

CAHPS Hospice Survey Podcast for Hospices – Transcript

Star Ratings

Presentation available at

https://www.hospicecahpsurvey.org/podcasts/11_StarRatings.mp4

Updated March 2023

Slide 1

Welcome to the CAHPS Hospice Survey: Podcast for Hospices series. These podcasts were created for administrators and other staff members at hospice organizations. In this podcast, we will discuss CAHPS Hospice Survey Star Ratings, including details about the timeline, preview reports, how star ratings are calculated, and how to request CMS review of your scores.

Slide 2 – What are Star Ratings?

Star ratings were introduced in order to provide a simple, easy to understand method to summarize CAHPS Hospice scores. The goal of star ratings is to make comparisons between hospices more straightforward for consumers.

Star ratings use a 1 to 5 star rating system, where 5 stars reflect the highest CAHPS scores.

Star Ratings are reported on the Care Compare tool on Medicare.gov.

Slide 3 – Overview

The CAHPS Hospice Survey Star Rating is called the Family Caregiver Survey Rating. This rating is updated every *other* calendar quarter, or every 6 months.

To receive the Family Caregiver Survey Rating, hospices must have a minimum of 75 completed surveys over eight quarters. This ensures that Star Ratings can reliably distinguish between hospices' performance and increases stability of star ratings over time.

Slide 4 – How the Family Caregiver Survey Rating is Calculated

When calculating the Family Caregiver Survey Rating for each hospice, we first calculate Star Ratings for each of the eight CAHPS Hospice survey measures. We then take the average of each of these star ratings, using a weight of $\frac{1}{2}$ for the two global rating measures, and a weight of 1 for each of the other measures.

When calculating each of these star ratings, normal rounding rules are applied, and no half-stars are assigned. That means that if a hospice has an average of 3.4, they will receive a rating of 3. If the average is 3.5, they will receive a rating of 4.

Even though star ratings are calculated for each of the survey measures, only the summary, Family Caregiver Survey Rating is publicly reported on Care Compare.

For more information about the CAHPS Hospice Survey Measures, see the podcast *Public Reporting of CAHPS Hospice Survey Scores* on the CAHPS Hospice Survey website.

Slide 5 – Preview Report

Hospices have the chance to review their Family Caregiver Survey Rating and the Star Ratings for each CAHPS Hospice Survey measure in their Provider Preview Report. This allows hospices to review their Star Ratings prior to public reporting, and to identify areas of strength and opportunities for improvement.

As a reminder, Preview Reports are updated every quarter with a hospice’s CAHPS Hospice Survey scores. However, the Family Caregiver Survey Rating is only updated in the Provider Preview Report every *other* quarter.

Slide 6 – Example Preview Report with Star Rating

This slide has an example of a Preview Report for a hospice that has a Star Rating that will be publicly reported.

The preview report will include star ratings for each of the survey measures. However, as noted previously, only the overall Star Rating, called the “Family Caregiver Survey Rating” will be publicly reported.

Slide 7 – Example Preview Report without Star Rating

This slide has an example of a Preview Report for a hospice that will NOT have a star rating publicly reported. There is a footnote explaining that “the number of cases is too small to report Star Ratings.” As we mentioned earlier, hospices must have a minimum of 75 completed surveys over the eight applicable quarters to have a star rating reported.

Slide 8 – Requests for CMS Review

Hospices have 30 days to preview their CAHPS Hospice Survey measure results beginning on the date the reports are made available by CMS. The Hospice Quality Reporting Program website displays key dates, including the Provider Preview period for each quarter.

If a hospice provider believes their Star Ratings or other data are inaccurate, the hospice may request CMS review of the data contained within the CAHPS Hospice Provider Preview Report. *Please note that the star ratings and scores presented in the Provider Preview Report are adjusted for case mix and mode, and are the official CAHPS Hospice Survey measure scores.* This means they may not match star ratings and measure scores provided by a survey vendor.

Requests for review of your Star Ratings must be submitted via email to **HospiceCAHPSSurvey@hsag.com**. This is a *different* email than the one used for review requests for other hospice quality measures.

Slide 9 – Additional Information

More information about Star Ratings is available on the survey website. This includes frequently asked questions, technical specifications, and national and state distributions of the Family Caregiver Survey Rating .

Slide 10 – Resources

Questions related to the Hospice Quality Reporting Program should be directed to the Hospice Quality Help Desk at HospiceQualityQuestions@cms.hhs.gov

Technical questions about the CAHPS Hospice Survey should be directed to hospicecahpssurvey@hasg.com or 1-844-472-4621.

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