mln call

Modifications to the Quality of Patient Care Star Rating Algorithm for Home Health Agencies

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Acronyms in this Presentation

- CCSQ: Center for Clinical Standards and Quality

- HHA: Home Health Agency

- HHC: Home Health Compare

- HHCAHPS: Home Health Consumer Assessment of Healthcare Providers and Systems

- MLN: Medicare Learning Network

- OASIS: Outcome and Assessment Information Set

- TEP: Technical Expert Panel

- QoPC: Quality of Patient Care

Agenda

- Introduction and Purpose

- Overview of current Quality of Patient Care (QoPC) Star Rating methodology

- Proposed changes to QoPC Star Rating methodology

- Timelines

- Questions & Answers

- Resources

Introduction and Purpose

Goal of Reporting Star Ratings

- Displays of stars are an efficient, familiar, consumer-centric way to communicate relative performance (visual shortcut).

- Format addresses the barrier of innumeracy, i.e. it is not necessary to understand or interpret the numbers behind the stars to understand and use them.

- CMS Star Ratings are an important tool for empowering consumers, encouraging providers to strive for higher levels of quality, and driving overall health system improvement.

- The Affordable Care Act calls for transparent, easily understood information on provider quality to be publicly reported and made widely available.

Ongoing monitoring and improvement to the Quality of Patient Care (QoPC) Star Rating methodology to ensure meaningful and accurate comparison across Home Health Agencies (HHAs)

Proposed Changes to Quality of Patient Care (QoPC) Star Ratings (January 2017)

- Medicare Learning Network Call on January 19, 2017
- In January, proposed changes to QoPC Star Ratings were:
  - Remove measure: Influenza Immunization Received for Current Flu Season (based on Outcome and Assessment Information Set [OASIS] data)
  - Add measure: Emergency Department Use without Hospitalization (claims-based data)
- Plan: stakeholder comment period; finalize methodology; open door forum; preview reports, followed by public reporting
- Stakeholder comments
  - Supported removal of Influenza Immunization Received for Current Flu Season measure
  - Did not support addition of Emergency Department Use without Hospitalization measure
- Announce revised Changes to QoPC Star Ratings proposal (October 2017)
  - **Remove measure: Influenza Immunization Received for Current Flu Season (OASIS-based)**
  - **Based on stakeholder feedback, we no longer recommend the addition of the Emergency Department Use without Hospitalization measure**

Overview of Current QoPC Star Rating Methodology

Some Background: The Home Health Setting

- Over 12,000 HHAs
- 23 quality measures on Home Health Compare (HHC).
  - 7 OASIS-based process measures
  - 7 OASIS-based outcome measures
  - 4 Claims-based utilization measures
  - 5 HHCAHPS-based measures
- Separate star ratings for Quality of Patient Care and Patient Experience (based on survey data from Home Health Consumer Assessment of Healthcare Providers and Systems [HHCAHPS])
- Other existing CMS star ratings programs: Nursing Home Compare, Physician Compare, Dialysis Facility Compare and Hospital Compare

Measure Criteria Used for QoPC Star Rating

- Original development included selecting a subset of the non-survey measures reported on HHC in late 2014
- Criteria for selecting measures:
  - The measure applies to substantial proportion of home health patients, and has sufficient data to report for a majority of agencies
  - The measure shows reasonable amount of variation among agencies, and it is possible for agencies to show improvement
  - The measure has high face validity and clinical relevance
  - The measure is stable with respect to random variation over time

Measures Selected for QoPC Star Rating

- 10 measures initially selected; after stakeholder feedback 9 measures used in the final star ratings
- HHAs must be able to report 5 of the 9 measures to have a Star Rating computed

| Measure Type	9 Total Measures
Process (not risk adjusted)	1. Timely Initiation of Care
	2. Drug Education on all Medications Provided to Patient/Caregiver
	3. Influenza Immunization Received for Current Flu Season
Outcome (risk adjusted)	4. Improvement in Ambulation
	5. Improvement in Bed Transferring
	6. Improvement in Bathing
	7. Improvement in Pain Interfering With Activity
	8. Improvement in Dyspnea
	9. Acute care hospitalization (claims-based)

