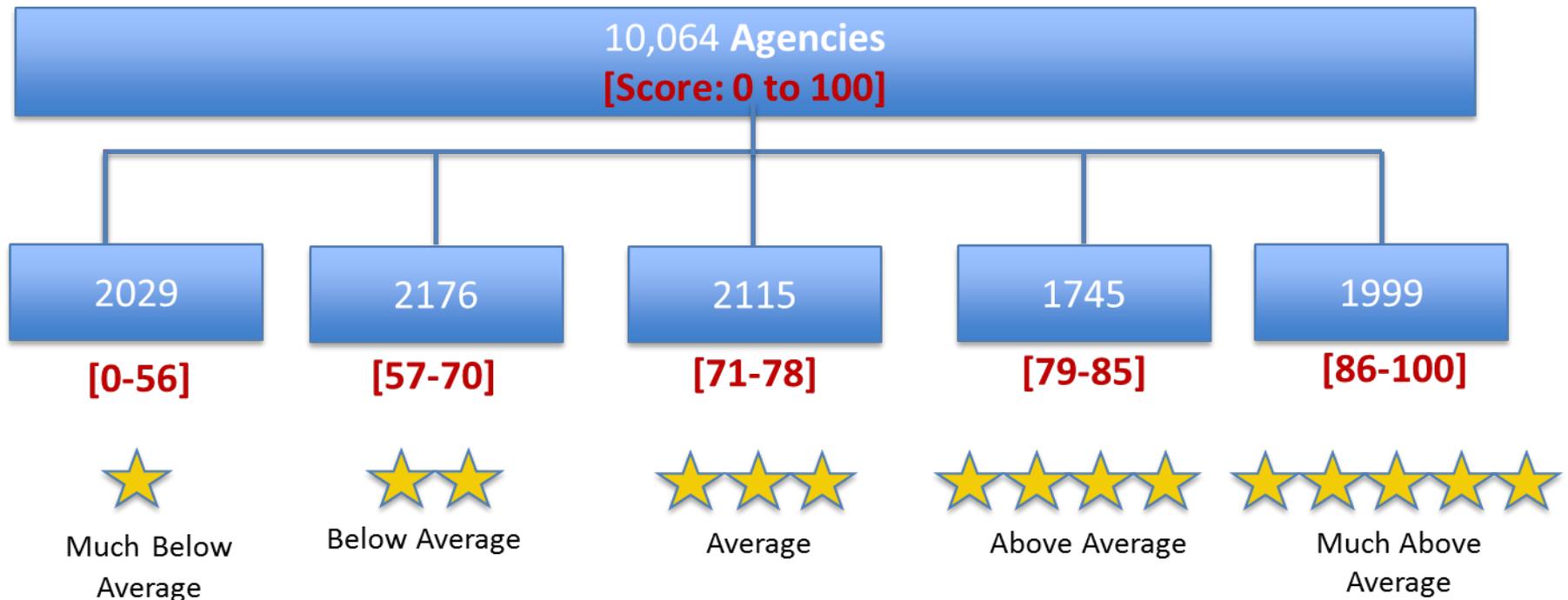
EXAMPLE (Process Measure): Flu Immunization Received for Current Season

| | Total Number of Episodes in Reporting Year | Number of Episodes Immunization Received | Score |
|-------|--|--|------------------------------|
| HHA A | 300 | 282 | $(282/300) \times 100 = 94$ |
| HHA B | 75 | 60 | $(60/75) \times 100 = 80$ |
| HHA C | 19 | 15 | N/A (<20 episodes) |
| HHA D | 25 | 14 | $(14/25) \times 100 = 56$ |

Calculate Preliminary Star Rating

For each measure, categorize HHAs into 5 equally sized categories.

EXAMPLE (Process Measure): Flu Immunization Received for Current Season



Adjust Each Preliminary Star Rating

- Compare each measure score to the national average measure score using a statistical test to determine the significance of the difference from the national average.
 - The statistical test considers the HHA's measure score and the number of episodes that contribute to the measure score.
- Adjust HHA's preliminary star rating if measure score is **not** statistically significantly different from the national average.
 - If preliminary star rating < 3 stars but the agency's measure score is **not** statistically significantly different from the national average, the preliminary star rating is adjusted **up** one star.
 - If preliminary star rating > 3 stars but the agency's measure score is **not** statistically significantly different from the national average, the preliminary star rating is adjusted **down** one star.
 - If preliminary star rating = 3 stars, no change is made to the preliminary star rating.

Adjust Preliminary Star Rating: Example

EXAMPLE: Influenza Immunization Received for Current Season

National Average Score: 72%

| | Agency Score | Statistically Different from National Avg.?* | Preliminary Star Rating | Adjusted Star Rating |
|-------|--------------|--|---|---|
| HHA A | 94% | Yes |  |  |
| HHA B | 80% | No |  |  |
| HHA D | 56% | No |  |  |

*One-tailed binomial probability test used with 5% statistical significance cut off.

