

Understanding Quality Ratings

HTNYS *Boardroom Essentials* video series

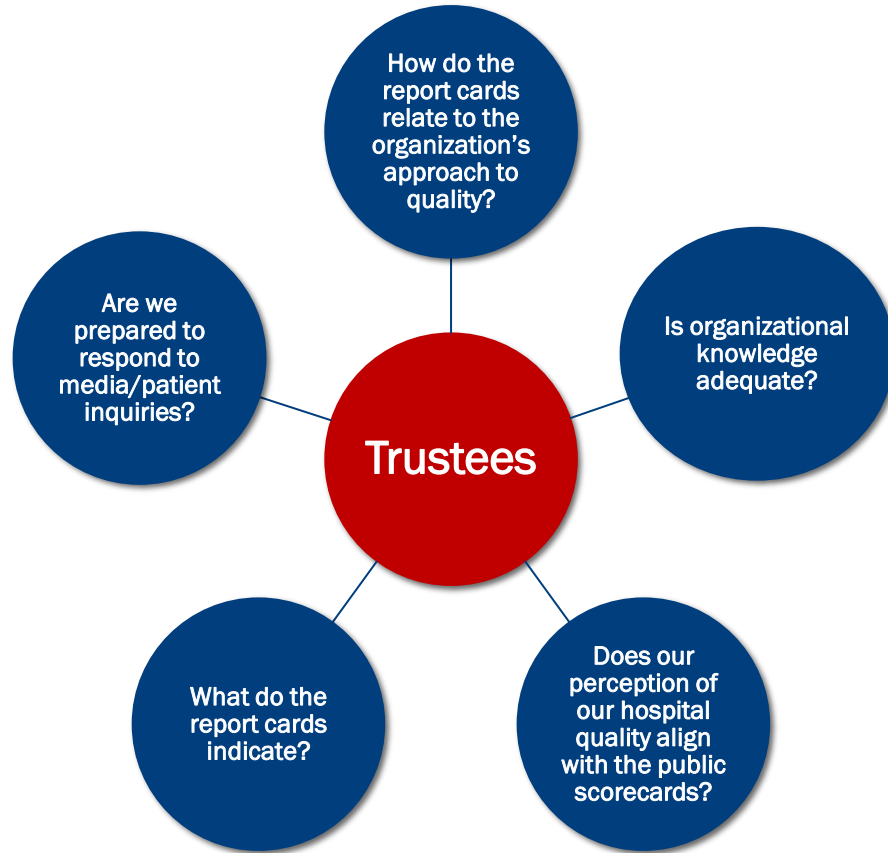
Kathleen Rauch, Vice President, Quality Advocacy, Research and Innovation



What is a trustee's role in quality report cards?



Understand the report cards — and your organization's knowledge and use of them.



Report cards 101



Organization
bio



Data source



Scoring
methodology



Advantages and
disadvantages

Organizational knowledge

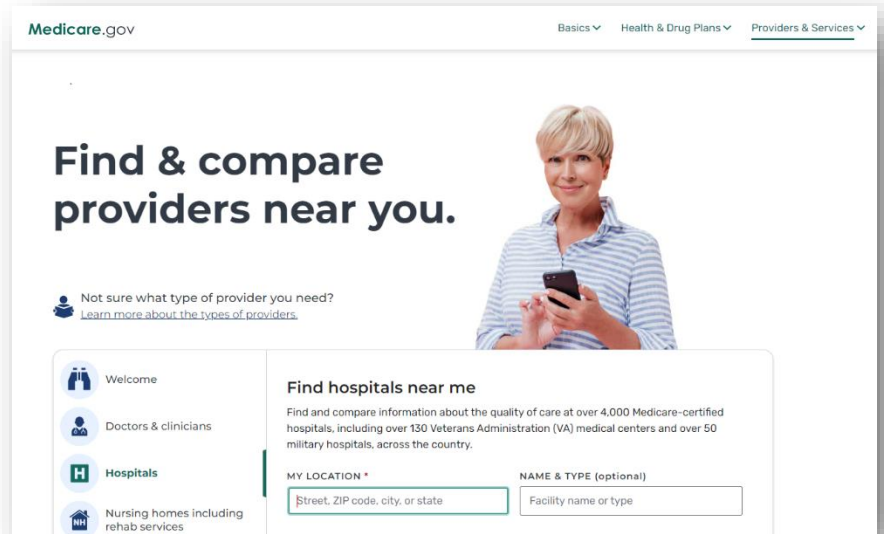
- Measures
 - Outcomes, process of care, structural
- Performance periods
 - 3 years? 1 year? 6 months?
- Methodology
 - Inclusions, exclusions, weighting

What role do report cards play?

