



# QUALITY OF PATIENT CARE STAR RATING



STRONGER WITH SHIELD

# Presentation Objectives

- Purpose of Star Ratings
- Understanding the Data & Measures Used
- Updates and Changes
- Calculating Your Agency's Rating
- Effect the Ratings Have on Your Agency



# Purpose Of The Star Ratings

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## Affordable Care Act (ACA)

- Transparency
- Increased Education & Public Awareness
- Quality Reporting
- Used by Other Providers



# Purpose Of The Star Ratings

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## Transparency

- Easy to Understand
- Patient Access to Information
- Comprehensive Approach Across all Consumer Compare Sites
- Specific Quality Measures



# Purpose Of The Star Ratings

## Education and Public Awareness

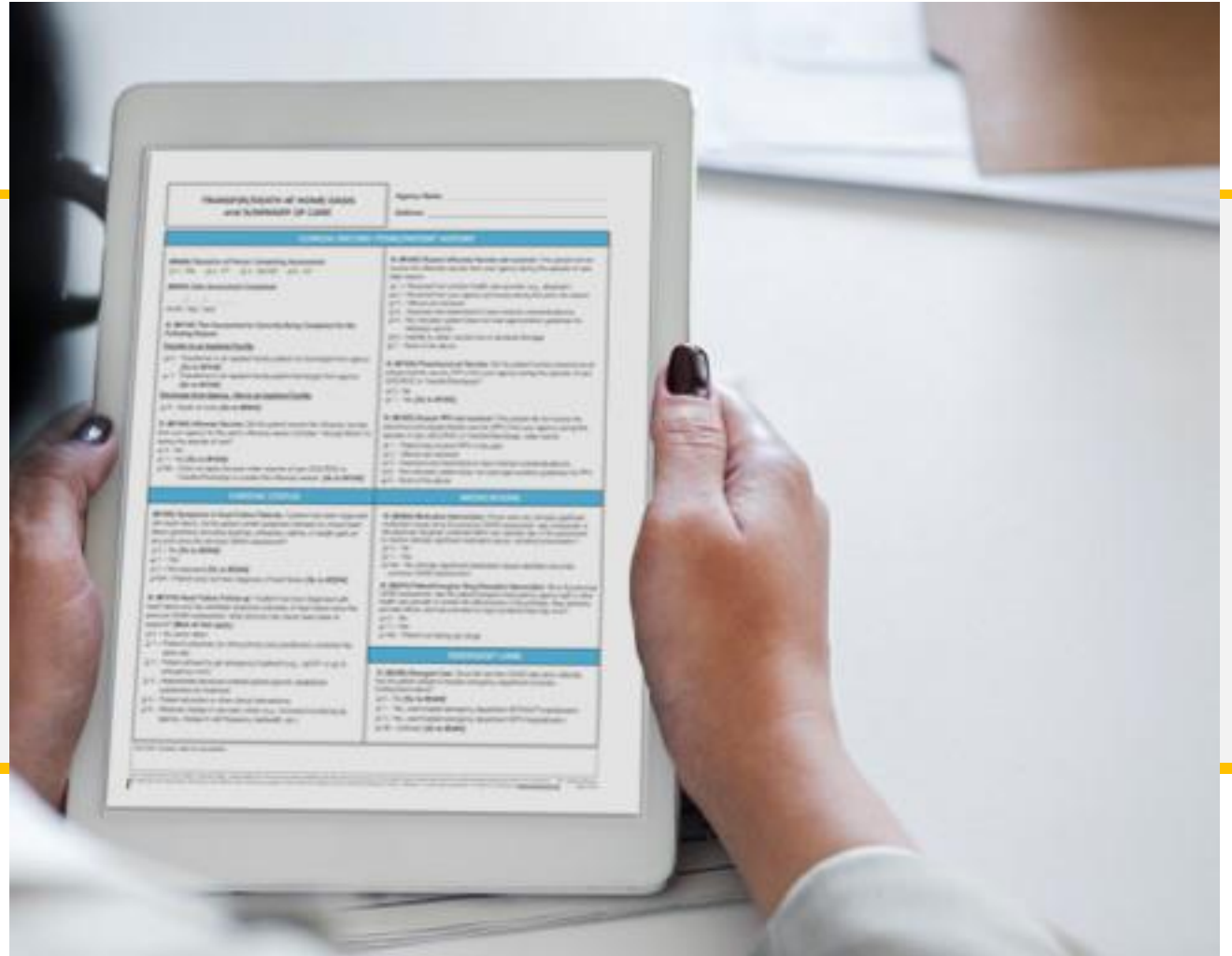
- Drive Quality Health Care
- Improve Patient Choice
- 'Incentivize' Providers to Improve



