Transparency 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. Press Ganey surveys collect ratings on a 0-100 scale, which we then translate over to a 1–5 scale within Transparency. **The star rating is the survey score divided by 25, plus 1**.

Equation:

$$\left(\frac{Average\ of\ rating\ questions}{25}\right) + 1$$

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., 1-5), Press Ganey does not recommend using star ratings as an internal measure for provider performance.

Response Scale Conversion

Press Ganey Questions

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

CG CAHPS Questions

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

	No	Yes
Score =	0	100

The conversion of yes/no 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 1-5 scale are calculated by dividing the provider's survey mean scores by 25 + 1.

To illustrate this calculation, consider the example below:

Provider: John Doe, MD	Survey A	Survey B	Survey C	Survey D	Survey E
Question 1	50	75	100	100	75
Question 2	50	--	25	100	100
Question 3	75	75	75	100	75
Average Score (Total survey score / # of questions)	58.3	75	66.6	100	83.3
Survey Score (Survey Score / 25) + 1	3.33	4	3.66	5	4.33

$$\text{Average Score} = \frac{(50+50+75)}{3} = 58.3$$

$$\text{Survey A Score} = \frac{(58.3)}{25} + 1 = 3.33$$

$$\text{Overall Provider Star Rating} = \frac{(3.33 + 4 + 3.66 + 5 + 4.33)}{5} = 4.06$$