



## Home Health Quality of Patient Care Star Rating Provider Preview Report

*This report is based on Medicare fee-for-service claims data (4/1/2016-3/31/2017)  
and end-of-care OASIS assessment dates (4/1/2016-3/31/2017)*

<b>Rating for Bell Senior Care Inc (103127) Orlando, Florida</b>
<b>Quality of Patient Care Star Rating</b>
<b>★★★★½ (4.5 stars)</b>

The Quality of Patient Care Star Rating will be displayed on Home Health Compare (HHC) in January 2018.

### About the Quality of Patient Care Star Ratings

The Quality of Patient Care Star Ratings reflect how Home Health Agencies' (HHA) scores compare with one another on measurements of their quality of patient care performance. Across the country, most agencies fall "in the middle" with 3 stars - delivering good quality of care. A Star Rating higher than 3 means that an HHA performed better than average on the measured care practices and outcomes compared to other HHAs. A Star Rating below 3 means that an HHA's performance was below average compared to other HHAs.

The Quality of Patient Care Star Ratings do not provide information on the absolute quality of care being provided. In addition, these Star Ratings are different from the consumer ratings that you see on websites or apps for products like books, restaurants, or hotels that reflect averages of consumer opinions.

CMS also publishes Patient Experience of Care Star ratings, based on responses to the Home Health Consumer Assessment of Healthcare Providers & Systems (HHCAHPS) survey. These ratings summarize patient feedback on their experience; more information is available at <https://www.medicare.gov/homehealthcompare/About/Patient-Survey-Star-Ratings.html>

### How Quality of Patient Care Star Ratings Are Calculated

Quality of Patient Care Star Ratings are determined using nine measures of quality that are reported on the Home Health Compare website<sup>1</sup>, listed below. To have a Star Rating, HHAs must have submitted data to calculate at least 5 of 9 measures, which are:

1. Timely Start of Care
2. Drug Education on all Medications Provided to Patient/Caregiver
3. Flu Vaccine Received for Current Flu Season
4. Improvement in Ambulation
5. Improvement in Bed Transferring
6. Improvement in Bathing
7. Improvement in Pain Interfering With Activity
8. Improvement in Shortness of Breath
9. Acute Care Hospitalization

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<sup>1</sup>For a measure to be reported on Home Health Compare, HHAs must have data for at least 20 complete quality episodes with end dates within the 12-month reporting period (regardless of episode start date). Completed episodes are paired start or resumption of care and end of care OASIS assessments.

Quality of Patient Care Star Rating Scorecard<sup>1</sup>

Bell Senior Care Inc (103127) Orlando, Florida

		Measure Score Cut Points by Initial Decile Rating								
1	Initial Group Rating	Measure 1. Timely initiation of care	Measure 2. Drug education on all medications	Measure 3. Received Flu vaccine for current season	Measure 4. Improvement in ambulation	Measure 5. Improvement in bed transferring	Measure 6. Improvement in bathing	Measure 7. Improvement in pain interfering with activity	Measure 8. Improvement in shortness of breath	Measure 9. Acute care hospitalization
2	0.5	0.0-81.6	0.0-90.0	0.0-43.7	0.0-52.1	0.0-45.0	0.0-51.9	0.0-49.6	0.0-42.7	20.6-100.0
3	1.0	81.7-87.7	90.1-94.7	43.8-58.7	52.2-59.7	45.1-54.2	52.0-61.7	49.7-60.0	42.8-55.9	18.7-20.5
4	1.5	87.8-91.0	94.8-96.6	58.8-66.7	59.8-64.6	54.3-59.9	61.8-67.0	60.1-65.8	56.0-63.4	17.6-18.6
5	2.0	91.1-93.2	96.7-97.8	66.8-72.3	64.7-67.9	60.0-64.1	67.1-70.5	65.9-70.0	63.5-68.5	16.6-17.5
6	2.5	93.3-94.8	97.9-98.5	72.4-76.2	68.0-70.6	64.2-67.3	70.6-73.3	70.1-73.8	68.6-72.5	15.8-16.5
7	3.0	94.9-96.1	98.6-99.1	76.3-79.5	70.7-73.0	67.4-70.2	73.4-76.2	73.9-77.6	72.6-75.9	15.0-15.7
8	3.5	96.2-97.1	99.2-99.5	79.6-82.8	73.1-75.5	70.3-72.9	76.3-79.2	77.7-81.6	76.0-79.1	13.9-14.9
9	4.0	97.2-98.0	99.6-99.8	82.9-86.2	75.6-78.7	73.0-76.2	79.3-82.7	81.7-86.3	79.2-82.6	12.7-13.8
10	4.5	98.1-99.0	99.9-99.9	86.3-91.0	78.8-83.8	76.3-81.3	82.8-87.8	86.4-93.3	82.7-87.2	10.9-12.6
11	5.0	99.1-100.0	100.0-100.0	91.1-100.0	83.9-100.0	81.4-100.0	87.9-100.0	93.4-100.0	87.3-100.0	0.0-10.8
12	Your HHA Score	97.3	98.9	69.0	100.0	91.3	97.9	99.9	100.0	16.6
13	Your Initial Group Rating	4.0	3.0	2.0	5.0	5.0	5.0	5.0	5.0	2.0
14	Your Number of Cases (N)	372	370	281	251	248	252	179	234	280
15	National (All HHA) Middle Score	94.9	98.6	76.2	70.7	67.3	73.3	73.9	72.5	15.7
16	Your Statistical Test Probability Value (p-value)	0.016	0.408	0.004	0.000	0.000	0.000	0.000	0.000	0.393
17	Your Statistical Test Results (Is the p-value ≤ 0.050?)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
18	Your HHA Adjusted Group Rating	4.0	3.0	2.0 <sup>2</sup>	5.0	5.0	5.0	5.0	5.0	2.5
19	Your Average Adjusted Rating	4.1								
20	Your Average Adjusted Rating Rounded	4.0								
21	Your Quality of Patient Care Star Rating (1.0 to 5.0)	★★★★½ (4.5 stars)								

<sup>1</sup> Claims data from April 1, 2016 to March 31, 2017 and OASIS data from April 1, 2016 to March 31, 2017

<sup>2</sup> Based on your HHA's results, we suggest that you focus your attention on measures with a rating of 2.0 or less before the next quarterly reporting period. Review your HHA's care protocols that are or could be associated with this outcome or process and consider convening a meeting of your clinical staff to brainstorm how these outcomes or processes that affect the quality of patient care can be improved. Finally, once you have identified the source of the problem regarding your low score consider providing focused training of your staff to modify your existing quality of patient care practices.