

Star Ratings Calculation Methodology

Overview

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 mean score divided by 20, to get a star rating on a 0-5 scale. MD Targeted Survey questions follow the same logic but are slightly more complex due to the different survey response scales.

Response Scale Conversion

Press Ganey Questions

All Press Ganey questions have 5 response categories and red MD Targeted Survey Questions

MD Targeted Survey questions have several response scales. For calculating star ratings, Press Ganey uses the following conversions to calculate scores on a 0-100 scale:

	No*	Yes*
Score =	0	100

*The conversion of yes/no items depends on which response is the most favorable option.

	No	Yes, Somewhat	Yes, Definitely
Score =	0	50	100

Never Sometimes Usually Always

Provider Star Ratings

Provider star ratings on the 0-5 scale are calculated by dividing the provider’s question mean scores by 20. The provider’s question mean scores are the average of patient responses to individual questions. Summary star ratings are an average of a provider’s question level star ratings.

To illustrate this calculation, consider the example below:

PROVIDER: Doe, MD	Patient A	Patient B	Patient C	Patient D	Patient E	Provider Mean Score	Provider Star Rating (Mean score ÷ 20)
Question 1	50	75	100	100	75	80	4.00
Question 2	50	0	25	100	100	55	2.75
Question 3	75	75	75	100	75	80	4.00
Summary Rating							3.58

$$\text{The Provider Mean Score for Question 1} = \frac{50 + 75 + 100 + 100 + 75}{5} = 80$$

$$\text{The Provider Mean Score for Question 2} = \frac{50 + 0 + 25 + 100 + 100}{5} = 55$$

$$\text{The Provider Mean Score for Question 3} = \frac{75 + 75 + 75 + 100 + 75}{5} = 80$$