Adding Patient Survey (HHCAHPS) Star Ratings to Home Health Compare
May 7, 2015

Agenda

- Rationale and Overview of HHCAHPS Star Ratings

- Description of HHCAHPS Star Ratings Methodology

- Some Frequently Asked Questions About the HHCAHPS Star Ratings

- Resources

- Q&A Session

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 to present the most current information available

Why HHCAHPS Star Ratings?

- The Affordable Care Act calls for transparent, easily understood public reporting of quality of care information
  - Star Ratings report information to patients in a way that they can easily understand
  - Public reporting is a key driver for improving health care quality by supporting consumer choice and incentivizing provider quality improvement
- Part of CMS's plan to adopt Star Ratings across all Medicare.gov Compare websites
- Complements the Quality of Patient Care Star Ratings, scheduled for public reporting in July 2015

HHCAHPS Data Quality

- How does CMS ensure the quality of data collected in the HHCAHPS Survey?

    - Use of independent survey vendors
    - Ongoing training of all survey vendors
    - In-person meetings and oversight with vendors
    - Detailed technical guidelines manuals updated annually
    - Survey website for announcements and updates
    - Ongoing review of submitted survey data

Description of HHCAHPS Star Ratings Methodology

Overview of HHCAHPS Star Ratings

- CMS plans to add Star Ratings for HHCAHPS measures beginning with the January 2016 public reporting period on Home Health Compare

  - Patients who received home health care from July 2014 through June 2015

Overview of HHCAHPS Star Ratings (cont'd)

- HHCAHPS Star Ratings are based on the same data as the HHCAHPS measures publicly reported on the Home Health Compare website

- Data come from the HHCAHPS Survey, a national, standardized, 34-item survey of patients' experience of care received from their home health agency

- HHCAHPS received NQF endorsement in 2009 and was recently re-endorsed in 2015

HHCAHPS Measures for Star Ratings

Four HHCAHPS measures will receive a Star Rating:

- **Composite Measures**

  – Care of Patients

  – Communication Between Providers and Patients

  – Specific Care Issues

- **Global Item**

  – Overall Rating of Care Provided by the HHA

There will also be a Survey Summary Star Rating

HHA Eligibility for HHCAHPS Star Ratings

- HHAs must be eligible for public reporting on Home Health Compare

- HHAs must have at least 40 completed surveys over the four-quarter reporting period to receive HHCAHPS Star Ratings

- HHAs that do not have sufficient completed surveys for calculation of Star Ratings will still have their HHCAHPS measures publicly reported on Home Health Compare, but no stars will be attributed to them

Creating HHCAHPS Star Ratings: Step 1

Step 1

Construction and Adjustment of HHCAHPS Linearized Score

Calculation of HHCAHPS Linearized Scores

- Home Health Compare reports "top box" scores

- For Star Ratings we use ALL survey response levels

- Individual survey responses are converted into linear scores on a 0- to 100-point scale

- Composite scores are based on the mean of the linearized responses to the questions that make up that composite

Calculation of HHCAHPS Linearized Scores (cont'd)

- HHCAHPS Survey responses are **converted to a 0-100 score** as follows:

  - *Never* <u>0</u>; *Sometimes* <u>33 1/3</u>; *Usually* <u>66 2/3</u>; *Always* <u>100</u>

  - *More than 14 days* <u>0</u>; *6 to 14 days* <u>33 1/3</u>; *1 to 5 days* <u>66 2/3</u>; *Same day* <u>100</u>

  - *No* <u>0</u>; *Yes* <u>100</u>

  - *Rating 0 =* <u>0</u>; *Rating 1 =* <u>10</u>; … *Rating 10 =* <u>100</u>

- HHCAHPS scores are averaged to obtain means of the linearized scores for each measure

Construction & Adjustment of HHCAHPS Scores

- After we create linearized scores, we adjust them for patient mix

- Patient mix = level playing field among HHAs by adjusting for patient characteristics that affect response tendencies

Patient Mix Adjusters

Patient Adjustment factors are

- Age: 18–49, 50–64, 65–74 (reference group), 75–84, 85+
- Education: < grade 8, some HS, HS grad or GED (reference), Some College, College grad +
- Self-reported overall health status: Excellent, Very Good, Good (Reference), Fair, Poor
- Self-reported mental/emotional status: Excellent/Very Good, Good (Reference), Fair/Poor
- Diagnoses: Schizophrenia, Dementia
- Patient lives alone
- Survey answered by proxy
- Language in which the survey was completed

Some of these data elements come from information supplied by the HHA and some come from the patient survey.