Summary of Methodology

1. For each of the 9 measures, rank all agencies based on score and assign into 10 equally sized groups (deciles).

2. Adjust (or not adjust) the HHA's initial individual measure rating to help distinguish scores that are different from the national median based on a statistical test

3. For each agency, average the adjusted ratings across all measures (at least five needed) and round to the nearest 0.5

4. Assign ratings from 1 to 5 in half star increments

5. Refer to [methodology document](#) for more detail

Distribution of QoPC Star Ratings, July 2017 Home Health Compare

- 9 quarters of QoPC Star Rating data currently completed

- For the July 2017 HHC refresh, there were 9,120 HHAs (76.0%) reporting with average rating of 3.25

Distribution of QoPC Star Ratings, July 2017 HHC
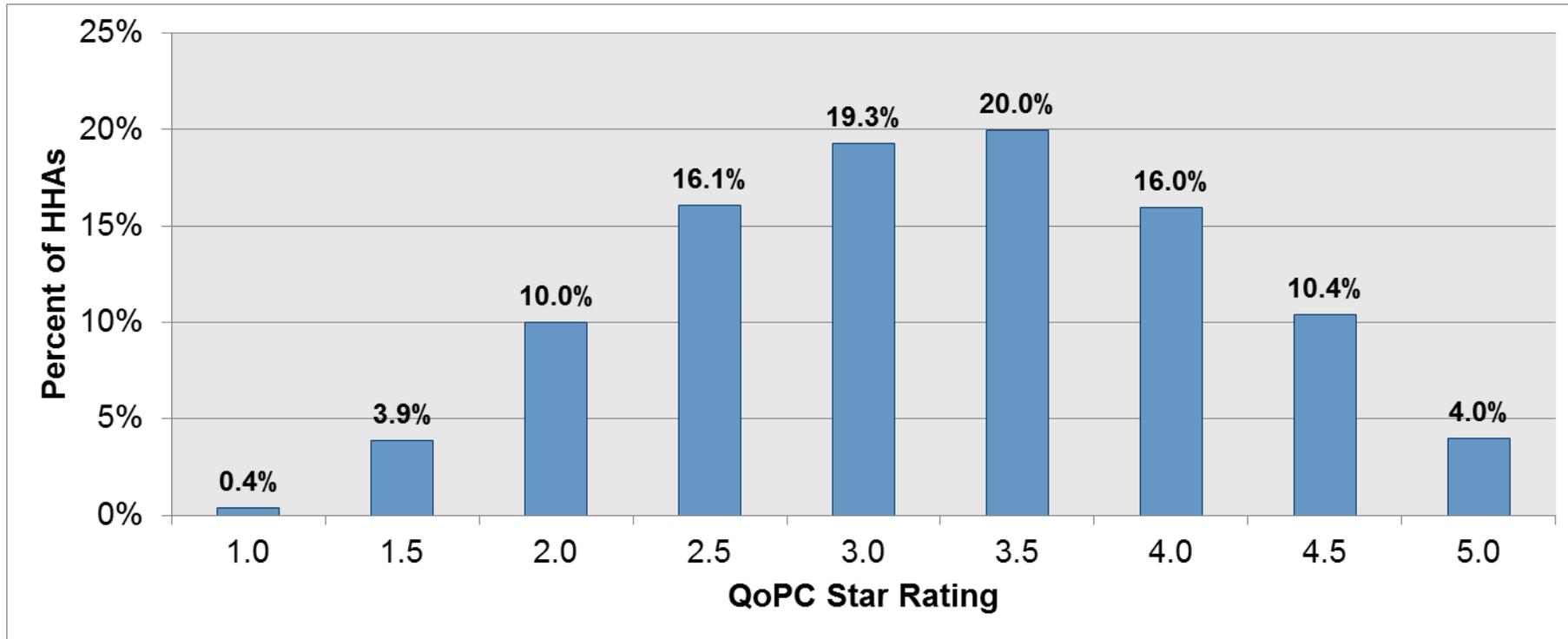
QoPC Star Rating Data Availability Timeline