# Purpose Of The Star Ratings

## Quality Reporting

- Agencies Pay for CAHPS Surveys
- OASIS Data





# Purpose Of The Star Ratings

Used by Other Providers

- Nursing Homes
- Physicians
- Dialysis Facilities
- Hospitals
- Medicare Advantage Plans
- Hospice Compare (2017)

# Star Data & Measures

## 8 Measures

- 2 Process Measures
- 6 Outcome Measures

Qualify for Star Ratings

Initial Data & Reporting Periods



Welcome to the CMS OASIS System!

Reminder: The State QIES System may be down for maintenance the third Sunday of each month. If you experience any problems submitting or retrieving reports, please try again on Monday.

**Please Note:** UserIDs should be entered using all uppercase letters.

### • [OASIS Submissions](#) •

[Unable to login? Click here to reset your HHA User ID / Password](#)

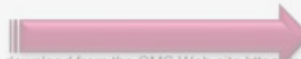
You do not need a new HHA personal login ID to access CASPER Reports. Your current HHA personal login ID is to be used to access both the HHA Submission System and CASPER Reports.

[QIES User Maintenance Application User's Guide](#)

[CASPER Reporting](#) - Online Reports (OBQI, OBQM and HHA Reports)

CASPER Reporting Users Manual:

### HAVEN 10.7



HAVEN 10.7 is available for download from the CMS Web site <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/OASIS/HAVEN.html>  
Posted: 12/20/2013

### Home Health Prospective Payment System (HH PPS) Grouper (HHRG V3414)

The Home Health Prospective Payment System (HH PPS) Grouper (HHRG V3414) is available for download. The updated HH PPS Grouper is required for OASIS submissions with an assessment completion date on or after January 1, 2014. It is posted on the CMS Website at: <http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/HomeHealthPPS/CaseMixGrouperSoftware.html>  
Posted 11/26/2013

### Minimum System Requirements for Home Health Agencies, Long Term Care Facilities Inpatient Rehabilitation Facilities and Long Term Care Hospitals



A collection of medical supplies including vials, pills, and a syringe, arranged on a light surface. The items are rendered in a soft, semi-transparent style, creating a clean and professional aesthetic. The syringe is the central focus, with its needle pointing towards the bottom right. Various pills and capsules are scattered around it, and several vials of different sizes are visible in the background.

# Star Data & Measures

## Process Measures (2)

- Timely Initiation of Care
- Drug Education on all Medications Provided to Patient / Caregivers
- Removed, April 2018: Influenza Immunization Received for Current Flu Season

# Star Data & Measures

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## Outcome Measures (6)

- Improvement in Ambulation
- Improvement in Bed Transferring
- Improvement in Bathing
- Improvement in Pain Interfering with Activity
- Improvement in Dyspnea  
(Shortness of Breath)
- Increase or Decrease Acute Care Hospitalization Rate



# Star Data & Measures

## Qualifying for Star Ratings

- All agencies have basic demographic data listed
- 20 Complete Quality Episodes (SOC/EOE)
- 5 Out of 8 Measures have Reportable Data

# Star Data & Measures

The background features a light blue gradient. In the center, there is a white clipboard with a grey border. On the clipboard, there is a checklist with five rows of items. The first row has five yellow stars, with a horizontal line under the second star. The second row has four yellow stars and one grey star. The third row has three yellow stars and two grey stars. The fourth row has two yellow stars and three grey stars. The fifth row has one yellow star and four grey stars. A hand is visible at the bottom right, holding a green pen and pointing towards the stars. Another hand is visible at the bottom left, holding the clipboard.

