



ZUCKERBERG  
SAN FRANCISCO GENERAL  
Hospital and Trauma Center

# 2025 CMS Star Rating



San Francisco Department  
of Public Health

# Background – CMS Star Rating

- **Purpose:**
  - Initiated as part of Affordable Care Act transparency and accountability
  - Launched in 2016 to help patients make informed decisions. (See Medicare.gov)
- **Rating System and Measures:**
  - Hospitals rated from one to five stars
  - Composite of 47 measures in categories of mortality, safety, patient experience, readmissions, and effective care.
  - Methodology and data updated annually, with reporting periods as long as five years
  - Data from HCAHPS, NHSN, CMS claims, and hospital reporting
  - Each metric has its own complex definition and reporting
- **Broader Policy Context:**
  - Some overlap of metrics in pay-for-performance programs
    - (e.g. Hospital Value-Based Purchasing, Hospital Readmission Reduction Program and Hospital-Acquired Condition Reduction Program)
  - Methodology continuously changing to better reflect performance
  - Concerns about fairness for safety net hospitals serving high-risk populations

# CY 2025 ZSFG Quality Data Reporting Regulatory Requirements



Joint Commission  
Core Measures

CMS End Stage  
Renal Disease  
Quality Incentive  
Program

Quality Incentive  
Program (QIP)

CMS Inpatient  
Psychiatric Facility  
Quality Reporting  
Program

CMS Medicaid  
Provider  
Preventable  
Condition  
Reporting

CMS Hospital Inpatient  
Quality Reporting  
Program

CMS Hospital Outpatient  
Quality Reporting  
Program

Pay for  
Reporting

CMS Star  
Rating

Pay for  
Performance

CMS Value-Based  
Purchasing  
Program

CMS Hospital  
Acquired  
Conditions  
Program

CMS  
Readmission  
Reduction  
Program

Accreditation

# July 2025 – Upcoming Release

## ZSFG 1 Star 2016 - 2022

**Star Rating Preview:** ★★☆☆☆☆  
Summary Score: -0.68

**Facility Details**  
Type of Facility: **Short-term**  
Type of Ownership: **Government - Local**  
Emergency Service: **Yes**

**Select Reporting Period**  
JUL 2023

**Star Rating Preview:** ★★☆☆☆☆  
Summary Score: -0.63

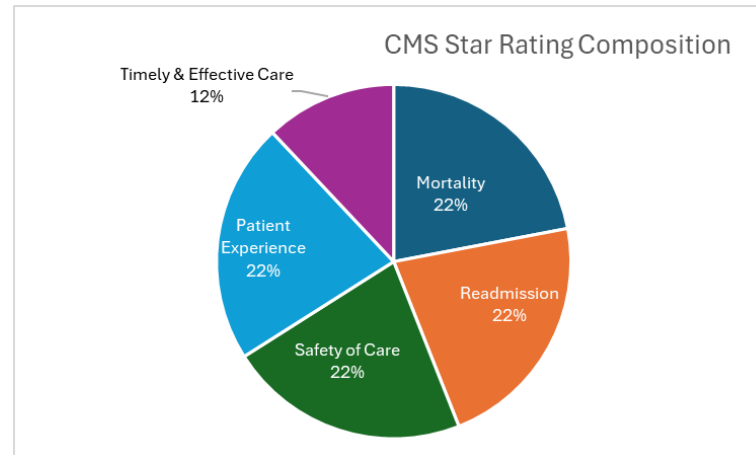
**Facility Details**  
Type of Facility: **Short-term**  
Type of Ownership: **Government - Local**  
Emergency Service: **Yes**

**Select Reporting Period**  
JUL 2024

**Star Rating Preview:** ★☆☆☆☆☆  
Summary Score: -0.75

**Facility Details**  
Type of Facility: **Short-term**  
Type of Ownership: **Government - Local**  
Emergency Service: **Yes**

**Select Reporting Period**  
JUL 2025



# Date Range for 2025 Star Rating

- Date range includes Q1 2020 to Q1 2024
- There is a blackout period for Q1 & Q2 2020 due to Covid-19 pandemic

