

# Quality of patient care



While the quality of patient care star rating provides a summary of agency performance, you may prefer to compare agencies on the individual measures that are related to the types of services you'll need, based on your own condition.

[Find out why these measures are important](#)

[Get more information about the data](#)

[Get current data collection period](#)

## Quality rating



The star ratings are based on 7 measures of quality that give a general overview of performance. Measures that are included in the star ratings are identified in the results table below.

- A 4- or 5-star rating means that the agency performed better than other agencies on the 7 measured care practices and outcomes.
- A 1- or 2-star rating means that the agency's average performance on the 7 measured care practices and outcomes was below the averages of other agencies.
- Across the country, most agencies fall "in the middle" with 3 or 3½ stars.

## Managing daily activities

### How often patients got better at walking or moving around

↑ *Higher percentages are better*

This measure was included in the quality star rating calculation.

90.5%

National average:

85.4%

Arizona average:

82.6%



### How often patients got better at getting in and out of bed

↑ *Higher percentages are better*

This measure was included in the quality star rating calculation.

97.7%

National average:

86.5%

Arizona average:

84.9%



### How often patients got better at bathing

↑ *Higher percentages are better*

This measure was included in the quality star rating calculation.

96.9%

National average:

87.4%

Arizona average:

86.5%



### How often a patient's functional abilities were assessed at admission and discharge and functional goals were included in their care plan

↑ *Higher percentages are better*

This measure was included in the quality star rating calculation.

97.5%

National average:

98.5%

Arizona average:

98.6%



## Treating symptoms

### How often patients' breathing improved

↑ *Higher percentages are better*

This measure was included in the quality star rating calculation.

100%

National average:

87.8%

Arizona average:

87.3%



**How often patients have pressure ulcers/pressure injuries that are new or worsened**

↓ *Lower percentages are better*

**0%**

**National average:**

**0.3%**



**Arizona average:**

**0.4%**

## Preventing harm

**How often the home health team began their patients' care in a timely manner**

↑ *Higher percentages are better*

This measure was included in the quality star rating calculation.

**89.1%**

**National average:**

**96.1%**



**Arizona average:**

**96.7%**

**How often patients got better at taking their drugs correctly by mouth**

↑ *Higher percentages are better*

This measure was included in the quality star rating calculation.

**94.2%**

**National average:**

**83.5%**



**Arizona average:**

**82.5%**

**How often the home health team determined whether patients received a flu shot for the current flu season**

↑ *Higher percentages are better*

**73.4%**

**National average:**

**73.3%**



**Arizona average:**

**72.4%**

**How often physician-recommended actions to address medication issues were completed timely**

↑ *Higher percentages are better*

**98.6%**

**National average:**

**95.4%**



**Arizona average:**

**96.3%**

**How often patients experienced one or more falls with major injury**

↓ *Lower percentages are better*

0%

**National average:**

0.9%



**Arizona average:**

0.9%

## Preventing unplanned hospital care

**How often home health patients had to be admitted to the hospital**

↓ *Lower numbers are better*

This measure was included in the quality star rating calculation.

10.8%

**National average:**

14.1%



**Arizona average:**

13.2%

**How often patients receiving home health care needed any urgent, unplanned care in the hospital emergency room – without being admitted to the hospital**

↓ *Lower numbers are better*

18.4%

**National average:**

11.9%



**Arizona average:**

13%

**How often patients remained in the community after discharge from home health**

↑ *Higher percentages are better*

**Worse than national rate**

58.9%



**National average:**

76.6%

**How often patients were re-admitted to the hospital for a potentially-preventable condition after discharge from home health**

↓ *Lower rates are better*

**Same as national rate**

3.8%



**National average:**

3.9%

How often patients were admitted to the hospital for a potentially preventable condition while receiving home health care

↓ Lower rates are better

Same as national rate

11.7%

National average:

10%



## Payment & value of care

How much Medicare spends on an episode of care at this agency, compared to Medicare spending across all agencies nationally

- Higher (lower) ratios means that the agency spends more (less) on an episode of care than the Medicare national average

1.03

National average:

1.00