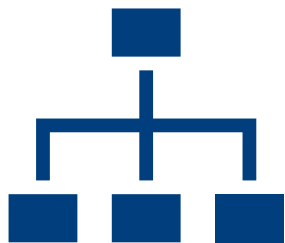
- Should we track our performance on public scorecards as part of our organization's internal performance tracking?
- Organizations differ in their approach.

Perception of performance

Is there alignment between organizational perception and the report cards/ratings?



What action is needed?



Modify the organizational quality improvement plan?



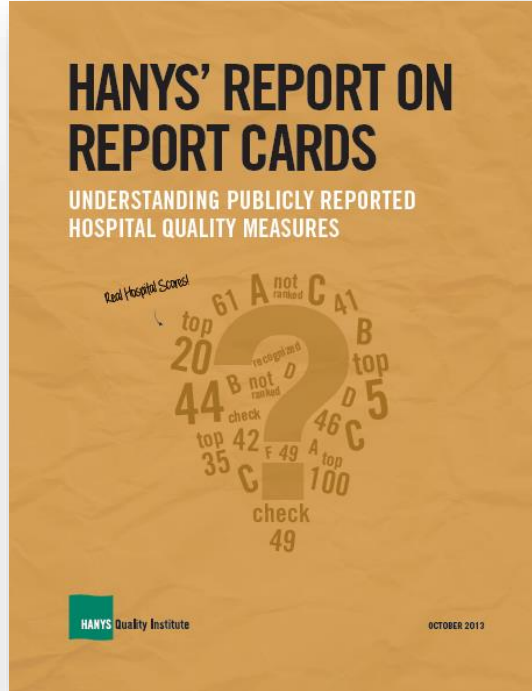
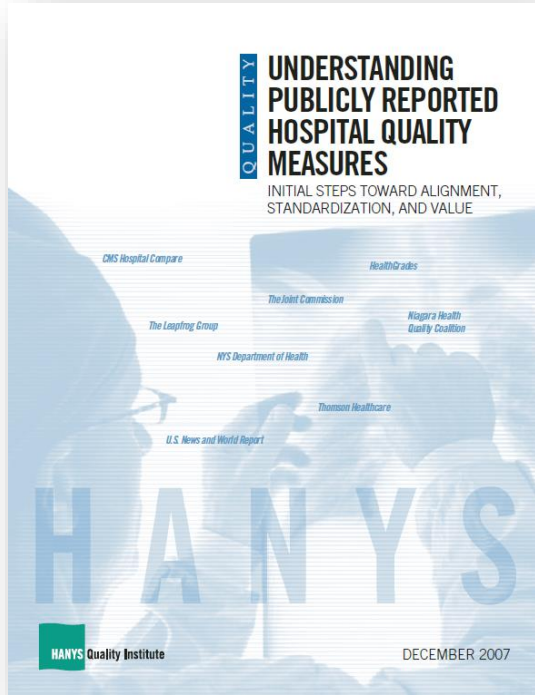
Market positive report card score/ranking?

Unfavorable results; what to do?

- Communication plan
 - Internal: trustees, leadership, providers and staff
 - Provide talking points to share with patients and families
 - External: be prepared for media inquiries

Resources





STARS	REPORT CARD
★★★★★	
★★★★★	NYSDOH Clinical Reports
★★★★	NYSDOH Hospital Profiles CMS <i>Hospital Compare</i> The Joint Commission <i>Quality Check</i> CMS <i>Hospital Compare</i> overall hospital ratings Vizient Quality Leadership Award
★★★	The Leapfrog Group Hospital Safety Grade Healthgrades America's Best Hospitals IBM Watson Health 100 Top Hospitals U.S. <i>News and World Report</i> Best Hospitals by Specialty U.S. <i>News and World Report</i> Best Hospitals for Procedures and Conditions
★	<i>Newsweek's</i> World's Best Hospitals

HANYS' Report on Report Cards:

Based on publicly available information as of May 15, 2019.



Consumer guide

- Adaptation of the *Medicare Guide to Choosing a Hospital*
- Your care needs and your choices
- Personal needs
- Financial needs
- Quality data
- After you do your research...



List of report cards/rankings

- CMS Star Ratings
- DOH Hospital Profile
- The Joint Commission Quality Check
- Vizient Quality Leaders
- Leapfrog Hospital Safety Grade
- Lown Institute
- *U.S. News & World Report* Best Hospitals
- Healthgrades America's Best Hospitals
- *Newsweek's* World's Best Hospitals
- Yelp
- Facebook

Thank you.

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