



Home Health Quality of Patient Care Star Rating Provider Preview Report

*This report is based on Medicare fee-for-service claims data (10/1/2015-9/30/2016)
and end-of-care OASIS assessment dates (1/1/2016-12/31/2016)*

Rating for Phoenix Home Care, L.L.C. (147730) Burr Ridge, Illinois
Quality of Patient Care Star Rating
★★★★ (4.0 stars)

The Quality of Patient Care Star Rating will be displayed on Home Health Compare (HHC) in July 2017.

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 website¹, 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

¹For 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.

Preview of OASIS C Quality Measure Scores for Year January 2016 - December 2016
To Be Posted on Home Health Compare

State: IL
 Provider Name: PHOENIX HOME CARE, L.L.C.
 Provider Number: 147730
 Street Address: 200 S FRONTAGE ROAD
 City: BURR RIDGE
 ZIP Code: 60527
 Phone: (630) 321-9400
 Agency's Initial Date of Medicare Certification: 12/16/2002
 Type of Ownership: PROPRIETARY

Services Provided

Nursing Care: Y Speech Pathology: Y
 Physical Therapy: Y Medical Social Services: Y
 Occupational Therapy: Y Home Health Aide: Y

	Agency * Average%	State Average** Average%	National Average%
PROCESS MEASURES			
Timely Initiation of Care	98.7	94.1	93.4
Depression Assessment Conducted	97.3	98.2	98
Multifactor Fall Risk Assess for Pts 65 & Over	100	99.3	99.5
Pain Assessment Conducted	100	99.2	99.1
Pressure Ulcer Risk Assessment Conducted	100	98.9	99
Pressure Ulcer Prevention In Plan Of Care	100	99.2	98.5
Diabetic Foot Care and Pt/CG Ed Implemented***	92.3	97.5	97
Heart Failure Symptoms Addressed***	199	98.6	98.4
Pain Interventions Implemented***	100	99.6	99.2
Drug Ed On All Meds Provided to Pt/CG***	100	97.6	97.5
Flu Immunization Rec'd For Current Flu Season	62.8	68.1	76
PPV Ever Received	64	72.2	79.7
Pressure Ulcer Prevention Implemented***	100	98.3	98.4
OUTCOME MEASURES			
Improvement in Bathing	69.9	73.1	74.3
Improvement in Bed Transfer	74.5	66.3	68.2
Improvement in Ambulation	72.4	69.6	71.2
Improvement in Management of Oral Medications	65.6	61.8	61
Improvement in Pain Interfering with Activity	83.1	76.9	74.4
Improvement in Dyspnea	66.1	72.6	72.9
Improvement in Status of Surgical wounds	199	88.2	90.6
CLAIMS BASED OUTCOME MEASURES			
Acute Care Hospitalization	11	16.6	16.7
Emergency Department Use w/out Hospitalization	1.7	11.7	12.5

* 199 means the number of episodes is too small to report; 201 means provider currently does not have data for this measure. Codes of 199 and 201 will be reported as "See Footnote Below" on the Home Health Compare web site. The Footnote will appear as "The agency currently does not have data for this measure or the agency has less than 6 months of data." values of 0-4% will appear as "< 5" and values of 96-100% will appear as "> 95" on the Home Health Compare web site.

** Each state average is the aggregate rate for all patients served by providers in that state. The national average is the aggregate rate for all patients served by providers in the nation.

*** During Short Term Episodes Of Care

IMPORTANT NOTES:

-- Please review the data about your agency. Details about how to update data and who to contact for questions are available on the Home Health Quality Initiative web site at www.Medicare.gov/HHCompare/Home.asp. Select Data Details tab and then Note to Home Health Agencies link.

-- The order of the Measures in the table above may not represent the order displayed on Home Health Compare.

-- The titles of the Measures in the table above are not the Consumer Language titles that appear on Home Health Compare. The crosswalk between these titles can be found in the download section on the Home Health Quality Initiative