

# 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 mean score divided by 25, plus 1.**

Equation:

$$\left( \frac{\text{Rating 1} + \text{Rating 2}}{\text{Total \# of ratings}} \div 25 \right) + 1$$

Example:

$$\left( \frac{75 + 100}{2} \div 25 \right) + 1 = 4.50 \text{ stars}$$

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

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

### CG CAHPS Questions

CG CAHPS questions have several response scales. For 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 question mean scores by 25 + 1. 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: John Doe, MD	Patient A	Patient B	Patient C	Patient D	Patient E	Provider Mean Score	Provider Star Rating (Mean score / 25) + 1
Question 1	50	75	100	100	75	80	4.20
Question 2	50	0	25	100	100	55	3.20
Question 3	75	75	75	100	75	80	4.20
Summary Rating							3.88

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

$$\text{Provider Star Rating for Question 1} = \frac{80}{25} + 1 = 4.20 \text{ stars}$$

$$\text{Provider Summary Star Rating} = \frac{4.20+3.20+4.20}{3} = 3.88 \text{ stars}$$