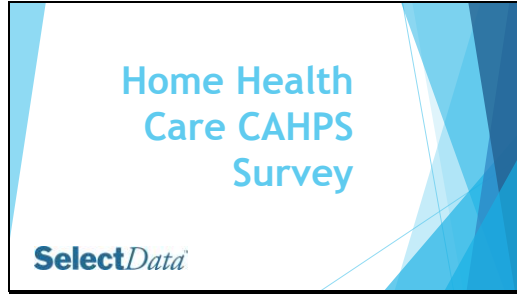
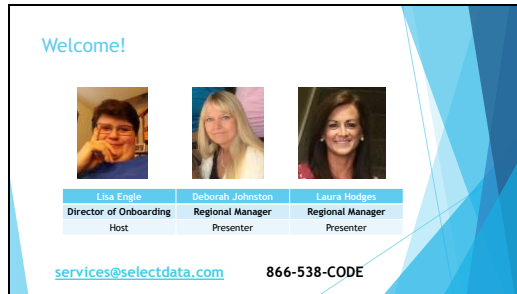


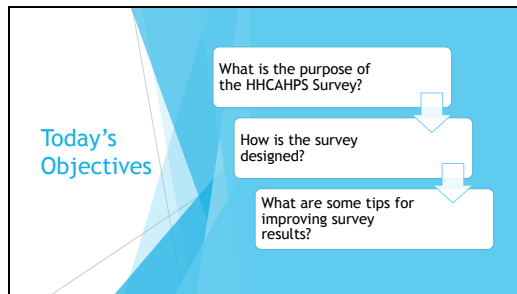
Slide 1



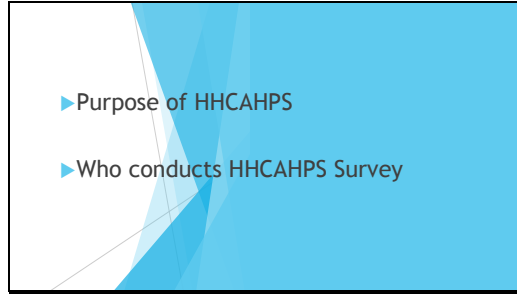
Slide 2



Slide 3



Slide 4



▶ Purpose of HHCAHPS

▶ Who conducts HHCAHPS Survey

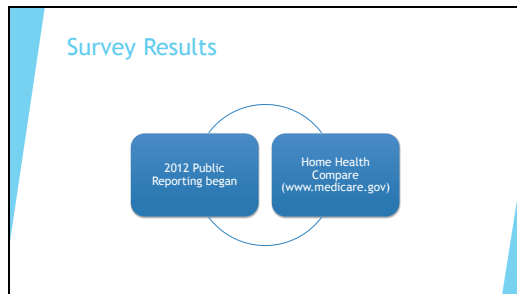
Slide 5



The survey is designed to meet the following three broad goals:

- ▶ Produce comparable data
- ▶ Public reporting
- ▶ Enhance accountability

Slide 6



Survey Results

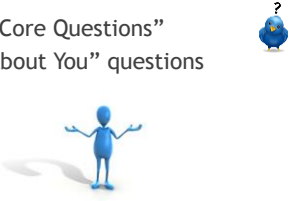
2012 Public Reporting began

Home Health Compare (www.medicare.gov)

Slide 7

34-Item Questionnaire

- ▶ 25 “Core Questions”
- ▶ 9 “About You” questions



Slide 8

Grouping of Topics

01 Care of Patients	02 Communications Between Providers and Patients	03 Specific Care Issues	04 Global Measures
-------------------------------	---------------------------------------------------------------------	--------------------------------------	------------------------------

Slide 9

6 Domains

- _____
Patient-Centered
- _____
Safe
- _____
Timely
- _____
Effective
- _____
Efficient
- _____
Equitable

Slide 10

Users of CAHPS Survey Results

- Patients and consumers
- Health care providers quality monitors and regulators
- Health plans
- Community collaboratives
- Public and private purchasers of health care

Slide 11

Who can complete the survey?

Patient Proxy

Slide 12

YOUR HOME HEALTH CARE

1. According to our records, you got care from the home health agency, [AGENCY NAME]. Is that right? As you answer the questions in this survey, think only about your experience with this agency.
2. When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?
3. When you first started getting home health care from this agency, did someone from the agency talk with you about how to set up your home so you can move around safely?

