

Safety Scores & CMS Dollars: What Hospitals Must Know for 2025

CMS 2025 Patient Safety Measures

CMS is introducing pay-for-performance reporting measures assessing how hospitals plan and implement safety improvement initiatives. Starting in 2025, hospitals will report on five new Patient Safety Structural Measure (PSSM) domains. Below, we break down the reporting categories and how Caregility can help you meet key attestation requirements.

- 1 Leadership commitment to eliminating preventable harm**
Patient safety should be central to all strategic, financial, and operational decisions.
 - Capture patient safety metrics to inform performance reviews and compensation
 - Assess and share system-wide insight into patient safety initiatives and metrics
 - Equip staff with patient safety tools (i.e., virtual observation for fall prevention, etc.)
- 2 Strategic planning and organizational policy**
Use of written policies and protocol that demonstrate patient safety is a priority.
 - Use of metrics to identify and address outcome disparities among patients
 - An action plan for workforce safety and improvement activities
- 3 Culture of safety and learning**
Provide infrastructure to foster and prioritize safety awareness and education.
 - Analysis of serious safety events
 - Use of safety metrics dashboard to inform safety improvement areas
- 4 Accountability and transparency**
Transparency around safety events to support accountability for outcomes.
 - Secure reporting of patient safety events, interventions, prompts, etc.
 - Patient safety metrics are tracked and made public in hospital units
- 5 Patient and family engagement**
Involve families and caregivers in patient care planning to enhance outcomes.
 - Support family presence as essential care team members in rounding and discharge planning, with 24/7 visitation as feasible



Unsure of How to Prepare?

To meet key reporting requirements, hospital leadership teams will need tools to illuminate and positively impact patient safety performance.

Caregility Cloud™ gives patient safety stakeholders in your healthcare organization centralized access to virtual observation, AI alerting, and analytics tools that bring patient safety front and center.

Tools to Drive Safety + Analytics to Attest and Improve

Domain	Attestation Requirement	Caregility Solution
1	Equip staff with patient safety tools	iObserver
1	Capture safety metrics to inform performance reviews	Control Hub
1	Share patient safety performance data system-wide	Control Hub
2	Support analysis of patient outcome disparity	Control Hub
2	Action plan for workforce safety improvement activities	iCare Coordinator
3	Use of safety metrics dashboard to support improvement	Control Hub
4	Secure reporting of safety events and interventions	Control Hub
5	Patient and family engagement	iConsult

Caregility Solutions

iObserver for virtual patient safety observation:

- Continuous video monitoring with verbal redirect and bedside alerting
- Computer vision AI alerts for fall and elopement risk prevention
- Acoustic listening AI alerts for violence detection and intervention
- Passive AI vitals trending for early signs of deterioration risk

Control Hub reporting and analytics:

