

Reaching for the Stars: How Care Coordination Inefficiencies Impact Quality and Performance



Across health plans, Star Ratings have taken a major hit. The result: reduced revenue, lost quality bonus payments and declining enrollment.

It's a problem. But a solution is within reach. By addressing the biggest obstacles and closing care gaps, plans can boost their ratings, attract and retain members and improve outcomes.

Understanding the gaps



In 2024, only 31 Medicare Advantage plans achieved five stars, down from 57 in 2023.¹



CMS is shifting weight from member experience to clinical outcomes. In this process, stakeholders in the healthcare ecosystem are encountering some common challenges, including:



Coordination of care

When a member is discharged, there's too often a communication breakdown between the hospital, health plan and PCP. Better visibility is needed so that the PCP is aware of what happened in the hospital.



Timeliness

Follow-up must be fast and efficient post-discharge, or the member could risk readmission.



Communication

All parties must have access to the right information at the right time to act in a timely manner and enable positive clinical outcomes.



These challenges could all lead to poorer member outcomes and unnecessary readmissions.



The link between care gaps and Star Ratings

\$17.4 billion

Nearly 20% of Medicare members are readmitted within 30 days, costing Medicare Advantage plans \$17.4 billion annually.²

Ready to be a Star performer? Here's where to begin:

Rapid post-discharge intervention is the key to improving your Star Rating performance on critical process and clinical outcome measures.



Improving your underlying operational capabilities to facilitate faster, better transitions of care will have multiple downstream impacts on other related quality Star measures, including TRC, MRP, FMC, and PCR, which is a 3X weighted Star measure.



Your best chance to optimize outcomes is during health inflection points. During those transitions—right after an emergency department visit or inpatient encounter—members are vulnerable and most receptive to behavior change.



If you're still using claims data to manage care, you're already too late. Real-time clinical data helps you act fast, right when the member needs you most.

Real-time solutions for improving scores

50% +

Real-time data solutions can reduce avoidable readmissions by 50% or more.³



Technology-driven tools optimize care coordination and help improve ratings. Real-time encounter alerts and clinical data enable care teams to be proactive instead of reactive. That, in turn, reduces readmissions and boosts ratings. Here's how:



Real-time data exchange

Integrating clinical data from hospital to post-acute care providers ensures timely access to critical member information.



Proactive care management

Identifying high-risk members early and providing targeted interventions helps reduce readmissions.



Enhanced communication

Bidirectional data flow and automated notifications align and inform care teams throughout the member's journey.

Ready to improve your ratings?

PointClickCare is a leading health tech company with one simple mission: to help every provider deliver exceptional care. Our real-time, EHR-agnostic monitoring provides comprehensive coverage across both acute and post-acute settings for Medicare Advantage member population. By leveraging real-time clinical insights, we enable personalized care plans that drive lasting member behavior change, improve Star Ratings and boost HEDIS scores. Contact us to learn how to boost your scores today.

[Boost My Ratings Now](#)

1. Kripalani S, Theobald CN, Anctil B, Vasilevskis EE. Reducing Hospital Readmission Rates: Current Strategies and Future Directions. *Annu Rev Med.* 2014;65:471-85. doi: 10.1146/annurev-med-022613-090415. Epub 2013 Oct 21. PMID: 24160939; PMCID: PMC4104507.

2. 2024 Medicare Advantage and Part D Star Ratings. CMS.gov. Published Oct. 13, 2024. <https://www.cms.gov/newsroom/fact-sheets/2024-medicare-advantage-and-part-d-star-ratings>

3. Care Oregon Uses Real-time Data to Reduce Readmission Rates and Save Time. PointClickCare. <https://www.pointclickcare.com/customer-success-story/careoregon/>