

CAHPS[®] Hospice Survey

Overview of Star Ratings

*Home Health, Hospice and Durable
Medical Equipment Open Door Forum*

November 10, 2021



CAHPS® Hospice Survey Star Ratings Will be Introduced in FY 2022

- In the FY 2022 Hospice Final Rule, CMS finalized public reporting of CAHPS Hospice Survey Star Ratings to occur no sooner than FY 2022
 - “Dry run” in November 2021 and March 2022
Provider Preview Reports
 - Public reporting on Care Compare beginning in August 2022



Goals of Star Ratings

- Provide consumers with an easy-to-understand method for summarizing CAHPS scores
- Make comparisons between hospices more straightforward

Star Ratings Are Calculated Using Adjusted Top-Box Measure Scores

- In keeping with the CAHPS Hospice Survey measure scores currently reported on Care Compare, Star Ratings are calculated using:
 - **Top-box scores**, which reflect the proportion of respondents who gave the most positive response(s)
 - **Adjustments for case mix and mode** of survey administration



Adjustments Account for Effects of Survey Mode and Decedent/Caregiver Characteristics on How Caregivers Respond to the Survey

- Mode adjustments are derived from a 2015 mode experiment
- Case-mix adjuster variables are:
 - Decedent and respondent age
 - Payer for hospice care
 - Primary diagnosis
 - Length of final episode of hospice care
 - Respondent education
 - Relationship of caregiver to decedent
 - Language
 - Response percentile (calculated by ranking lag time)

Note: Case-mix adjustment coefficients are updated quarterly on the CAHPS Hospice Survey Web site at: www.hospicecahpsurvey.org/en/scoring-and-analysis.



Star Ratings Range from One Star (Worst) to Five Stars (Best)

- Cut-points between stars are constructed using statistical clustering procedures that:
 - Minimize score differences within a star category
 - Maximize differences across star categories



A Two-Stage Approach Is Used to Calculate Cut Points

- **Stage 1**: Determine initial cut-points by calculating the clustering algorithm among hospices with 30 or more completed surveys over two quarters
- **Stage 2**:
 - Compare mean measure scores for hospices used in Stage 1 to scores for all hospices with publicly reportable measure scores
 - Adjust initial cut points to reflect the difference



An Overall Summary Star Rating Is Calculated for Each Hospice

- Summary star is referred to as the “Family Caregiver Survey Rating”
- To calculate the summary CAHPS Hospice Survey star for each hospice, Star Ratings for each of the eight measures are averaged
 - Weight of $\frac{1}{2}$ for the two global rating measures, Rating of the Hospice and Willingness to Recommend the Hospice
 - Weight of 1 for each of the other measures
- Normal rounding rules are applied
 - No half-stars are assigned



Dry Run of Star Ratings Will Begin with November 2021 Provider Preview Reports

CAHPS Hospice Survey Star Ratings

Reporting Period:	Number of Quarters of Data Included:	Number of Completed Surveys Included:
mm/dd/yyyy – mm/dd/yyyy; mm/dd/yyyy – mm/dd/yyyy	5	862

The following table displays a preview of CAHPS Hospice Survey Star Ratings for your hospice based on the Star Rating reporting period above. Note that this reporting period may be different than the reporting period for the quality measure scores presented on page 1 of this report. Please review. If you have questions or concerns about your CAHPS Hospice Survey Star Ratings, please email our technical assistance team at hospicecahpsurvey@hsag.com.

	Your Hospice's Star Rating
Family Caregiver Survey Rating	4
Star rating for each CAHPS Hospice Survey quality measure	
Communication with family	4
Getting timely help	3
Treating patient with respect	4
Emotional and spiritual support	5
Help for pain and symptoms	5
Training family to care for patient	4
Rating of this hospice	3
Willing to recommend this hospice	4

