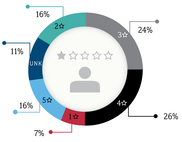
medisolv

CMS Star Ratings Survey Results

We asked 120 healthcare Quality leaders what they think about the CMS Star Ratings program. Their thoughts are below.

More than 40% **of all respondents said they work at hospitals whose current star rating is** *four or five.*

Q: What is your current star rating?



★★★★★	FIVE STARS	16%
★★★★☆	FOUR STARS	26%
★★★☆☆	THREE STARS	24%
★★☆☆☆	TWO STARS	16%
★☆☆☆☆	ONE STAR	7%
☆☆☆☆☆	NOT SURE	11%

WHAT YOU SAID
Stars are important but challenging to receive:

"Our star rating is an 'outcome' of our performance, and we continuously focus on high-quality and safe" patient care at all times."

"We are struggling with the star ratings for a few reasons. The timeframe the data is pulled from varies and is old and outdated. It's hard to develop action plans around data from years prior."

Nearly *four in 10* respondents said they are *not familiar* with the new CMS star-rating methodology.

Q: How familiar are you with the new methodology?

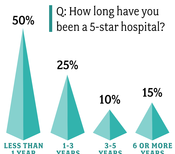
WHAT YOU SAID
Stars are a moving target but important to quality improvement:

"It's very difficult to predict exactly what level of performance will be needed year to year to achieve top scores and the highest ratings."

"Most of our quality-improvement goals are centered around the star-rating metrics."

Half of respondents **from five-star hospitals said their hospital achieved that rating *less than a year ago*.**

Q: How long have you been a 5-star hospital?



Of respondents from five-star hospitals, *eight out of 10* said earning the highest rating *was a strategic objective* of their organization.

WHAT YOU SAID
Too few stars and poor clinical documentation need immediate attention:

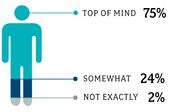
"Star ratings were not a high focus until we received a two-star rating with the new methodology."

"We are working weekly to get back to basics to improve our clinical documentation. Our documentation workflow is not capturing what our physicians and nurses are doing efficiently to factually represent our scores."

Q: Was becoming a 5-star hospital a strategic priority set by your organization?

75% of all respondents **said improving their hospital's star rating *was a priority* of the hospital's *executive team.***

Q: Is improving your star rating a focus for your hospital's executive team?



WHAT YOU SAID
Stars drive quality improvement and appear on performance dashboards:

"All of the quality measures for CMS' five stars are part of our organizational scorecard dashboard."

"Our quality improvement and patient experience goals are driven by improving our star ratings."

Nearly all respondents **said that CMS star ratings are *important to them professionally.***

WHAT YOU SAID
Stars are a regular topic of conversation at the highest levels:

"It is a top focus for our board and is discussed in meetings throughout the facility. Several metrics are on our balanced scorecard and can affect hospital bonuses. They also are listed in our performance improvement plan."

"[Our star rating] is top of the list for annual performance improvement."

Q: How important would you rate your star rating?

Nearly all respondents **said that star ratings are *important to hospital leadership.***

Q: How important would your leadership rate your star rating?

WHAT YOU SAID
Stars are the personal responsibility of quality leaders:

"Star ratings are an integral part of our performance improvement plan. We are a rural community hospital struggling through post-COVID-19, and ratings are very important for us."

"I am responsible for obtaining the results and sending them to my director."

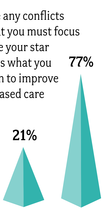
Further, despite the grousing you may hear in the field, most respondents said that the work they do on star ratings and the work they do on value-based performance measures are *complementary, not contradictory.*

WHAT YOU SAID
Stars are important to physicians and board members alike:

"This is at the top of my list as the chief medical officer and as a physician. The quality of care that we provide our community is of the utmost importance."

"Our star rating is placed in the annual summary for quality and reported to the board of managers."

Q: Do you see any conflicts between what you must focus on to improve your star ratings versus what you must focus on to improve your value-based care measures?

