

Reference #: 2025-24-IP
From: Hospital Compare Support Contractor
Sent: Monday, March 3, 2025
To: HIQR, OQR ListServes
Subject: Reminder: Overall Hospital Quality Star Rating Hospital-Specific Reports (HSRs) are available

This is a reminder that your hospital's April 2025 Overall Star Rating Hospital-Specific Report (HSR) is available in the Hospital Quality Reporting (HQR) system. The April 2025 preview period occurs from **February 13, 2025, through March 14, 2025**. The preview period is **not** a Review and Corrections period, during which hospitals can resubmit corrected data.

The April 2025 Overall Star Ratings were calculated using the measure data from October 2024 refresh.

For April 2025, the Measure Detail Overall Star Rating HSRs are now available to download in either PDF and/or CSV formats. These enhanced formats will include all the same information that was previously provided in the HSR Excel format. Please review the HSR User Guide for more information.

The PDF format will display the following hospital's results:

Under the performance information accordion, your hospital's Overall Star Rating, Hospital Summary Score and Peer Group which previously was provided on Table 1.

Under the Measure group score accordion, Number of measures reported, Number of potential measures within each group, Hospital's measure group weight, Standard measure group weight, Measure group score, Measure group national mean of scores, Measure group standard deviation across hospitals, Hospital's standardized measure group score and National group score, previously provided on Table 2.

Under each group, Measure scores accordion (Mortality, Readmission, Safety of Care, Patient Experience and Timely and Effective Care), Hospital's measure result, Measure performance category, Measure's national mean of scores, Measure's standard deviation across hospitals, Hospital's standardized measure score and Measure weight, previously provided on Table 3.

The CSV format can be exported and will display all unrounded values, whereas the PDF format will provide rounded values as seen previously.

The Hospital-Specific Report User Guide which will provide further explanation for results, measure reporting periods and links to resources on QualityNet Overall Star Ratings web pages will download with the CSV report.

You can access your Overall Star Rating Hospital-Specific Reports directly from the Hospital Quality Reporting (HQR) system.

Access your Hospital-Specific Report by following these steps:

1. Navigate to the Hospital Quality Reporting (HQR) page: <https://hqr.cms.gov/hqrng/login>

2. Enter your Health Care Quality Information Systems (HCQIS) Access Roles and Profile (HARP) User ID and Password. By logging in, you agree to the terms and conditions. Select **Log in**.
3. The **Two-Factor Authorization page** will appear. Select **Text** or **Email**. Select **Next**.
4. Enter the code you received. Then, select **Next**.
5. On the **HQR landing page**, hover over Lock Menu on the left side.
6. Select **Program Reporting**.
7. From the drop-down menu, select **Measure Details**.
8. On the Measure Detail Dashboard, select the **Measure Detail View**.
9. On the Measure Detail View, select **Overall Star Rating**.
10. Your Overall Star Rating Hospital-Specific Report will display.
11. You may export the PDF version by selecting Export, then choose PDF.
12. For full details of the HSR results, please Export the CSV (Performance Data) file.
13. Your Overall Star Rating Hospital-Specific Report (CSV) and User Guide will be downloaded in a zip file when exported.

For further assistance regarding accessing the information, please contact the CCSQ Service Center at QNetSupport@cms.hhs.gov, or by calling, toll-free 866.288.8912 (TTY: 877.715.6222), weekdays from 8 a.m. to 8 p.m. ET.

The HSR User Guide is included with the HSR and may also be found on the *QualityNet* website [Overall Star Ratings](#) section.

Other materials, such as the [Comprehensive Methodology Report \(v4.1\)](#) and [April 2025 Quarterly Updates and Specification Report](#) are available on *QualityNet* website Overall Star Rating section. These supplementary materials help hospitals interpret their HSR results and understand the methodology used to calculate April 2025 Overall Star Rating.

For more information about the Overall Hospital Quality Star Rating, please see the *QualityNet* website [Overall Star Ratings](#) section.

Please do not respond directly to this email. For further assistance regarding the information contained in this message, please direct questions about the Overall Hospital Quality Star Rating to the Overall Star Rating Team via the *QualityNet* [Question and Answer tool](#).