- Preview reports first provided to HHAs on April 2015 and results first displayed on HHC in July 2015
- Until October 2017, HHC displayed data that were 6 months lagged for OASIS and 9 months for claims
  - Preview reports available to HHAs one quarter in advance of ratings display (i.e., 3 months lagged in OASIS data and 6 months lagged in claims data)
- Starting in the October 2017 HHC refresh, HHC will display data that are 9 months lagged for both OASIS and claims-based measures:
  - OASIS data from January 1, 2016 to December 31, 2016
  - Claims data from January 1, 2016 to December 31, 2016
  - Preview reports available to HHAs in August 2017

Proposed Changes to QoPC Star Rating Methodology

Stakeholder Input and Monitoring

- Prior to April 2015 roll-out:
  - CCSQ held a conference call for stakeholders before public announcement
  - Methodology presented at Special Open Door Forums on December 17, 2014 and February 2, 2015; updated based on feedback
- Since April 2015 roll-out:
  - Ongoing quarterly monitoring: stability, national median values, reportability by HHAs
  - Two-day in-person Technical Expert Panel (TEP) on May 2-3, 2016; follow-up webinar on September 20, 2016:
    - Representatives from providers, consumers and researchers
    - Summaries publically available on Home Health Star Ratings webpage
  - Medicare Learning Network call on January 19, 2017 with two proposed changes to the QoPC Star Ratings measures
    - One month comment period - received and reviewed over 30 comments
- Email box provided for questions and comments

Influenza Immunization Received for Current Flu Season Measure

- **Name:** Influenza Immunization Received for Current Flu Season

- **Description:** Percentage of home health episodes of care during which patients received influenza immunization for the current flu season.

- **Numerator:** Number of home health episodes of care during which the patient a) received vaccination from the HHA or b) had received vaccination from HHA during earlier episode of care, or c) was determined to have received vaccination from another provider.

- **Denominator:** Number of home health episodes of care ending with a discharge or transfer to inpatient facility during the reporting period, other than those covered by generic or measure-specific exclusions.

- **Exclusions:** Home health episodes care for which no care was provided during October 1–March 31, or the patient died, or the patient does not meet age/condition guidelines for influenza vaccine.

# Rationale for Removing Influenza Immunization Received for Current Flu Season Measure from QoPC Star Rating

- Received support for this measure change in TEP and stakeholder feedback

- Concerns that removing the measure would disincentivize HHAs from encouraging flu vaccination among patients

- **Recommendations:**
  - Remove the Influenza Immunization Received for Current Flu Season measure
  - Continue to report on HHC to continue to encourage vaccination
  - **Monitor the Influenza Immunization Received for Current Flu Season measure to ensure rates do not decrease**