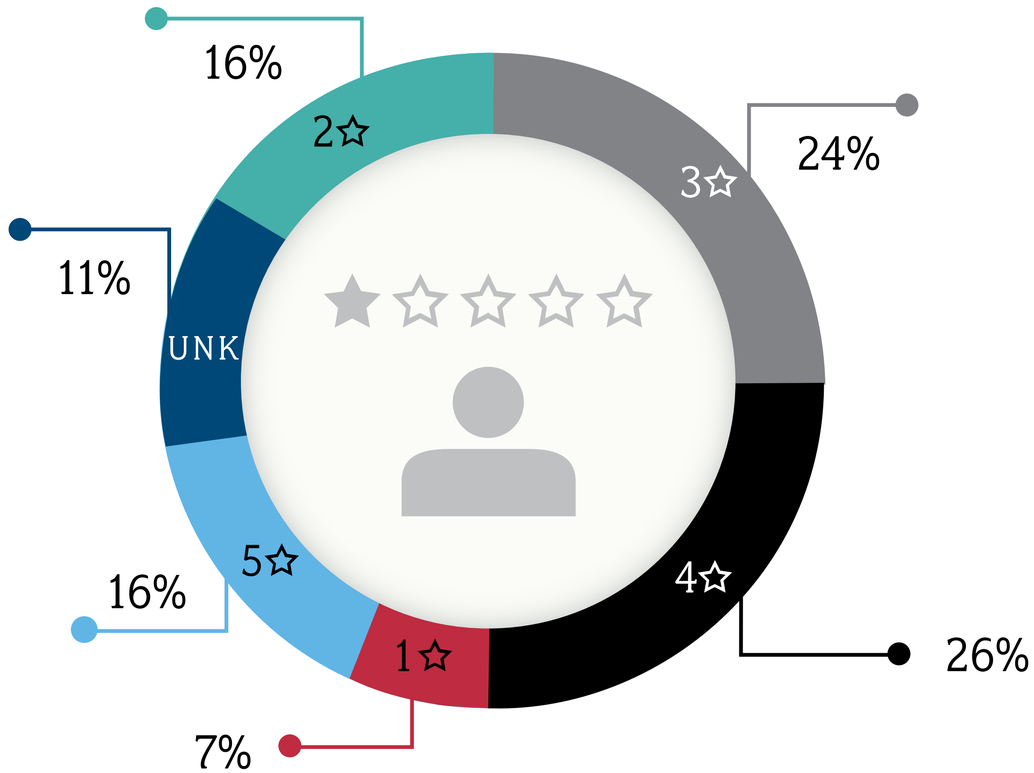


WHAT YOU SAID
Stars align with other value-based performance measures:

"Star ratings align with our other quality initiatives and pay-for-performance programs. They are all related."

We focus on quality measures that drive other programs, but some of the same measures affect star ratings as many programs overlap."

Q: What is your current star rating?



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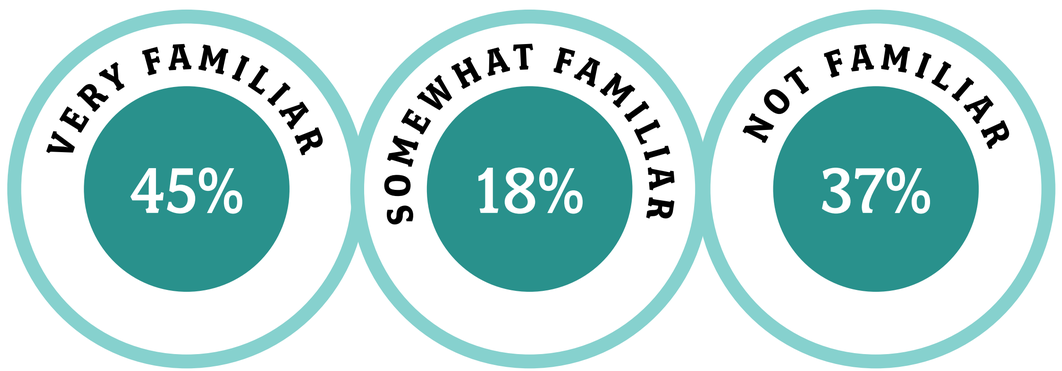
WHAT YOU SAID

Stars are important but challenging to receive:

"Our star rating is an 'outcome' of our performance, and we continuously focus on high-quality and safe" patient care at all times."

"We are struggling with the star ratings for a few reasons. The timeframe the data is pulled from varies and is old and outdated. It's hard to develop action plans around data from years prior."

Q: How familiar are you with the new methodology?



