

**From:**



**To:** ACCREDITED HOMEHEALTH SERVICES  
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## Your Percentiles Dashboard: Apr 08 Thru Mar 09

This report is from the latest release of Home Health Compare, which includes data from July 2008 through June 2009.



**Your state percentile gauge is at 91% with all percentiles weighted equally**

**Your national percentile gauge is at 96% with all percentiles weighted equally**



### Your Percentiles Detail:

Outcomes	Your CMS Outcome	State Percentile	National Percentile	State 80 percentile Goal	National 80 percentile goal
Better walking/moving	56%	88	90	You are there!	You are there!
Better to/from bed	63%	82	84	You are there!	You are there!
Bladder control improves	61%	85	85	You are there!	You are there!
Less pain moving	86%	88	95	You are there!	You are there!
Better at bathing	76%	80	88	You are there!	You are there!
Better at meds/oral	63%	94	95	You are there!	You are there!
SOB less often	70%	75	84	Up 2% to 72%	You are there!
DC to home	75%	76	87	Up 2% to 77%	You are there!
Improved Wounds	76%	24	24	Up 15% to 91%	Up 14% to 90%
Admitted to hospital	24%	66	80	Down 3% to 21%	You are there!
Urgent/unplanned care	14%	56	78	Down 9% to 5%	Down 1% to 13%
Emergent Wound Care *	1%	41	61	Down 1% to 0%	Down 1% to 0%
Overall Percentiles		91	96		

The outcome data presented in this report is published by CMS. The percentile data presented in this report is calculated by Lewis. No proprietary data from you or other providers has been used. This report compares your performance ranking in your state and nationally. It also reports the goal you must achieve to be in the 80 percentile statewide and nationally for individual outcomes. The gauges illustrate your overall state and national ranking, assuming that all outcome percentiles are weighted equally. (This calculation is more complex than simply averaging your individual outcome percentiles.)

- 90% Plus
- 70% Plus
- 50% Plus
- 30% Plus
- 10% Plus
- Less than 10%

\* This outcome should not be a concern at this time because so many providers have almost no data, which invalidates comparison.

# **Your Percentiles Dashboard FAQ**

## **What is this?**

This is a report that shows your latest outcomes as reported by CMS, along with the state and national percentile of each of your outcomes.

## **Why did I receive this?**

Your state home care association and The Council of State Home Care Associations worked to bring this to you so that you can more readily review what your reported outcomes are and how they compare. The goal of your state association, the Council, and Lewis Research, in bringing you this report, is to improve overall home care quality.

## **What is this going to cost me?**

This report is created and delivered to you at no charge. It's free!

## **What is the Council Of State Home Care Associations?**

The Council is an organization that was established to assist state home care associations, including your own, which is a Council member, to more effectively interact with each other and with the seven national home care associations. The Council worked with your state association to get this report for you at no charge.

## **Who is Lewis Research?**

Lewis Research is part of Lewis Computer Services, a home care software company that designed and produced your report.

## **Where did the data come from?**

The outcome data came from CMS, which publishes this data at their Home Health Compare web site. The percentile data is calculated by Lewis specifically for your HHA.

## **Who else has seen this data?**

Anyone who has gone to the Home Health Compare web site could have seen your outcome scores. To determine your percentiles they, or someone else, would have to compare your scores to every provider in your state or the nation. The home health outcomes data are made available to the public by CMS.

## **Who else has seen this report?**

This particular report is available to your specific HHA only by your state association director putting you on the list to receive it. It may have been cursorily reviewed by Lewis staff during testing. As part of this data project it is also sent to your state association director.

## **Can I get past reports?**

No. These reports are created each quarter or when CMS updates the Home Health Compare data. Lewis handles the production of reports. Old reports are deleted when new reports are created.

### **I have multiple providers. Can I get all of their reports?**

You can get them by showing your state association director that it would be proper for you to get the reports of other providers. The director can then put you on the list multiple times to receive multiple reports.

### **Can I get reports for providers in another state?**

No. State directors are limited to access of the reports of the providers in their state.

### **Can I get the report of a competitor?**

No. The goal of these reports is to improve home care quality. It is not to play a role in the competition between providers. However, this report is yours to share and do with as you please, which could include supporting your marketing program.

### **I'm not really the person who needs this. Can it be sent to someone else?**

Yes. Your state association director maintains the list of who gets your report. They can take you off the list and add someone else in your place.

### **We already do this. Can you take me off the list so I will get one less email?**

Yes. Your state association director can make one small change to take you off the list.

### **How are my outcome percentiles determined?**

The outcomes of all providers in a state or the nation are put in a list from worst to best. The providers in the first 1% of the list are given the percentile of 0%, meaning their group is better than 0% of the other providers on the list. The providers in the next 1% of the list are given the percentile of 1%, meaning their group is better than 1% of the other providers on the list. This process continues until 100% of the providers on the list are assigned a percentile.

Sometimes a group of providers on the list with the same outcome score stretches across more than one percentile range. When this happens the whole group of providers is given the higher percentile. This adjustment prevents providers with the same outcome score from being assigned different percentiles.

### **How is my overall percentile determined?**

Each provider in a state or the nation is put into a list, along with the total sum of all ten of their outcome percentiles. Based on these totals each provider is then assigned an overall percentile. Do not attempt to average your individual outcome percentiles to get this number. The mathematics of percentiles does not work that way.

## **What does “80 percentile goal” mean in the last two columns?**

CMS has discussed providing full positive participation in pay-for-performance to the top 20% of providers. These are the providers at and above 80 percentile. The last two columns show how much improvement your outcomes needed in the reporting period to have you in the 80 percentile bracket for each outcome.

## **Important points about overall percentiles**

1. While every bit helps, it is not required to have any of your individual outcome percentiles at 80 to have you overall percentile at 80.
2. If your outcome percentiles are consistently high then your overall percentile will be higher than your average percentile.
3. If your outcome percentiles are consistently low then your overall percentile will be lower than your average percentile.
4. The mathematics of overall percentile calculation can be very counterintuitive.

## **What do the gauges mean?**

The needle on the left gauge is a visual indicator of your overall state percentile. The needle on the right gauge is a visual indicator of your overall national percentile.

## **I do not have a needle on my gauges. Why?**

If you do not have enough data submitted to CMS they report your outcomes as “n/a” which we cannot use to calculate your overall percentile level.

## **Why are these particular ten outcomes shown?**

They are the ten outcomes publicly reported at Home Health Compare by CMS.

## **What do the colors mean?**

The colors indicate good and bad percentile levels. On the lower right is the color key. Lighter yellow to darker orange is progressively worse. Lighter blue to darker blue is progressively better.