



Hybrid Intelligence Elevates Star Ratings

The Challenge

Every Detail Shapes Public Reputation: The release of the new Society of Thoracic Surgeons (STS) STAR ratings is a critical moment for every hospital, as these ratings are one of the most visible measures of quality. They influence public reporting, benchmarking, reimbursements, and a hospital's community reputation. For many health systems, maintaining a high 2- or 3-STAR rating is crucial proof that their high quality of care is accurately represented.

These ratings are complex, calculated using a 36-month cycle that includes both clinical outcomes (such as mortality and stroke) and process measures (such as medication adherence). The recent introduction of Multiprocedural Overall STAR ratings has added new scrutiny to the complexity of combined procedures, meaning every single detail, from a pre-TIMI score to a forgotten anesthetic detail, can directly shift a hospital's reported outcomes.



The Solution

The Carta Healthcare Difference: Hybrid Intelligence and Data Integrity

The results released this week stem directly from the recent Harvest 3 ACSD submission, where abstractors completed **1,660 cases**. The sheer volume and high accuracy of this submission are what directly fed into the new STAR ratings.

This is where Carta Healthcare's expertise proves essential, utilizing its **Hybrid Intelligence** approach. Our process is designed to neutralize the risk of miscoded or missing fields—the key variable a hospital can control—by combining the speed of AI with the rigor of human oversight. The AI handles the high-volume review, flagging potential data points across the chart, while our STS abstractors and managers provide the essential **clinical judgment**. They are mindfully disciplined in their work, executing weekly and monthly cleanups, ensuring timely 30-day status entries, and meticulously capturing details from perfusion records and anesthesia logs. By maintaining this consistent, high-precision workflow, we ensure our partners' ratings reflect the true quality of care they deliver.



The Outcome

This high-fidelity, **Hybrid Intelligence** model yielded significant improvements across several Carta Healthcare customers:

- **Elevating Core Procedures:** One hospital successfully raised their CABG rating from 2 to 3 STARs. A different hospital achieved the same gain, moving their CABG rating from 2 to 3 STARs, alongside a gain in the Multiprocedural Overall rating.
- **Achieving New Milestones:** One health system customer saw an AVR rating that had stabilized at 2 STARs since partnering with Carta, but this harvest brought its first-ever 3-STAR rating for Multiprocedural Overall.
- **Demonstrated Improvement:** Another health system customer reached an important milestone, earning a 2-STAR rating for CABG for the first time, demonstrating that steady, quality abstraction can move the needle, even for smaller programs.

These results are a direct testament to the daily commitment and attention to detail of our abstraction teams, leveraging technology to ensure that the highest standard of patient care is accurately captured and recognized at the national level.