Overview:

The purpose of this document is to provide the methodology and context to the "Quality Star Ratings" that are visible on the Procedures & Imaging Dashboard.

What are the Quality Star Ratings?

There are two sets of star ratings that are utilized on the Procedures & Imaging Dashboard: Overall Quality Rating & Patient Experience Rating. Both are obtained through CMS.gov publicly available data sets, which can be found here: Link, and can also be viewed through Medicare's Care Compare Tool.

Overall Quality Rating:

Overall Quality Rating (Overall star rating on medicare.gov) is derived from the Hospital General Information dataset obtained through CMS.gov. This data is updated on CMS.gov annually and is accumulated through reports that hospitals must submit to Centers for Medicare & Medicaid (CMS). Specifically, this score is generated from a combination of Hospital Characteristics reported through the CMS Certification & Survey Provider Enhanced Reporting (CASPER) system, which was established in 2012 because of changes made when the Affordable Care Act became law. Specific characteristics that are obtained from CASPER include: Hospital Mortality Measures, Readmission Measures, Healthcare-Associated Infections Measures, Patient Safety Indicators Composite (PSI-90), in addition to other measures. Other criteria also include: Promoting interoperability of HER's (electronic health records), providers voluntarily participating in THA/TKA Patient Reported Outcome data submission, as well as providers meeting birthing friendly criteria. CMS has been publishing quality measures obtained through this mandated reporting since the fall of 2016.

Additional Information / Links:

- For a full list of measures that CMS utilizes, please visit CMS QualityNet.
- To view the Comprehensive Methodology that CMS utilizes for generating the Overall Star Rating, please visit CMS QualityNet Hospital Compare Overall Ratings Methodology Resources

Patient Experience Rating

Patient Experience Rating (Patient Survey Rating on medicare.gov) is similarly derived from the Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS) dataset. This initiative and survey was established in 2005 through a partnership between CMS and the Agency for Healthcare Research and Quality (AHRQ), which is another agency within the Department of Health and Human Services (HHS). Public

reporting began for HCAHPS data in March of 2008. The survey is voluntarily implemented by hospitals and contains a core set of questions that can be combined with a customized set of hospital-specific items, with the results being given directly to CMS, via QualityNet. Administered through four different methods (Mail, Telephone, Mixed- mail with telephone response, or Active Interactive Voice Response (IVR), the survey is composed of 29 items that revolve around the hospital experience ranging from subjects such as communication, quietness, recommendation of the hospital, discharge information, and more. In addition, the hospital may add supplemental questions, however those are not reviewed by CMS, nor are they factored into CMS' Patient Survey Rating.

Additional Information / Links:

- CMS Hospital Quality Initiative – HCAHPS: Patients' Perspectives of Care Survey
- The HCAHPS Survey – Frequently Asked Questions
- HCAHPS Fact Sheet - Link
- Survey Instruments (Survey Questions) - Link
- HCAHPS Star Ratings (Includes Methodology) – Technical Notes

Summary & Final Notes:

The Overall Quality Rating and Patient Experience star ratings are values that are obtained by the United States Government, utilizing mandated hospital reporting data in addition to patient satisfaction survey information, through methods that have been evaluated and peer reviewed. All of the datasets in addition to their respective methodologies are free to the public for additional evaluation.

For the purposes of the Indiana All-Payer Claims Database, the values of "Overall Quality Rating" and "Patient Experience Rating" displayed on the Procedures & Imaging Dashboard are the Overall Star Rating and Patient Survey Rating respectively as seen on medicare.gov. These values are directly as reported by CMS.gov, with no alterations.