Year	2020	2021	2022	2023	Q1 2024
Mortality					
Readmissions					
Safety					
Care Experience					
Timeliness					

# 2024 and 2025 Score Overview

## 2025 Summary Score: (-0.75)

Measure Group	Standard Measure Group Weight	Number of Measures for Your Hospital 2024	Your Hospital's Standardized Measure Group Score 2024	Number of Measures for Your Hospital 2025	Your Hospital's Standardized Measure Group Score 2025
Mortality	22.0%	6	0.59	6	0.62
Readmission	22.0%	9	-2.07	9	-2.51
Safety of Care	22.0%	7	-0.56	7	0.03
Patient Experience	22.0%	8	-0.15	8	-0.46
Timely & Effective Care	12.0%	8	-1.26	10	-1.97

# Examples of Depts with Watch/Drivers

Category	Departments Driving or Watching
<b>Mortality</b>	<ul style="list-style-type: none"> <li>• <b>HIM/CDI:</b> Mortality O:E; PSI-4</li> <li>• <b>QM/Medical Staff:</b> Mortality Review/M&amp;M</li> </ul>
<b>Care Experience</b>	<ul style="list-style-type: none"> <li>• <b>Patient Experience Team</b></li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• <b>Strategic Team/Infection Control/Critical Care/Med-Surg/Periop/Anesthesia</b> <ul style="list-style-type: none"> <li>• Task forces on CLABSI, CAUTI, Colon SSI</li> </ul> </li> <li>• <b>HIM/CDI:</b> PSI90</li> </ul>
<b>Timely &amp; Effective Care</b>	<ul style="list-style-type: none"> <li>• <b>ED:</b> Left without being seen, ED discharged length of stay</li> <li>• <b>Sepsis Task Force:</b> Sepsis</li> <li>• <b>OHS:</b> Employee Influenza and COVID-19 vaccination</li> <li>• <b>OBGYN:</b> Elective delivery</li> </ul>
<b>Readmissions</b>	<ul style="list-style-type: none"> <li>• <b>Cardiology:</b> CHF Readmissions</li> <li>• <b>Medicine/ACT:</b> Substance Use Readmissions</li> <li>• <b>DOCC:</b> 30-Day Readmissions (Watch)</li> <li>• <b>FCM:</b> Driver on Readmissions (New)</li> <li>• <b>QIP/PC:</b> All-cause readmits and post-hosp f/u (Medi-Cal MC)</li> </ul>

# 2025 Rating & 2026 Projection

2025	2026 (estimate)
-0.75	-0.68

## Where we stand today/Assumptions

- ❖ We are using updated data from CMS, core measures, and NHSN for the latest 4 quarters of data, in 30 of 39 expected metrics for 2026 Star Rating
- ❖ 9 are still to be finalized, for any missing data point we used 2025 Star Rating data for estimate rate
- ❖ Claims-based measures provided by CMS may change over time as new claims land
- ❖ National Means and Standard Deviation based used are based on 2025 Star Rating formulas. This can and does change

## New Barriers to Accurately Predicting the 2026- Star Rating

- ❖ PC-01 retired CY 2024 (Timely & Effective Care)
- ❖ HCP Covid Retired CY 2024 (Timely & Effective Care)
- ❖ No confirmation of new measures being added to the Star Rating to replace the retired measures

# Key Takeaways



2025: Dropped to 1 Star



2026: **Cautious** projection  
ZSFG to remain at 1 star

Some metrics retired, not released what metrics could potentially replace them so unable to include performance in prediction for 2026



Progress on current metrics

Mortality  
Patient Safety



Improvement opportunities  
for consideration at HOSHIN

Mortality & Safety: CDI efforts to support PSI-4 and PSI-90  
Timeliness: Continue ED efforts on LWBS, LOS, and sepsis  
MRI Lumbar Spine – order appropriateness & flow  
**Readmission**  
**Patient Experience**

# Feedback & Discussion...