Step 2

Conversion of Linearized Scores to HHCAHPS Star Ratings

Converting Linearized Scores to HHCAHPS Star Ratings

- A statistical **clustering** technique is applied to the adjusted HHCAHPS scores

- Adjusted HHCAHPS scores are rounded to the nearest whole number prior to clustering

- Clustering identifies star groups that *maximize differences between groups* and *minimize differences within groups*

  - There are no predetermined quotas on the number of HHAs that would be included in any star category

  - Same method is used for the CMS Part C and Part D Star Ratings programs and HCAHPS

Converting Linearized Scores to HHCAHPS Star Ratings (cont'd)

- 1, 2, 3, 4, or 5 stars are assigned to each HHCAHPS measure based on cluster assignments

Star Ratings Cut Points

- The cut points (boundaries) for star assignments are derived from the range of individual measure Star Ratings in each cluster. The next slide gives an example of cut points for the Survey Summary Star.

- The star levels associated with each cluster are determined by ordering the means of each cluster.

- Each quarter, the cut points will be reestimated and made available to HHAs with their Preview Report.

- Linearized scores for each measure will also be provided to HHAs via their Preview Report.

Cut Points for Star Ratings

Star Rating	Care of Patients	Communications Between Providers and Patients	Specific Care Issues	Overall Rating of Care
1 Star	<89	<86	<77	<88
2 Stars	≥89 to 92	≥86 to 89	≥77 to 80	≥88 to 91
3 Stars	≥93 to 94	≥90 to 91	≥81 to 84	≥ 92 to 94
4 Stars	≥95 to 96	≥92 to 94	≥85 to 88	≥95 to 96
5 Stars	≥97	≥95	≥89	≥97

Distribution of HHCAHPS Star Ratings

Distribution of Star Ratings

- Star Ratings will be provided for four measures that appear on Home Health Compare

  - Care of Patients

  - Communication Between Providers and Patients

  - Specific Care Issues

  - Overall Rating of Care Provided by the HHA

- There will also be a single Survey Summary Star

HHCAHPS Star Rating Distribution: Care of Patients
(July 2013–June 2014)

Care of Patients Star Rating Distribution	Number of HHAs	Percent of HHAs
1 Star	148	2.6%
2 Stars	895	15.4%
3 Stars	1,645	28.4%
4 Stars	2,280	39.3%
5 Stars	829	14.3%
Total	**5,797**	**100.0%**

HHCAHPS Star Rating Distribution: Communication
(July 2013–June 2014)

Communication Star Rating Distribution	Number of HHAs	Percent of HHAs
1 Star	97	1.7%
2 Stars	505	8.7%
3 Stars	682	11.8%
4 Stars	2,427	41.9%
5 Stars	2,086	36.0%
Total	**5,797**	**100.0%**

HHCAHPS Star Rating Distribution: Specific Care Issues
(July 2013–June 2014)

Specific Care Issues Star Rating Distribution	Number of HHAs	Percent of HHAs
1 Star	628	10.8%
2 Stars	861	14.9%
3 Stars	1,556	26.8%
4 Stars	1,617	27.9%
5 Stars	1,135	19.6%
Total	**5,797**	**100.0%**

HHCAHPS Star Rating Distribution: Overall Rating
(July 2013–June 2014)

Overall Rating of Care Star Rating Distribution	Number of HHAs	Percent of HHAs
1 Star	134	2.3%
2 Stars	795	13.7%
3 Stars	2,382	41.1%
4 Stars	1,941	33.5%
5 Stars	545	9.4%
Total	**5,797**	**100.0%**

HHCAHPS Survey Summary Star Rating

- The Survey Summary Star is based on the four HHCAHPS measures that receive Star Ratings

- Those four ratings are averaged and rounded using normal rounding rules

  - Let X represent the unrounded four-quarter average for an HHCAHPS linear score.