## **CURRENT DATA**

Updated July 25, 2018

HHCAPHS: Period ending

October 31, 2017

OASIS Data: Period

Ending July 31, 2017

## **REPORTING PERIODS**

Rolling 12-Month Period

Updated Each Quarter

# Ratings Calculation

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- ✓ Statistical Formulas
- ✓ Based on Individual Agencies and All Agencies
- ✓ Can be Challenged and Reviewed



# Ratings Calculation

## Overall Score

- Average of All Adjusted Ratings
- Rounded to Nearest .5 (Half-Star)
- 2015 Average Score: 3 - 3.5 Stars
- 2018 Average Score: 3 - 3.5 Stars
- 76.8% Agencies Submitted Data



# RATINGS CALCULATION

## ACTUAL STAR RATING

Average Adjusted Rating Rounded	Overall HHC Star Rating
4.5 – 5.0	5 Stars
4.0	4.5 Stars
3.5	4 Stars
3.0	3.5 Stars
2.5	3 Stars
2.0	2.5 Stars
1.5	2 Stars
1.0	1.5 Stars
.5	1 Star



## Effect On Your Agency

- Positives & Negatives
- HomeHealthCompare.gov Site
- Updated on Rolling Schedule
- Agency Improvements Not Quickly Visible





## Effect On Your Agency

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- Improve Your Rating
- Strong Quality Department
- Effective CAHPS

# Effect On Your Agency

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## Strong Quality Department

- OASIS Review
- OASIS Education
- Set Internal Measurable Quality Goals
- Agency Wide Quality



# Effect On Your Agency

## Effective CAHPS

- Timely Submission of OASIS Data
- Ease of Uploading Data to Vendor
- Timely Patient Surveys
- CAHPS Reports from CAHPS Vendor
- Review
- Analyze
- Improve



# Effect On Your Agency

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## Marketing

- Include HHC.Gov Link on Website
- Copy of HHC Report to Referral Sources
- Press Releases to Local Media
- Benchmarking Against Competitors
- Explain Purpose of Star Ratings & Your Rating – Good and Bad
- Opportunity to Explain Ratings and the Effect on Other Providers – Your Referral Sources

# Upcoming Changes

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2 Measure Changes:

- Remove: Drug Education
- Add: Improvement in the Management of Oral Medications