QoPC Star Rating Simulation: Remove Flu Measure

- **Current:** 9,120 HHAs (76.0%) reporting with average rating of 3.25
- **Remove Flu:** 9,076 HHAs (75.6%) reporting with average rating of 3.27
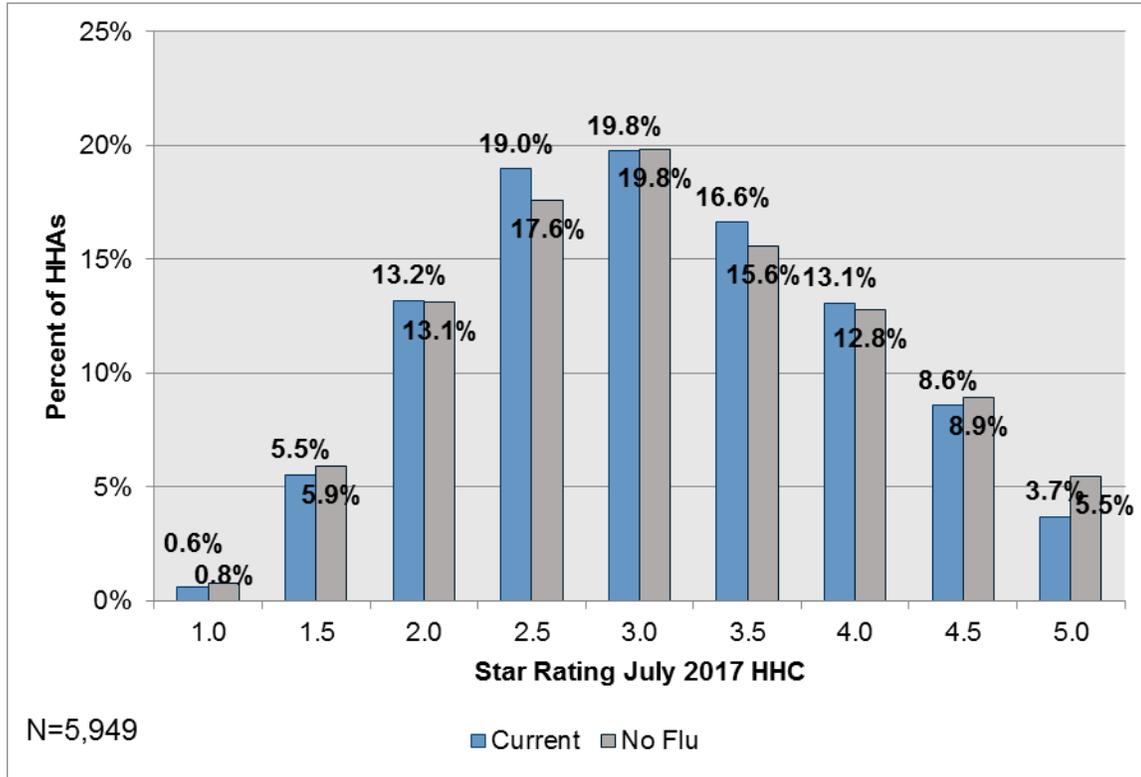
Distribution of QoPC Star Ratings
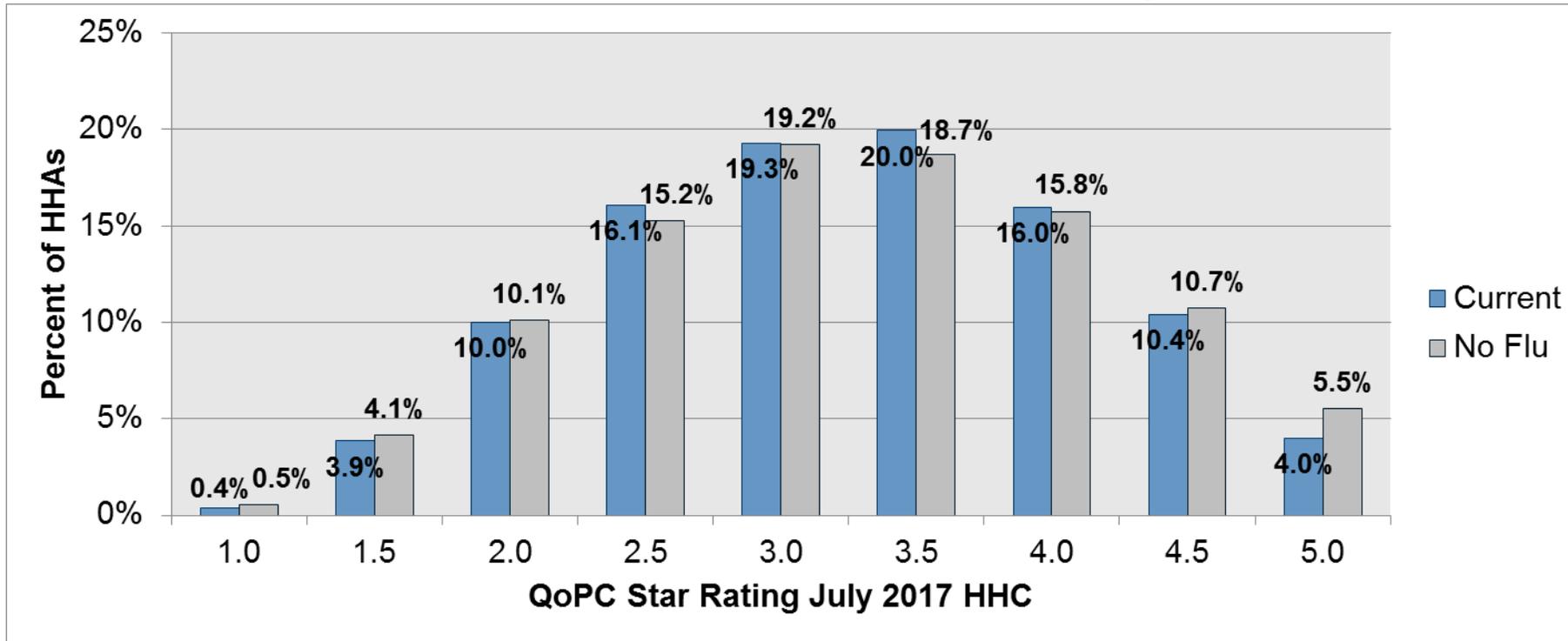
OASIS Data: 1/1/2016-12/30/2016
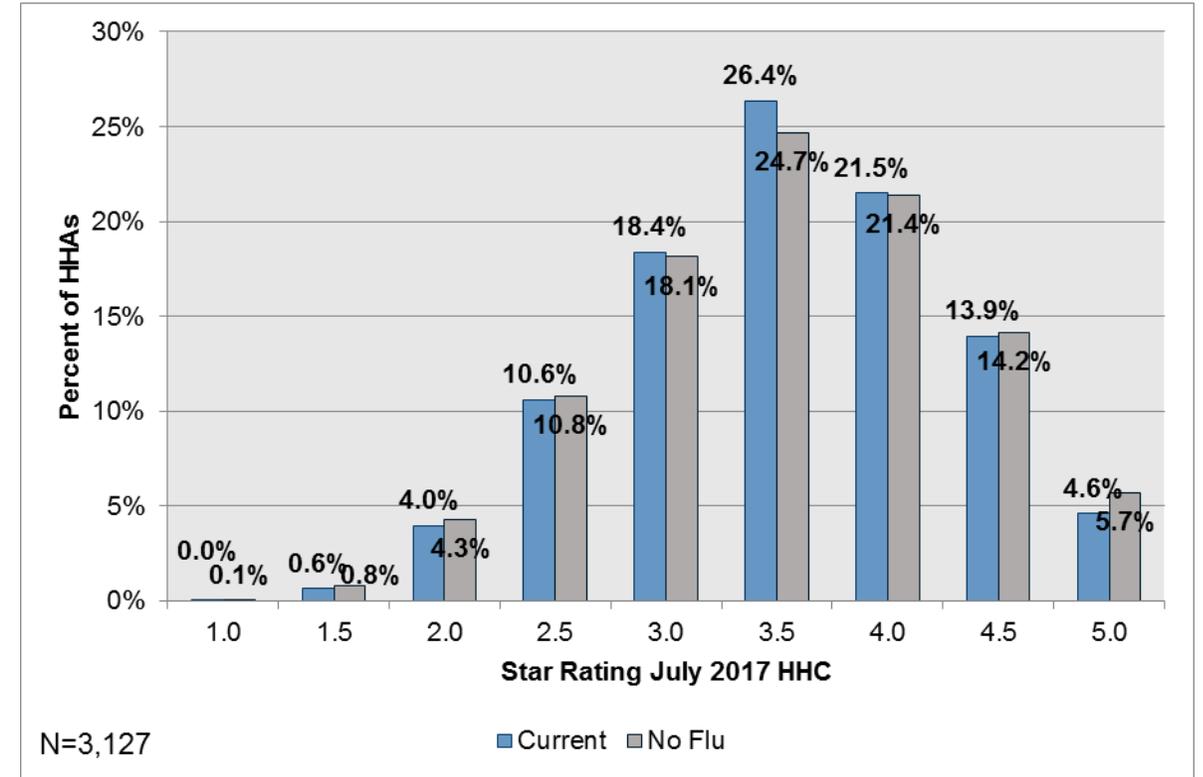**Claims Data**: 10/1/2015-9/30/2016

