Upon completion of this presentation, the learner will be able to:

- Understand basic methodology for each rating
- Identify key data and information sources used for calculation
- Use tools and worksheets

Seminar Description:

Information is power! This session will review rating methodology, data and information used for calculating, statewide and regional trends and rating distribution, as well as available resources to improve star ratings. Some tools, such as rating calculation worksheets, will be provided to help assess, prepare, and improve star ratings.

Presenter Bio(s):

Koko Okano is the Health Services Research Analyst for the Florida Health Care Association. Koko serves as a master examiner for AHCA/NCAL National Quality Award program and serves on the AHCA/NCAL Board of Overseers. She is also an examiner for the Florida Governor's Sterling Award Program.