If implemented, public will see in April 2019 refresh

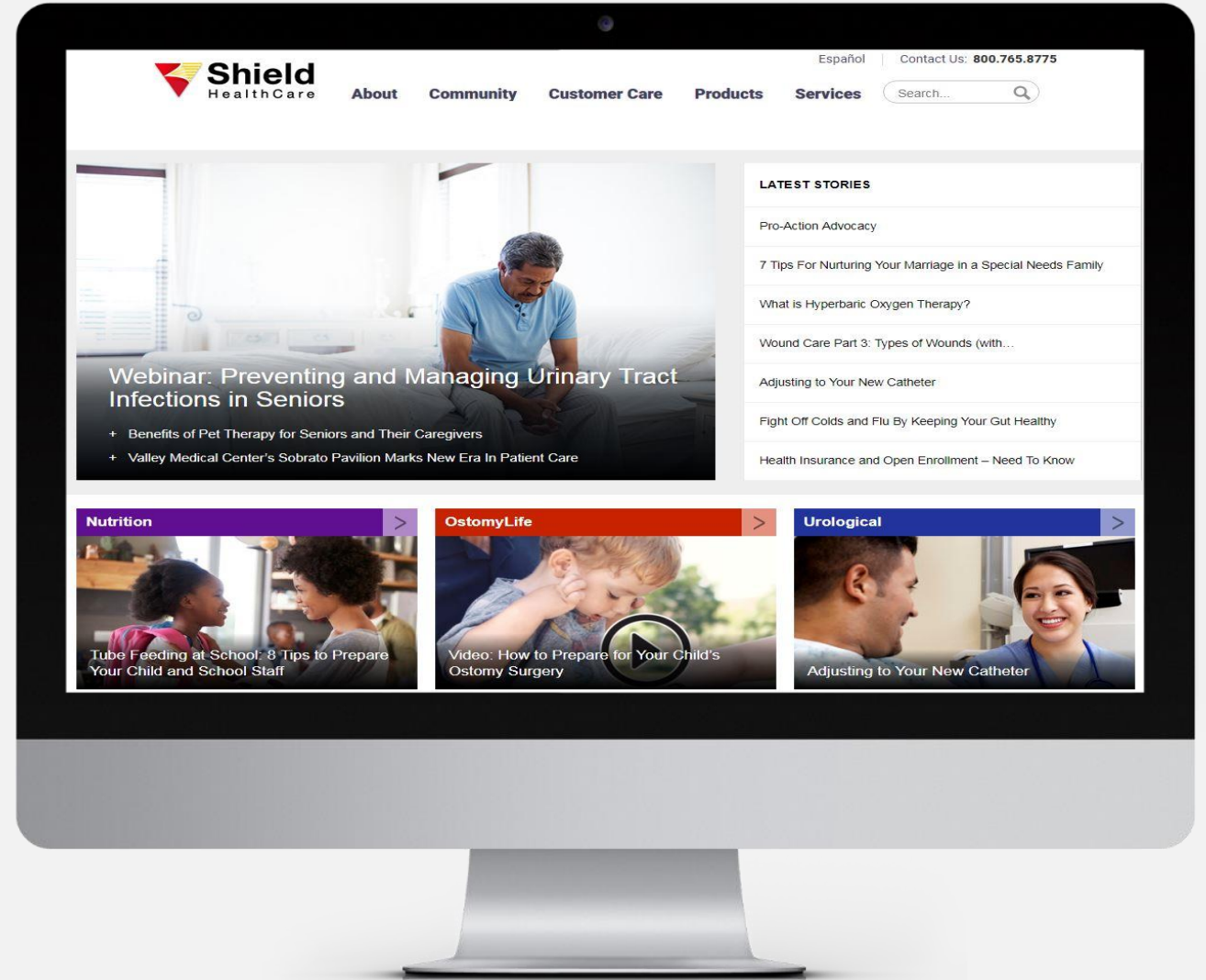


[SHIELDHEALTHCARE.COM/COMMUNITY](https://shieldhealthcare.com/community)

## ONLINE SUPPORT FOR PATIENTS & CLINICIANS

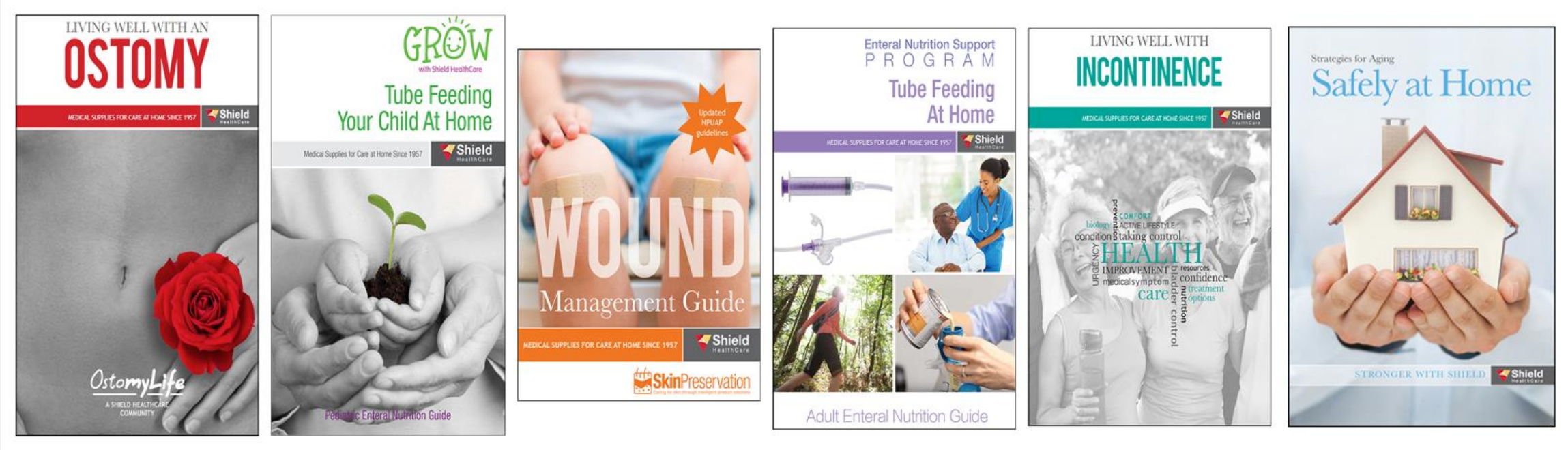
- Dx-based topics
  - Dx management
  - Lifestyle support
- Helpful articles
- How-to videos
- Caregiver support
- Live and recorded webinars
- Relevant healthcare news

