

Star Ratings Calculation Methodology

Overview

This document explains how Press Ganey calculates star ratings for display on provider directories. The intent is to use a simple calculation which allows end consumers to visualize provider performance in the form of star ratings. In general, the star rating is simply the mean score divided by 20, to get a star rating on a 0-5 scale. CAHPS questions follow the same logic, but are slightly more complex due to the different survey response scales.

Due to the small range of possible values (i.e. 0-5), Press Ganey does not recommend using star ratings as an internal measure for provider performance.

Response Scale Conversion

Press Ganey Questions

All Press Ganey questions have 5 response categories and receive scores on a 0-100 scale as shown below:

	Very Poor	Poor	Fair	Good	Very Good
Score =	0	25	50	75	100

CG CAHPS Questions

CG CAHPS questions have several response scales. For the purpose of calculating star ratings, Press Ganey uses the following conversions in order to calculate scores on a 0-100 scale:

	No*	Yes*
Score =	0	100

*The conversion of yes/no items depends on which response is the most favorable option.

	No	Yes, Somewhat	Yes, Definitely
Score =	0	50	100

	Never	Sometimes	Usually	Always
Score =	0	33.33	66.66	100

	0-Worst Provider	1	2	3	4	5	6	7	8	9	10-best provider
Score =	0	10	20	30	40	50	60	70	80	90	100

Provider Star Ratings

Provider star ratings on the 0-5 scale are calculated by dividing the provider's question mean scores by 20. The provider's question mean scores are the average of patient responses to individual questions. Summary star ratings are an average of a provider's question level star ratings.

To illustrate this calculation, consider the example below:

PROVIDER: Doe, MD	Patient A	Patient B	Patient C	Patient D	Patient E	Provider Mean Score	Provider Star Rating (Mean score ÷ 20)
Question 1	50	75	100	100	75	80	4.00
Question 2	50	0	25	100	100	55	2.75
Question 3	75	75	75	100	75	80	4.00
Summary Rating							3.58

$$\text{Provider Mean Score for Question 1} = \frac{50 + 75 + 100 + 100 + 75}{5} = 80$$

$$\text{Provider Star Rating for Question 1} = \frac{80}{20} = 4 \text{ Stars}$$

$$\text{Provider Summary Star Rating} = \frac{4 + 2.75 + 4}{3} = 3.58 \text{ Stars}$$

Patient Star Ratings

Patient star ratings are calculated by dividing the patient's aggregate mean score by 20. For clients using only one question in the patient star rating, the star rating would simply be the individual question score, divided by 20. Please note that Press Ganey offers patient star ratings as an option, but strongly encourages organizations to focus Transparency efforts on the *provider* star ratings.

To illustrate this calculation, consider the example below:

PROVIDER: Doe, MD	Patient A	Patient B	Patient C	Patient D	Patient E
Question 1	50	75	100	100	75
Question 2	50	0	25	100	100
Question 3	75	75	75	100	75
Patient Aggregate Mean Score	58.33	50.00	66.67	100.00	83.33
Patient Star Rating (Mean score ÷ 20)	2.92	2.50	3.33	5.00	4.17

$$\text{Patient A Aggregate Mean Score} = \frac{50 + 50 + 75}{3} = 58.33$$

$$\text{Patient A Star Rating} = \frac{58.33}{20} = 2.92 \text{ Stars}$$