

# Reach for the



## Step by Step Instructions STAR: Setting Targets - Achieving Results

<http://www.nhqi-star.org>

### **Step #1: What targets am I going to set and why?**

- Visit Nursing Home Compare to view your current quality measure (QM) results.
- Determine the targets you'd like to set at your facility for the four QMs by asking staff what they believe your nursing home can achieve in the next four quarters:
  - Physical restraints
  - High-risk pressure ulcers
  - Management of depressive symptoms
  - Management of chronic pain

### **Step #2: Create a STAR account**

- Connect to the Internet and open your web browser (e.g., Internet Explorer, Netscape).
- Visit the STAR site and register for your free account by typing in the following address into the address bar: [www.nhqi-star.org](http://www.nhqi-star.org).
- Click on “**Create an Account.**”
- Set up your own account by entering in your information in the appropriate fields. You will need your Medicare/Medicaid provider number in order to complete this step. You will be asked to choose a unique login and password, be sure to choose something easy to remember and write it down for future reference.
- Click “Save.”

### **Step #3: View your quality measure trend reports**

- The **Public QM Data** tab located on the top left portion of the site provides trend reports for the four QMs and includes data for five quarters.
- Simply select your state and your facility name in the drop down menus to view your historical QM performance data. This will help you identify achievable targets and determine if the targets you have selected are obtainable. **Remember:** You can set new targets as often as you'd like in case you decide your target was too ambitious, or not ambitious enough!

**For one-on-one assistance and further details please contact:**

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[www.nhqi-star.org](http://www.nhqi-star.org)  
[www.medicare.gov](http://www.medicare.gov)  
[www.healthinsight.org](http://www.healthinsight.org)

#### **Step #4: Target Methods**

- Click on the **How to Set Targets** tab at the top of the site page. This page helps you determine which type of target you'd like to select. There are two types of methods to choose from – “Performance-Based Methods” or “Fill in the Blank Methods.” More complete descriptions about these method types can be found in this section of the website by scrolling down the web page.
  - The “Performance-Based Methods” can be used to choose a target using either your own QM score or scores of your high performing peers.
- The “Fill in the Blank Methods” ask you to enter a target chosen by your leadership or corporate staff. This number may be based on your current QM scores and trend reports, or it may reflect other considerations.

#### **Step #5: Enter your achievable targets**

- Now that you have created your account, viewed your historical data, and decided which type of target you'd like to select, you are now ready to enter your targets into STAR.
- Click on the **My Target Setting** tab at the top of the site. This is where you will enter your target and select from a menu of target options.
- The menu on the left side of the site lists the four clinical topics. Select “physical restraints.”
- Notice the site has already filled in your target window (the start and end time for your target). This target window is the time period which your targets are effective.
- From the drop down menu, select your target method. Refer to the “How to Set Targets” tab for more information on the different types of target methods.
- In the “Enter Your Target” box, enter the target you wish to set for this clinical topic.
- Save your target by clicking the “Save Target” button.
- Now you are ready to set targets for the remaining clinical topics. The clinical topics are listed on the left side of the site page. Follow the same steps for the remaining three clinical topics that you did for physical restraints.
- Be sure to click the “Logout” link at the top right side of the site, to completely logout of the STAR site.
- Congratulations!! You have set your targets into STAR and are ready to begin achieving your selected targets!

#### **Step #6: Track Improvement**

- Once you have set your targets and created staff buy-in for implementation of quality improvement activities related to your targets, it's time to revisit the STAR site and review trend reports.
- Connect to the Internet and open your web browser. Type the following address into the address bar: [www.nhqi-star.org](http://www.nhqi-star.org).
- Click the “login” link at the top right side of the home page of the site and enter your login ID and password.
- Click on the **Public QM Data** section of the site.
- Trend reports are available here and can help you assess progress towards existing targets.
- Ask yourself the following questions:
  - Does it look like you're on track to achieve the target at the end of the target window?
  - If so, are you also on track for the other QMs?
  - If not, what might be the root causes of the outcomes reflected?