**UPDATED DAILY**



# FREE EDUCATIONAL BOOKLET GUIDES

## PATIENTS/HEALTHCARE PROFESSIONALS CAN REQUEST GUIDES ONLINE



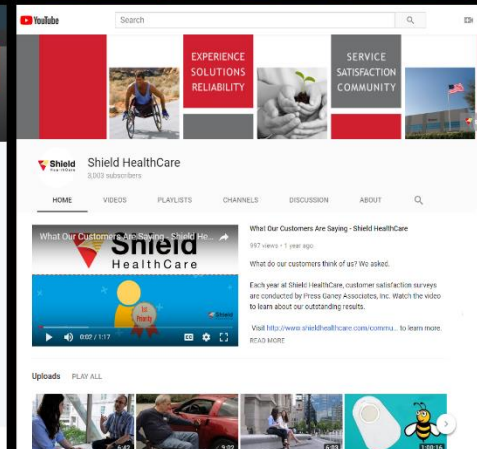
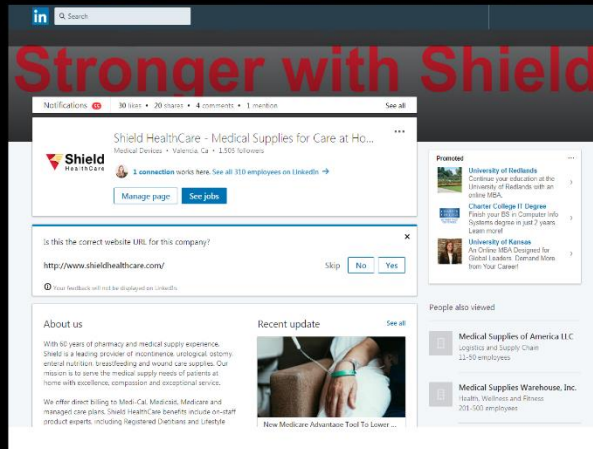
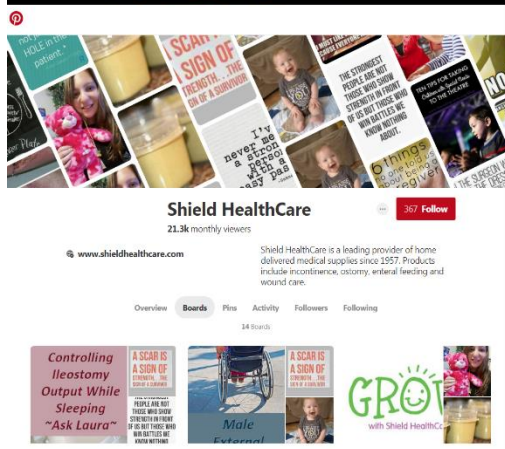
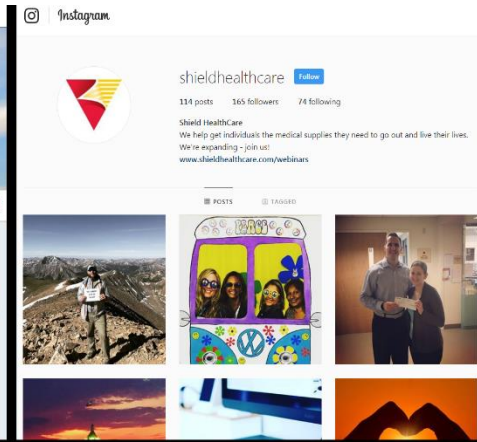
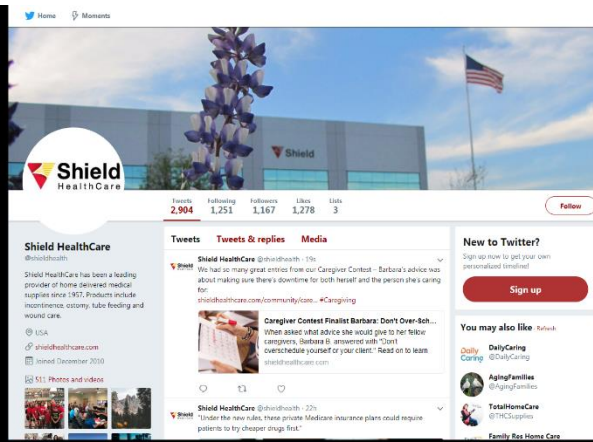
[SHIELDHEALTHCARE.COM/COMMUNITY](https://www.shieldhealthcare.com/community)