Current and Updated QoPC Star Rating Method by HHA Size

HHAs with Fewer than 500 Episodes

Current average rating = 3.09
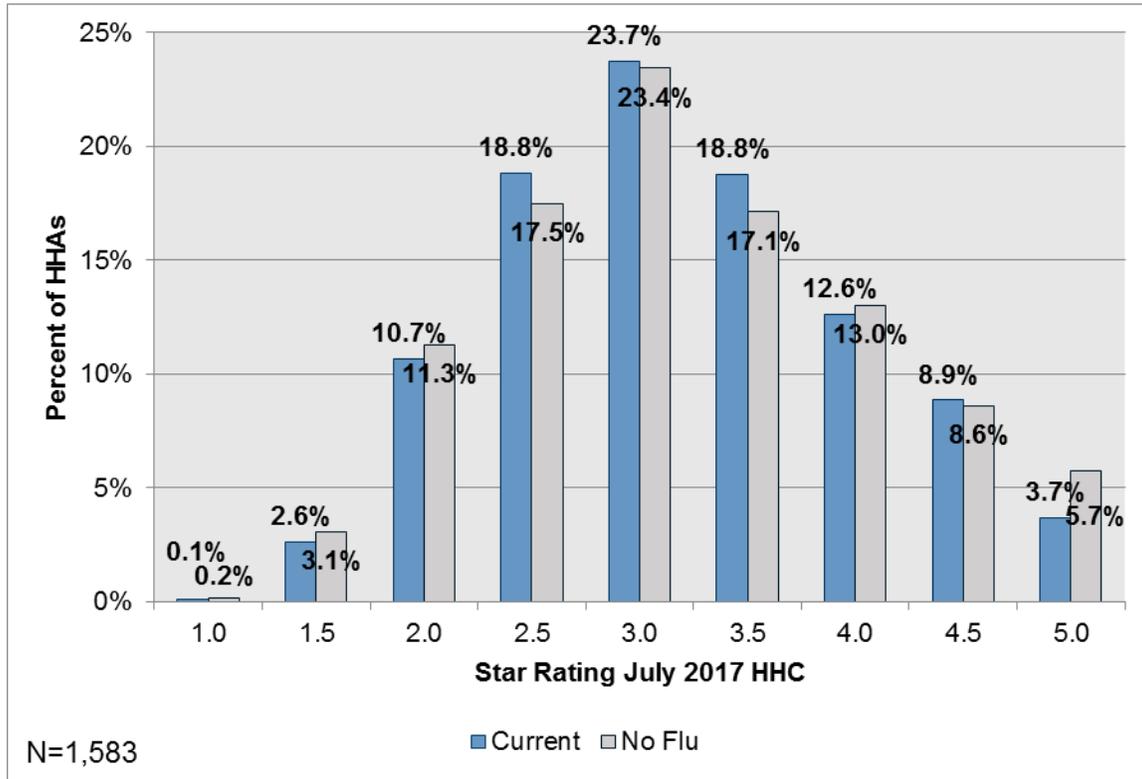No flu average rating   = 3.12

