

Mercy Homecare/ Hospice						
CMS Quality Indicators	01/01/2019-12/31/2019			07/01/2020-03/31/2021		
	Agency	Mi Avg	National Avg	Agency	Mi Avg	National Avg
Star Rating	3.5	NA	NA	3.5	NA	NA
Return to ER	12%	13%	13%	12%	13%	13%
Readmitted	15%	16%	15%	15%	16%	15%
Satisfaction Survey Results: Recommend to family & friends	76%	75%	78%	75%	73%	78%
	Respondents: 351 Response rate: 32%			Respondents: 400 Response rate: 29%		

North Oakland Home Care						
CMS Quality Indicators	1/1/2017-12/31/2018			07/01/2020-03/31/2021		
	Agency	Mi Avg	National Avg	Agency	Mi Avg	National Avg
Star Rating	2.5	3.5	3.5	3.5		
Return to ER	9%	13%	13%	11%	13%	13%
Readmitted	Same as national rate	N/A	N/A	16%	16%	15%
Satisfaction Survey Results: Recommend to family & friends	73%	75%	78%	79%	73%	78%
	Respondents: 114 Response Rate: 48%			Respondents: 89 Response Rate: 39%		

Residential Home Health /Hospice						
CMS Quality Indicators	01/01/2019-12/31/2019			07/01/2020-03/31/2021		
	Agency	Mi Avg	National Avg	Agency	Mi Avg	National Avg
Star Rating	3	NA	NA	3	NA	NA
Return to ER	14%	13%	13%	12%	13%	13%
Readmitted	14%	16%	15%	18%	16%	15%
Satisfaction Survey Results: Recommend to family & friends	78%	75%	78%	84%	73%	78%
	Respondents: 601 Response rate: 26%			Respondents: 373 Response rate: 26%		

Great Lakes Caring/ Elara Caring						
CMS Quality Indicators	7/1/2018-6/30/2019			07/01/2020-03/31/2021		
	Agency	Mi Avg	National Avg	Agency	Mi Avg	National Avg
Star Rating	3.5	NA	NA	3.5	NA	NA
Return to ER	16%	16%	15%	14%	13%	13%
Readmitted	14%	13%	13%	16%	16%	15%
Satisfaction Survey Results: Recommend to family & friends	77%	75%	78%	75%	73%	78%
	Respondents: 308 Response Rate: 26%			Respondents: 336 Response Rate: 25%		

TONE						
CMS Quality Indicators	7/1/2018-6/30/2019			07/01/2020-03/31/2021		
	Agency	Mi Avg	National Avg	Agency	Mi Avg	National Avg
Star Rating	4.0	NA	NA	4.0	NA	NA
Return to ER	11%	13%	13%	11%	13%	13%
Readmitted	15%	16%	15%	15%	16%	15%
Satisfaction Survey Results: Recommend to family & friends	80%	75%	78%	74%	73%	78%
	Respondents: 322 Response Rate: 31%			Respondents: 321 Response Rate: 27%		

Compassionate Home Health Care						
CMS Quality Indicators	7/1/2018-6/30/2019			07/01/2020-03/31/2021		
	Agency	Mi Avg	National Avg	Agency	Mi Avg	National Avg
Star Rating	3	NA	NA	4.0	NA	NA
Return to ER	NA	13%	13%	NA****	13%	13%
Readmitted	NA	15%	16%	NA*****	16%	15%
Satisfaction Survey Results: Recommend to family & friends	75%	75%	78%	59%	73%	78%
	Respondents: 40 Response Rate: 18%			Respondents: 27 Response Rate: 25%		

Progress at Home						
CMS Quality Indicators	7/1/2018-6/30/2019			07/01/2020-03/31/2021		
	Agency	Mi Avg	National Avg	Agency	Mi Avg	National Avg
Star Rating	3	3	3.5	4.0	NA	NA
Return to ER	14%	13%	13%	13%	13%	13%
Readmitted	15%	16%	16%	18%	16%	15%
Survey Results: Recommend	62%	75%	78%	62%	73%	78%
	Respondents: 305 Response Rate: 22			Respondents: 247 Response Rate: 18%		

*Return to ER & Readmitted reporting period 07/01/2020-03/31/2021

** Reporting period for Readmission is from 07/01/2020-03/31/2021

*** Recommend to family and friends reporting period 07/01/2020-06/30/2021

**** the number of patient episodes for this measure is too small to report

Data Source: Medicare.Gov

All HHA data sets can be found at the Medicare.gov Home Health Compare website.

This data is for informational use only. It is not intended to favor one Home Healthcare Agency (HHA) over the other. We simply want to inform our network providers of the quality ratings of our local and commonly used