    – If X is less than [X.5], then round down to nearest whole integer.

    – If X is equal to or greater than [X.5], then round up to nearest whole integer.

HHCAHPS Survey Summary Star Rating Distribution
(July 2013–June 2014)

Survey Summary Star Rating Distribution	Number of HHAs	Percent of HHAs
1 Star	73	1.3
2 Stars	590	10.2
3 Stars	1,644	28.4
4 Stars	2,478	42.8
5 Stars	1,012	17.5
Total	**5,797**	**100.0%**

HHCAHPS Star Ratings Dry Run

- CMS will issue a sample Star Rating Preview Report in October 2015
  - Includes data from patients served from April 2014 through March 2015
  - These Star Ratings will not be publicly reported
  - Provides agencies the opportunity to see how they compare on Star Ratings
- Star Ratings will be first publicly reported January 2016
  - Will reflect data from patients served from July 2014 through June 2015

How to Access HHA Preview Reports

- HHAs can access their Preview Reports by logging onto the HHCAHPS website and following the steps below:
  ### https://homehealthcahps.org

- Select the "Preview Reports" link under the "For HHAs" tab

- The HHA's Preview Report will be displayed

- Preview Reports will not be available to the HHCAHPS Survey vendor or to anyone other than the HHA

Some Frequently Asked Questions About the HHCAHPS Star Ratings

FAQs About HHCAHPS Star Ratings

- **Which HHAs** are included in HHCAHPS Star Ratings?

  - All HHAs that participate in the HHCAHPS Survey

  - HHAs must have 40+ completed HHCAHPS surveys in the 12-month reporting period

  - HHAs must have participated in HHCAHPS for the 12-month reporting period

FAQs About HHCAHPS Star Ratings (cont'd)

- Why are **at least 40 completed** HHCAHPS Surveys necessary to receive HHCAHPS Star Ratings?

  - HHCAHPS scores based on fewer than 40 completed surveys lack sufficient statistical reliability to ensure that you are measuring true performance and not noise in the data for reporting these performance measures.

  - The 40 or more surveys must be completed over the four-quarter reporting period to have HHCAHPS Star Ratings calculated.

FAQs About HHCAHPS Star Ratings (cont'd)

- Why might our HHA **not receive** HHCAHPS Star Ratings?

  - Your HHA has fewer than 40 completed HHCAHPS Surveys in the 12-month reporting period; or

  - Your HHA is not eligible to be publicly reported on Home Health Compare because of the number of months you participated in HHCAHPS during that time.

- Does the **number of HHAs** that receive five stars differ for each of the HHCAHPS measures?

    - Yes. The clustering algorithm empirically determines the number of HHAs in each Star Rating category independently for each HHCAHPS measure.

    - CMS does not force a predetermined number or percentage of HHAs into a specific Star Rating category.

FAQs About HHCAHPS Star Ratings (cont'd)

- Will an HHA's Star Rating change over time?
  - Yes, it is possible for an HHA's Star Rating to change from quarter to quarter.

FAQs About HHCAHPS Star Ratings (cont'd)

- Why do HHCAHPS Star Ratings use **linearized scores** instead of "Top-Box" scores?

    - Linearized scores and "Top-Box" scores are alternative, statistically valid methods for summarizing HHCAHPS performance. The linearized score uses the full range of survey responses to each HHCAHPS item, while the "Top-Box" score is based on only the most positive response.

FAQs About HHCAHPS Star Ratings (cont'd)

- Do HHCAHPS Star Ratings affect an HHA's **Annual Payment Update (APU)**?

    - No. HHCAHPS Star Ratings are not used in the determination of HHA compliance with APU requirements.

Resources

Resources

- For more information about HHCAHPS Star Ratings, visit the official HHCAHPS website, https://homehealthcahps.org/

  - FAQs about HHCAHPS Star Ratings

  - HHCAHPS Star Rating Technical Notes

  - All information about the HHCAHPS Survey

  - HHCAHPS Survey instrument

- Questions or feedback about HHCAHPS Star Ratings hhcahps@rti.org