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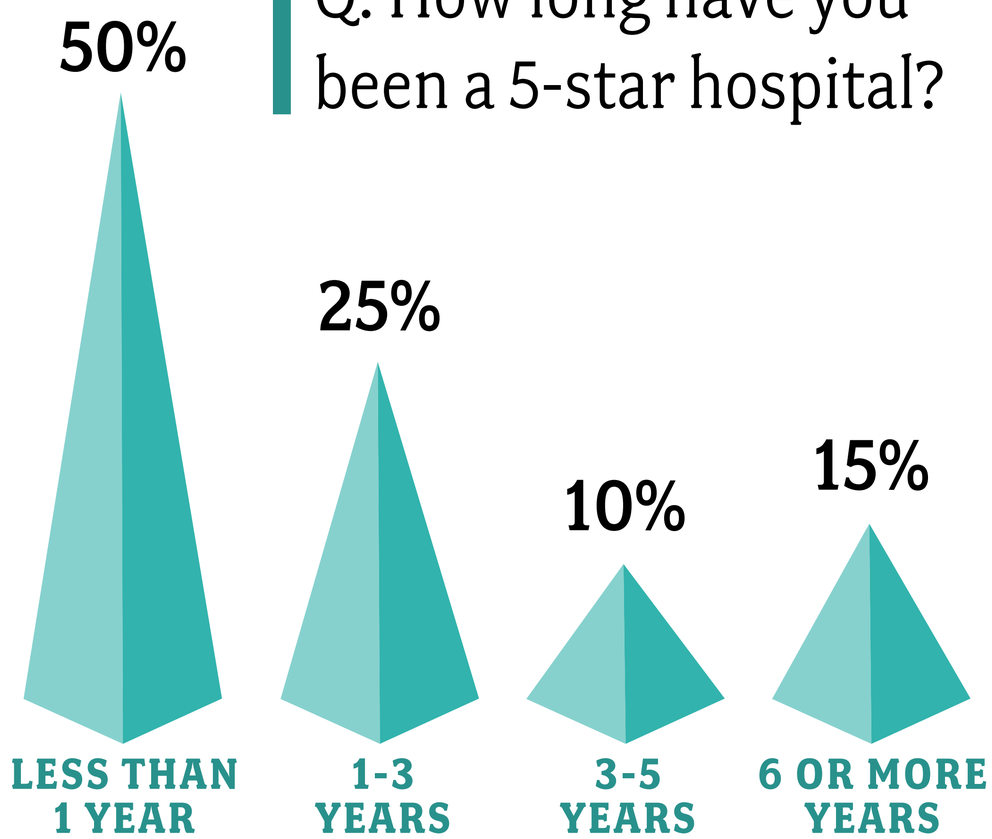


WHAT YOU SAID

Stars are a moving target but important to quality improvement:

"It's very difficult to predict exactly what level of performance will be needed year to year to achieve top scores and the highest ratings."

"Most of our quality-improvement goals are centered around the star-rating metrics."

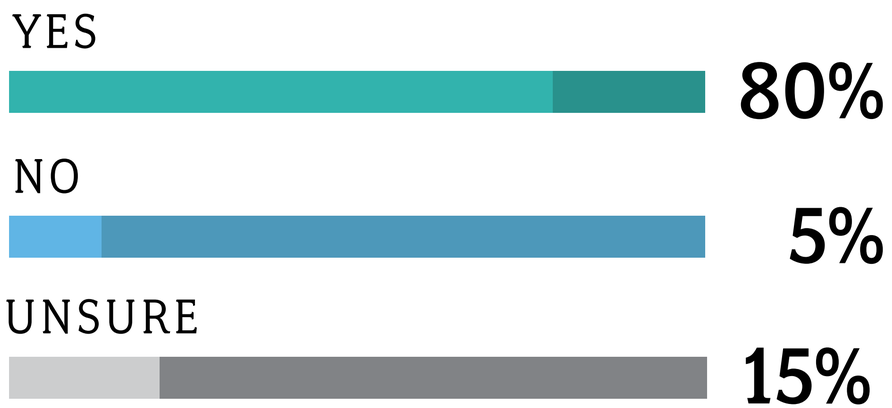
WHAT YOU SAID

Too few stars and poor clinical documentation need immediate attention:

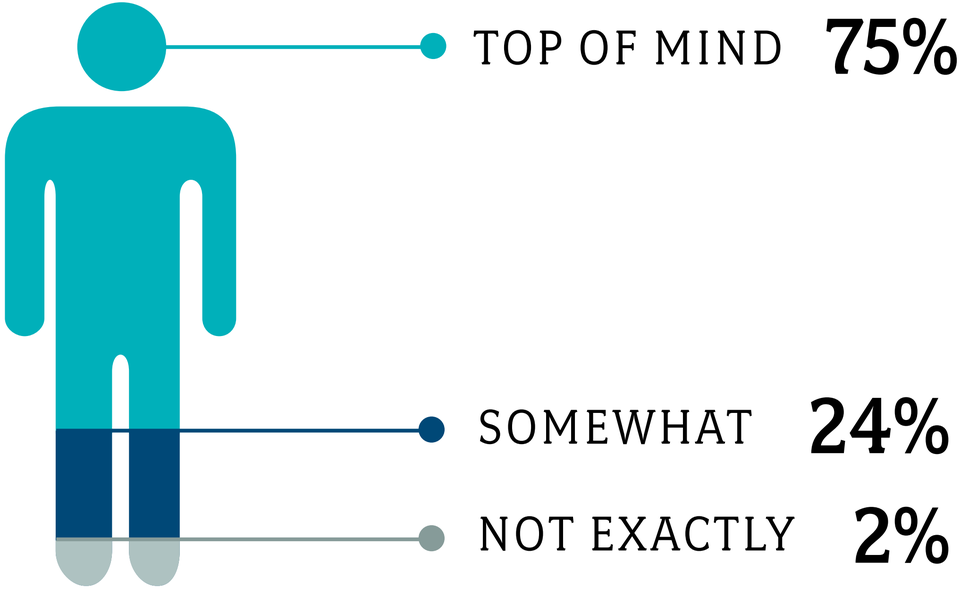
"Star ratings were not a high focus until we received a two-star rating with the new methodology."