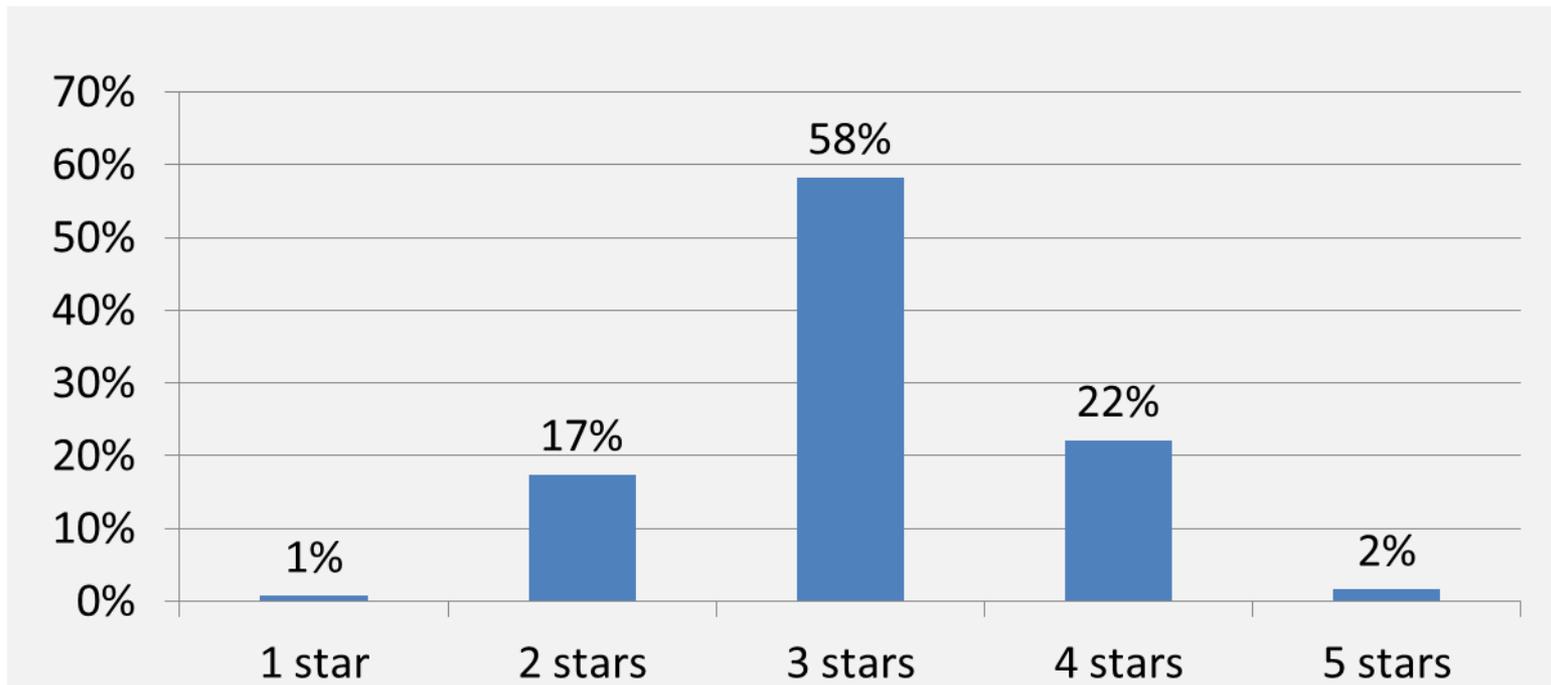
Calculate HHC Final Star Rating

For each HHA, take unweighted average the adjusted star ratings across all measures.

- Average across available measures (minimum of 6)
- Apply rounding algorithm to obtain final rating:
 - If average stars = 4.5 to 5.00, Final Star Rating = 5
 - If average stars = 3.5 to 4.49, Final Star Rating = 4
 - If average stars = 2.5 to 3.49, Final Star Rating = 3
 - If average stars = 1.5 to 2.49, Final Star Rating = 2
 - If average stars = 1.0 to 1.49, Final Star Rating = 1

Distribution of HHC Final Star Ratings

- CY 2013, using proposed measures and calculations
- Actual distribution at roll-out will likely be different



Next Steps

- Solicit feedback on measures and methodology.
- Create FAQ webpage with updates.
- Continue dialogue including future Open Door Forums.
- Finalize star ratings.

Questions and Comments

- Home Health Compare:
<http://www.medicare.gov/homehealthcompare>
- Questions or comments about HHC star ratings – send email to:
HHC_Star_Rating_Helpdesk@cms.hhs.gov
- Further reading and FAQs:
<http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/HHQISpotlight.html>