

# Star Ratings Calculation Methodology

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. In general, the star rating is simply the provider's mean score divided by 20, to get a star rating on a 0-5 scale. 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, Press Ganey does not recommend using star ratings as an internal measure for provider performance.

## Press Ganey Questions

All Press Ganey questions have 5 response categories and receive mean scores on a 0-100 scale as shown below:

	Very Poor	Poor	Fair	Good	Very Good
Scale =	1	2	3	4	5
Score =	0	25	50	75	100

Mean scores on the 0-100 scale are then divided by 20 to get star ratings on a 0-5 scale.

**Example: Mean score of 94.4 ÷ 20 = 4.72 or 4.7 stars**

## CG CAHPS Questions

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

	Yes	No
Scale =	1	2
Score =	0	100

	No	Yes, Somewhat	Yes, Definitely
Scale =	1	2	3
Score =	0	50	100

	Never	Sometimes	Usually	Always
Scale =	1	2	3	4
Score =	0	33.33	66.66	100

	0-Worst Provider	1	2	3	4	5	6	7	8	9	10-best provider
Scale =	1	2	3	4	5	6	7	8	9	10	11
Score =	0	10	20	30	40	50	60	70	80	90	100

Mean scores on the 0-100 scale are then divided by 20 to get star ratings on a 0-5 scale.

**Example: Mean score of 94.4 ÷ 20 = 4.72 or 4.7 stars**

## Summary Star Ratings

Summary star ratings are an average of a provider's question level star ratings.