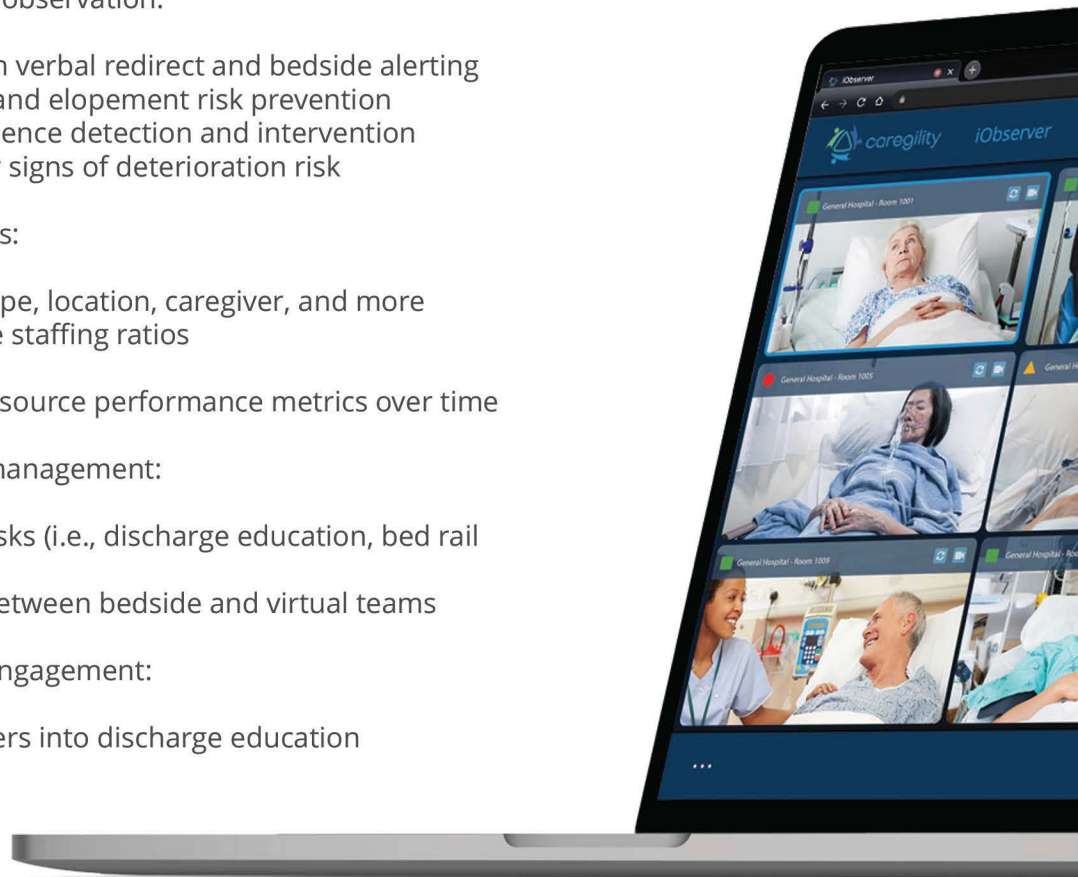
- Assess patient interventions by type, location, caregiver, and more
- Trend safety incidents to optimize staffing ratios
- Monitor average response times
- Benchmark and track time and resource performance metrics over time

iCare Coordinator for safety task management:

- Assign and track patient safety tasks (i.e., discharge education, bed rail checks, etc.)
- Support closed communication between bedside and virtual teams

iConsult for virtual patient family engagement:

- Easily bring patient family members into discharge education discussions virtually



What's at Stake: Real Dollars

Patient Respiratory Rate

11 Breath/min



Powered by AI

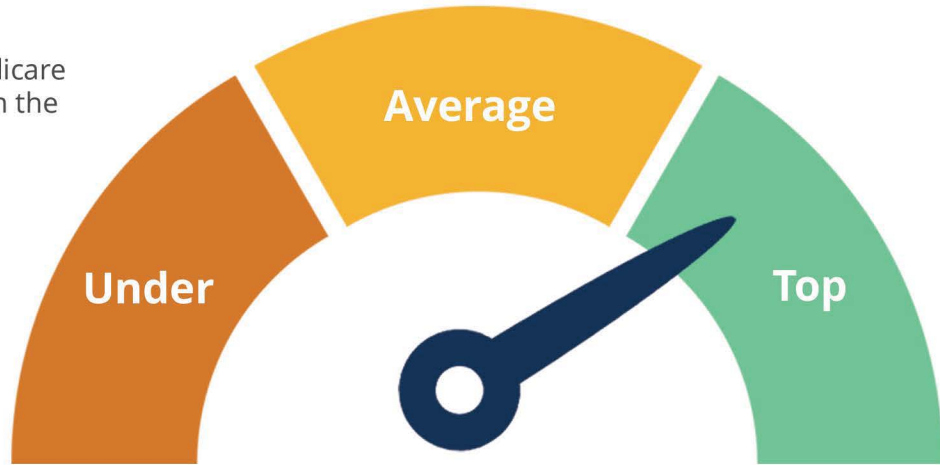
Micro vibration pattern
analyzing...

Scanning...



Performance impacts [Star Ratings](#) and Medicare reimbursement for hospitals participating in the Inpatient Quality Reporting (IQR) program.

- **Underperformers** stand to lose 2% in reimbursement.
- **Average performers** earn 2% Medicare reimbursement withholdings back.
- **Top performers** stand to earn back 2% withholdings plus up to 2% in additional reimbursement funds redistributed from underperformers.



Explore Ways to Come Out Ahead

Explore ways your hospital can come out ahead with patient observation and intervention solutions purpose-built for clinical care.

Set up a discovery call with a Caregility team member today to learn more.

[LEARN MORE](#)

Resources:

[PSSM Quick Start Guide.pdf](#)

