Rating Strategies used in other online state scorecards

Goal: Define rating categories for CT online scorecard
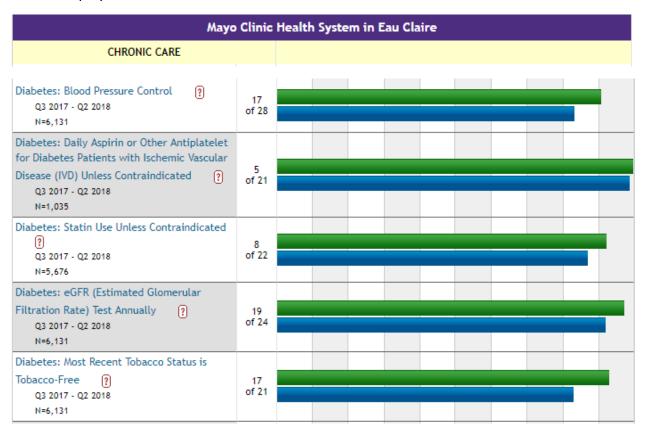
Introduction: The CT online scorecard will rate each organization's performance on each measure as long as minimum sample size requirement is met. Ratings are three categories: below average, average and better than average. The Quality Council previously decided that the benchmark utilized in rating would be the state score (overall score of attributed and unattributed individuals in the APCD).

State Rating Strategies

Other state scorecards use various rating strategies. Three different strategies have been identified.

1. No rating: Maine and Wisconsin. These states display organization scores alongside a benchmark in bar graph form. Wisconsin also provides a rank (i.e. 18th out of 27)

Figure 1. Wisconsin score display. Green bar is the benchmark; blue bar is clinic performance. Rank is displayed to the left of the bars.

2. Statistically significant differences: Minnesota, Washington. Rating categories are determined by statistically significant degree of deviation (or lack thereof) from a benchmark. Confidence intervals are constructed and used to gauge statistical difference. For example Washington uses the three categories better, average, and worse which are defined as:

> ➢ Better= rate and confidence interval are above the state average
> ➢ Average= rate and confidence interval are equivalent to the state average
> ➢ Worse= rate and confidence interval are below the state average

Figure 2. . Washington score. Rating (score) is displayed alongside the organizational performance and state average.

Capital Medical Center

Category	Measure	Score	Rate	State Average
Behavioral health	Antidepressant medication generic prescriptions	▼ WORSE	97%	99%
Cardiovascular disease	Cholesterol-lowering medication generic prescriptions	⬛ AVERAGE	98%	99%
	High-blood pressure medication generic prescriptions	⬛ AVERAGE	99%	99%
	Monitoring patients on high-blood pressure medications	⬛ AVERAGE	79%	79%
	Taking cholesterol-lowering medications as directed	🟢 BETTER	82%	76%
	Taking hypertension medications as directed	🟢 BETTER	83%	78%

3. Result categories: California Patient Advocate. Create rating categories consisting of a range of performance relative to other groups (attributed patients only). For example California's patient advocate uses the following 5 categories:

Excellent (5 star)	Comparable to the top 90 percent of scores for all the medical groups across the specific quality measure
Very Good (4 star)	Comparable to scores between 65 and 89 percent of ratings across all the medical groups for the specific quality measure
Good (3 star)	Comparable to scores between 35 and 64 percent of ratings across all the medical groups for the specific quality measure
Fair (2 star)	Comparable to scores between 10 and 34 percent of ratings across all the medical groups for the specific quality measure
Poor (1 star)	Comparable to scores below the bottom 10 percent of ratings across all the medical groups for the specific quality measure

NOTE: "Comparable" is not defined

Figure 3: California Patient Advocate. Rating category only is displayed for each measure.

MemorialCare Medical Group 2018-19

MEDICAL CARE RATINGS

QUALITY OF MEDICAL CARE	★★★★☆ VERY GOOD
Appropriate Use of Tests, Treatments and Procedures	★★★☆☆ GOOD
Asthma Care	★★☆☆☆ FAIR
Diabetes Care	★★★★☆ VERY GOOD
Heart Care	★★★☆☆ GOOD
Preventive Screenings	★★★★☆ VERY GOOD
Treating Children: Getting the Right Care	★★★★☆ VERY GOOD

Why were these topics selected? ⓘ

PATIENTS RATE OVERALL EXPERIENCE	★★★★★ EXCELLENT
Rating of Doctor and Care	★★★★★ EXCELLENT
Communicating with Patients	★★★★★ EXCELLENT
Coordinating Patient Care	★★★★★ EXCELLENT
Health Promotion	★★★★☆ VERY GOOD
Helpful Office Staff	★★★★★ EXCELLENT
Timely Care and Service	★★★☆☆ GOOD

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