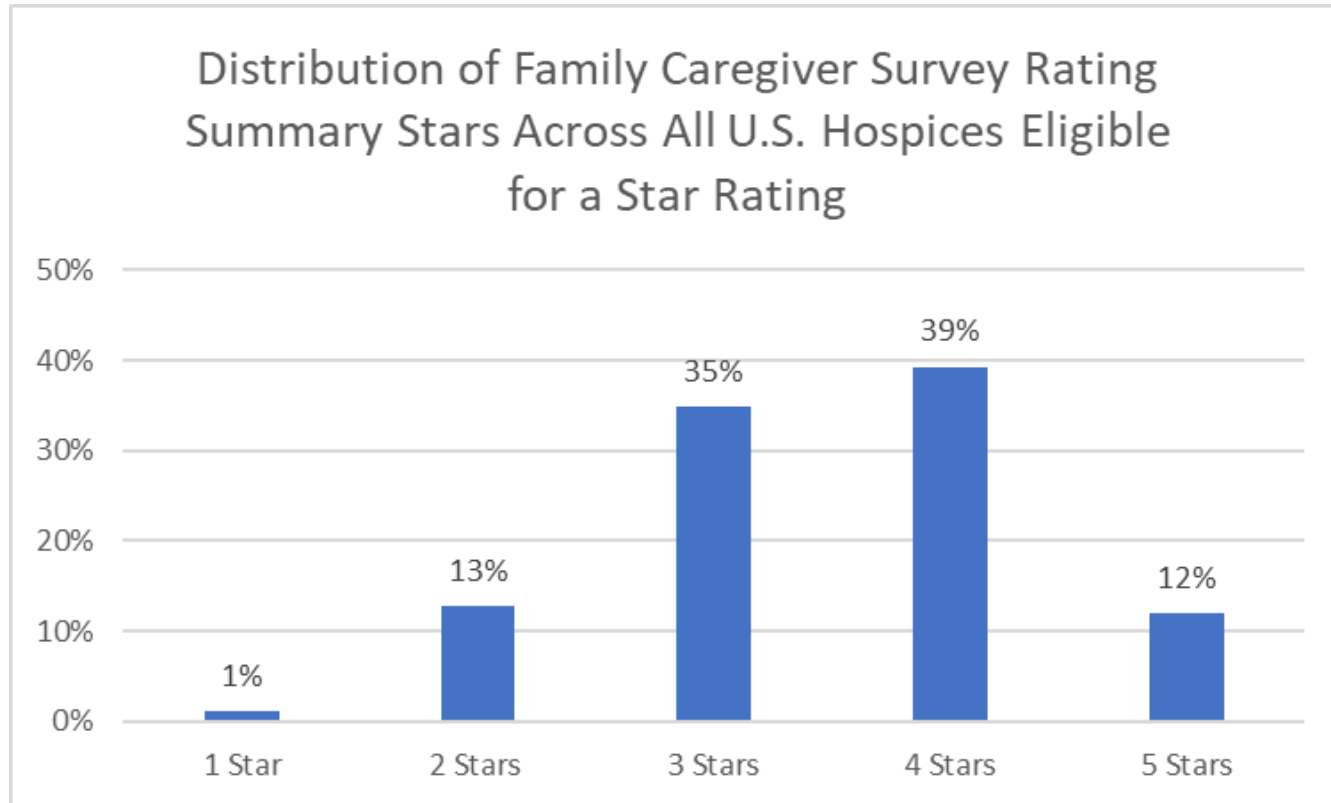


Public Reporting of Star Ratings Will Begin in August 2022

- Only the summary Star Rating will be publicly reported on Care Compare
- Hospices must have at least 75 completed surveys over the eight applicable quarters in order to be assigned a Star Rating
- Star Ratings will be updated every other quarter



Hospices Can Consider their Star Ratings in Comparison to All Hospices



Note: Star distribution is for the “dry run” reporting period of October 1, 2018 – December 31, 2019; July 1, 2020 – March 31, 2021.



Resources for Learning More About Star Ratings

- A description of the Star Rating methodology and answers to frequently asked questions are posted on the CAHPS Hospice Survey Web site at:
 - www.hospicecahpssurvey.org/en/star-ratings/
- Contact the CAHPS Hospice Survey team for technical assistance:
 - Email: hospicecahpssurvey@hsag.com
 - Telephone: 1-844-472-4621
- Contact CMS with questions:
 - Email: hospicesurvey@cms.hhs.gov

