Quality of Patient Care Star Rating
Formerly 'Home Health Compare Star Rating'

★★★

Star Ratings Purpose

The Affordable Care Act (ACA) required CMS to implement more transparent information about providers to assist consumers when selecting a healthcare provider. Additionally, the ACA's goal was to force providers to increase the quality of care while promoting awareness of an agency's abilities.

Stars were selected as the unit of measurement for an agency's quality of care level to provide an easy, quick and comprehensive approach. CMS believes stars are the easiest and most understandable method of providing information to consumers.

Other providers such as nursing homes, physicians, dialysis facilities and hospitals all report quality statistics. These providers all currently have star ratings as well. Medicare Advantage Plans also get ranked using stars based on user data.

Know Your Measures

Home Health Compare (HHC) will be placing the ratings on 9 specific measures. These nice measures are broken up into 2 categories. Process measures are generated from patient surveys (CAHHPS). The other category comes directly from your agency's submitted OASIS data.

3 Process Measures

1. Timely Initiation of Care
How fast did your agency initiate the patient's care from when you received the referral?

2. Drug Education on all Medications Provided to Patient/Caregiver
Did your staff educate patients and caregivers on all the current medications? Printed material regarding your patient's medications would be very beneficial after staff complete the initial assessment and medication profile/reconciliation is complete.

3. Influenza Information Received for Current Flu Season
Did your staff ask if your patient has a flu shot for the current season? Is one needed? Education of staff on this information should be initiated immediately.

Six Outcome Measures

1. Improvement in Ambulation
How well do your patients move about after receiving your agency's care?

2. Improvement in Bed Transferring
Are your patients becoming more independent and moving from their bed with more ease while under your agency's care?

3. Improvement in Bathing
Are patients under your agency's care becoming more independent and performing more of their own ADLs?

4. Improvement in Pain Interfering with Activity
Do patients under your agency's care have an increase or decrease in pain? This measure can largely depend on the individual patient and the patient's overall health.

5. Improvement in Shortness of Breath
Does your staff provide teaching to help and educate a patient who has breathing issues?

6. Increase or Decrease Acute Care Hospitalization Rate
Does your agency have programs to help address a patient's condition that help the patient improve while reducing the need or risk of being re-hospitalized?

Qualifying for Star Ratings on HHC.gov

In order for your agency to have star ratings, your agency must be submitting quality data. Your agency must have submitted 20 complete (SOC/EOE) episodes and 40 completed CAHHPS surveys. Of those submitted statistics, your agency must have data that is reported for 5 out of the 9 measures.

RATINGS

Average Adjusted Rating Rounded	Overall HHC Star Rating	% of Agencies
4.5 – 5.0	5 Stars	2.55
4.0	4.5 Stars	8.41
3.5	4 Stars	15.38
3.0	3.5 Stars	22.77
2.5	3 Stars	23.11
2.0	2.5 Stars	16.75
1.5	2 Stars	9.02
1.0	1.5 Stars	1.95
.5	1 Star	.06

Marketing

Your agency should use the measures and ratings system to promote how well your agencies provides care. A link should be included on your website to HHC and promote your agency's best performing measures. Consumer and patient education will greatly affect the perception of your agency.