# SOCIAL MEDIA: Facebook, YouTube, Instagram, Twitter and more...

Engage with our robust, interactive online social media communities, including:

- [facebook.com/shieldhealthcare](https://facebook.com/shieldhealthcare)
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- [facebook.com/GROWwithShieldHealthCare](https://facebook.com/GROWwithShieldHealthCare)
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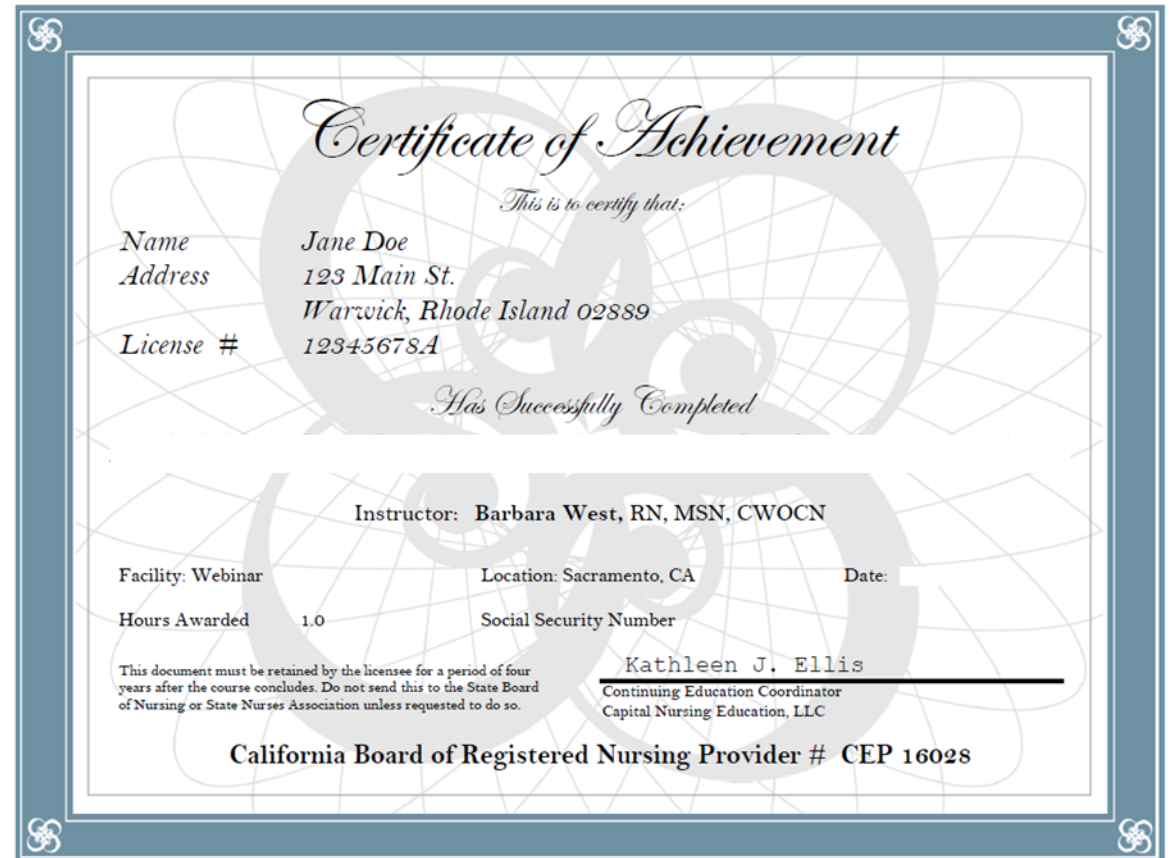
# CE CONTACT HOUR

## Healthcare Professionals CE Contact Hour Provided by:

Capital Nursing Education  
California BRN provider # 16028  
[Capitalnursingeducation@gmail.com](mailto:Capitalnursingeducation@gmail.com)

CE contact hour will be issued via email directly from  
Capital Nursing Education within 5-7 business days.

**Please be sure to check your spam folder.**



# Questions

Please email your questions to:  
[Marketing@shieldhealthcare.com](mailto:Marketing@shieldhealthcare.com)

Thank You!  
We Will Be Responding Individually  
To Your Questions.