HHAs with 500+ Episodes

Current average rating = 3.54
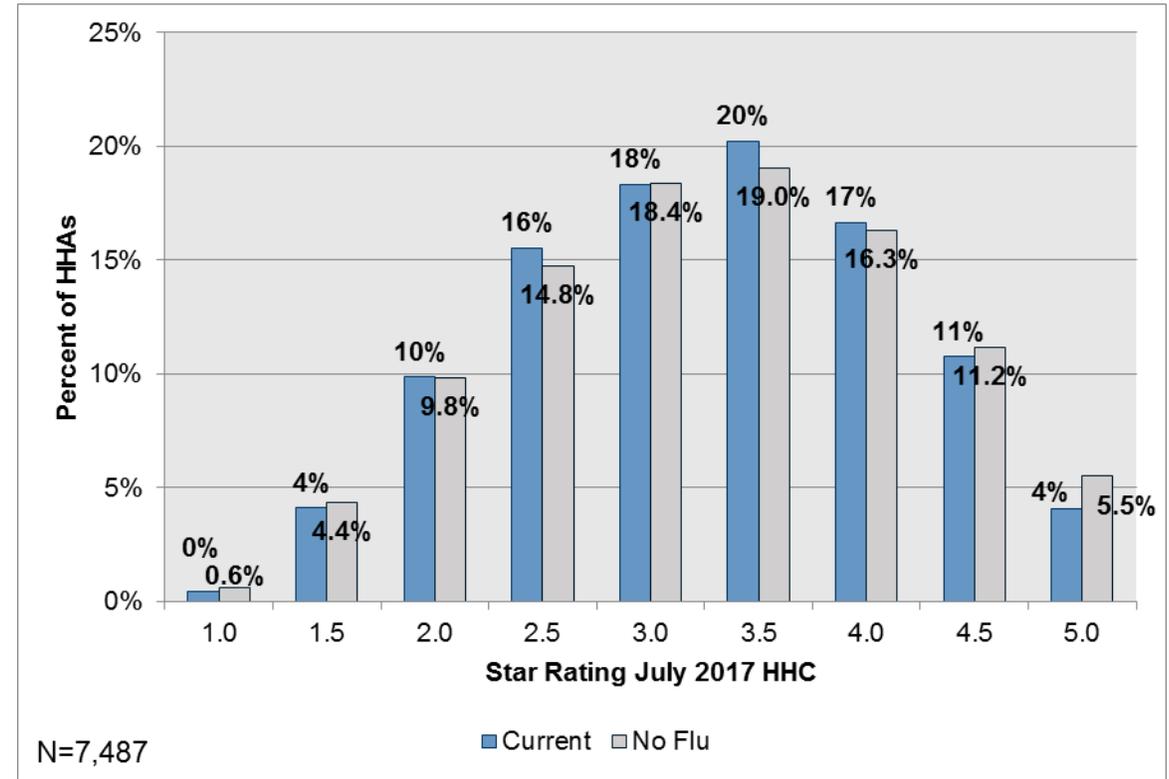No flu average rating   = 3.55

Current and Updated QoPC Star Rating Method by Geography

HHAs Located in Rural Areas

N=1,583

Current average rating = 3.18
No flu average rating = 3.21

HHAs Located in Urban Areas

N=7,487

Current average rating = 3.26
No flu average rating   = 3.29

Removing Influenza Immunization Received for Current Flu Season – Summary of Impacts

- Very slight decrease in the percent of HHAs that can report a QoPC Star Rating – from 76.0% to 75.6% of HHAs for July 2017

- Slight increase in the QoPC Star Rating – from 3.25 to 3.27 on average for July 2017

- Increase in the QoPC Star Rating experienced by both small and large HHAs (in terms of number of episodes in a year) and by both rural and urban HHAs

Timelines

Timeline for Proposed Changes to QoPC Star Rating

- Public comment period: October 11 to November 11, 2017

  - Comments should be submitted to HH_QM_Comment@abtassoc.com

  - Comment summary to be posted in early December

- Second stakeholder webinar planned December 2017

  - Final decision will be announced then

- First preview report using new calculation algorithm: late December 2017

- Home Health Compare refresh displaying updated QoPC Star Rating: April 2018

  - All measures (OASIS- and claims-based) report on data from July 1, 2016 to June 30, 2017

Question & Answer Session

Resources

For More Information

- [QoPC Star Rating Methodology](#)

- [Home Health Quality Reporting Program](#)

- [Home Health Compare](#)

- Email box for questions: HomeHealthQualityQuestions@cms.hhs.gov

- Email box for public comment: HH_QM_Comment@abtassoc.com

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