

Hospital Compare/Care Compare Refresh and Overall Hospital Quality Star Ratings 2021 Updates

The Centers for Medicare & Medicaid Services (CMS) supported clinicians on the front lines by reducing burden so the healthcare delivery system could focus on the 2019 Novel Coronavirus (COVID-19) response. On March 22, 2020, CMS granted exceptions from reporting requirements and extensions for providers participating in Medicare quality reporting programs with respect to measure reporting and data submissions for programs. This announcement can be found at [cms.gov newsroom](https://www.cms.gov/newsroom). On August 25, 2020, CMS released an [Interim Final Rule with Comment Period](#) (CMS-3401-IFC) providing further relief and clarifying that CMS will not use data from January 1, 2020 through June 30, 2020 (1Q 2020 - 2Q 2020) for performance or use in quality reporting or value-based payment programs.

In addition to policy exceptions and extensions granted for quality measure reporting and data submission deadlines, CMS will not publicly report data collected during 1st and 2nd quarter 2020.

As a result, measures that are normally refreshed quarterly will not be refreshed for the first and second refresh after the affected quarters are introduced. This prevents updating of measures when the omission of 1st and/or 2nd quarter data would not provide any additional value. CMS wants to ensure that measures are refreshed at every point where the public display of hospital quality reporting data provides value to the end consumers, so quarterly refreshed measures will resume their quarterly updates once 3rd quarter 2020 data is due to be publicly reported. Please see the table below for specific information for refreshes from October 2020 through October 2021.

Annually refreshed measures will continue to publicly report updated data during their regularly scheduled refreshes.

Measures	October 2020	January 2021	April 2021	July 2021	October 2021
American College of Surgeons (ACoS)	Refreshed	Refreshed	Not Refreshed	Not Refreshed	Refreshed
Healthcare Associated Infections (HAI)	Refreshed	Not Refreshed	Not Refreshed	Refreshed	Refreshed
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)	Refreshed	Not Refreshed	Not Refreshed	Refreshed	Refreshed
Inpatient Quality Reporting (IQR) Timely and Effective Care (SEP-1, PC-01)	Refreshed	Not Refreshed	Not Refreshed	Refreshed	Refreshed

Measures	October 2020	January 2021	April 2021	July 2021	October 2021
Outpatient Quality Reporting (OQR) Timely and Effective Care (OP-2, OP-3b, OP-18b, OP-18c)	Refreshed	Not Refreshed	Not Refreshed	Refreshed	Refreshed
PPS-Exempt Cancer Hospitals (PCH) HCAHPS	Refreshed	Not Refreshed	Not Refreshed	Refreshed	Refreshed
Outpatient and Ambulatory Surgery (OAS) CAHPS	Not Refreshed	Not Refreshed	Refreshed	Refreshed	Refreshed

Additionally, CMS will not update the Overall Hospital Quality Star Ratings (Overall Star Rating) in January 2021 in order to allow time to review public comment and finalize the methodology proposals found in the Calendar Year (CY) 2021 Medicare Hospital Outpatient Prospective Payment System (OPPS) and Ambulatory Surgical Center (ASC) Payment System Proposed Rule ([CMS-1736-P](#)).

The proposed Overall Star Ratings methodology changes may be found in the proposed rule in Section XVI. Proposed Overall Hospital Quality Star Rating Methodology for Public Release in CY 2021 and Subsequent Years. Public comment period ended on October 5, 2020 at 5 p.m. EST and we expect to post the Final Rule later this year.

Questions regarding the Overall Hospital Quality Star Ratings can be sent via the [QualityNet Question and Answer Tool](#).