"We are working weekly to get back to basics to improve our clinical documentation. Our documentation workflow is not capturing what our physicians and nurses are doing efficiently to factually represent our scores."

Q: Was becoming a 5-star hospital a strategic priority set by your organization?



Q: Is improving your star rating a focus for your hospital's executive team?



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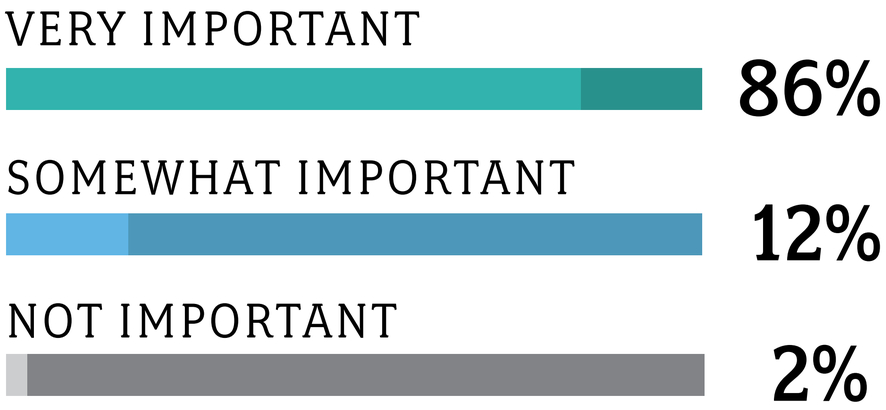
Q: How important would you rate your star rating?

70%
VERY IMPORTANT

25%
SOMEWHAT IMPORTANT

5%
NOT IMPORTANT

Q: How important would your leadership rate your star rating?



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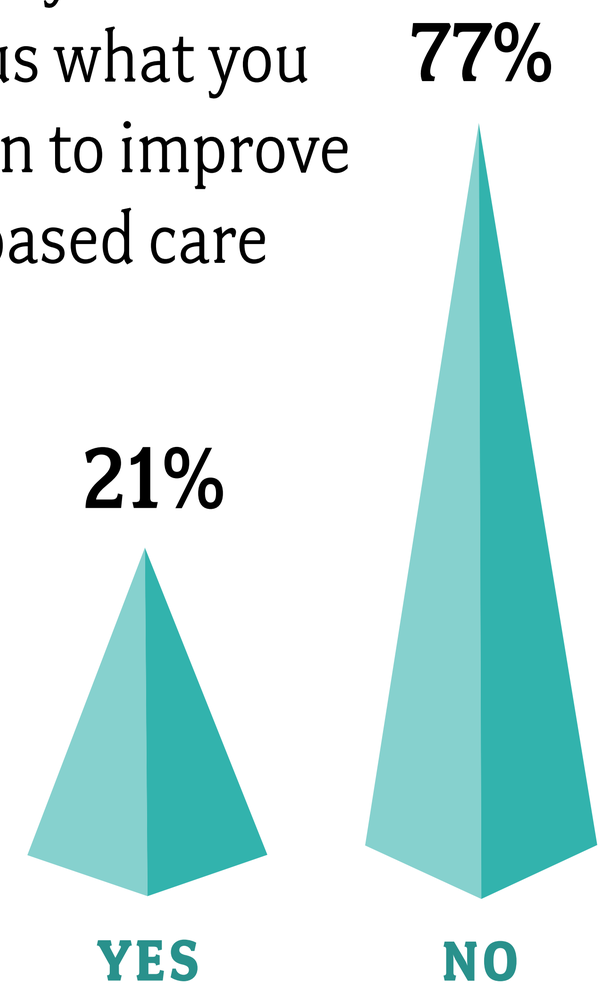

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