Slide 13

YOUR HOME HEALTH CARE

4. When you started getting home health care from this agency, did someone from the agency talk with you about all the prescription and over-the-counter medicines you were taking?

5. When you started getting home health care from this agency, did someone from the agency ask to see all the prescription and over-the-counter medicines you were taking?



Slide 14

YOUR CARE FROM HOME HEALTH PROVIDERS IN THE LAST 2 MONTHS

6. In the last 2 months of care, was one of your home health providers from this agency a nurse?

7. In the last 2 months of care, was one of your home health providers from this agency a physical, occupational, or speech therapist?

8. In the last 2 months of care, was one of your home health providers from this agency a home health or personal care aide?

9. In the last 2 months of care, how often did home health providers from this agency seem informed and up-to-date about all the care or treatment you got at home?

10. In the last 2 months of care, did you and a home health provider from this agency talk about pain?

Slide 15

YOUR CARE FROM HOME HEALTH PROVIDERS IN THE LAST 2 MONTHS

11. In the last 2 months of care, did you take any new prescription medicine or change any of the medicines you were taking?

12. In the last 2 months of care, did home health providers from this agency talk with you about the purpose for taking your new or changed prescription medicines?

13. In the last 2 months of care, did home health providers from this agency talk with you about when to take these medicines?

14. In the last 2 months of care, did home health providers from this agency talk with you about the side effects of these medicines?

15. In the last 2 months of care, how often did home health providers from this agency keep you informed about when they would arrive at your home?

Slide 16

YOUR CARE FROM HOME HEALTH PROVIDERS IN THE LAST 2 MONTHS


16. In the last 2 months of care, how often did the home health providers from this agency treat you as gently as possible?

17. In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand?

18. In the last 2 months of care, how often did home health providers from this agency listen carefully to you?

19. In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?

Slide 17



Contact Us:

(email) services@selectdata.com

(phone) 866-538-CODE

Slide 18

YOUR CARE FROM HOME HEALTH PROVIDERS IN THE LAST 2 MONTHS

20. We want to know your rating of your care from this agency's home health providers.


Using any number from 0-10, where 0 is the worst home health care possible and 10 is the best home health care possible, what number would you use to rate your care from this agency's home health care providers?

Slide 19

YOUR HOME HEALTH AGENCY


21. In the last 2 months of care, did you contact this agency's office to get help or advice?
22. In the last 2 months of care, when you contacted this agency's office did you get the help or advice you needed?
23. When you contacted this agency's office, how long did it take for you to get the help or advice you needed?
24. In the last 2 months of care, did you have any problems with the care you got through this agency?
25. Would you recommend this agency to your family or friends if they needed home health care?

Slide 20

ABOUT YOU 

26. In general, how would you rate your overall health?
27. In general, how would you rate your overall mental or emotional health?
28. Do you live alone?
29. What is the highest grade or level of school that you have completed?

Slide 21

ABOUT YOU 

30. Are you Hispanic or Latino/Latina?
31. What is your race?
32. What language do you mainly speak at home?
33. Did someone help you complete this survey?
34. How did that person help you?

Slide 22

SUPPLEMENTAL ITEMS

- Did this home health care start as soon as you thought you needed?
- Did your care from this agency follow a stay in a hospital, nursing home, or rehabilitation center?
- In the last 2 months of care, how often did you have a hard time speaking with or understanding home health providers from this agency because you spoke different languages?
- In the last 2 months of care, how often did home health providers from this agency behave in a professional manner?
- In the last 2 months of care, how often did you feel that home health providers from this agency really cared about you?

Slide 23

SUPPLEMENTAL ITEMS

- In the last 2 months of care, did you contact the agency's office about any problems?
- In the last 2 months of care, did this agency solve your problem as soon as you needed?
- Are you satisfied with how this agency solved your problem?
- Using any number from 0-10, where 0 is the worst home health agency possible and 10 is the best home health agency possible, what number would you use to rate this home health agency?
- Is there anything else you'd like to say about the care you got from this home health agency?

Slide 24

Tips for Improving HHCAHPS Survey Scores:

- Know the contents
- Keep it fresh
- Avoid compliance problems
- Focus on publicly reported scores
- Assign a task force
- Define expectations

Slide 25


Tips for Improving HCAHPS Survey Scores:

- Measure progress
- Educate staff
- Educate Patients
- The "halo effect"
- Apologize

Slide 26

Common Patient Complaints


- Multiple caregivers
- Tardiness
- Inconsistent quality of care
- Texting, phone calls
- Lack of training
- Language barriers



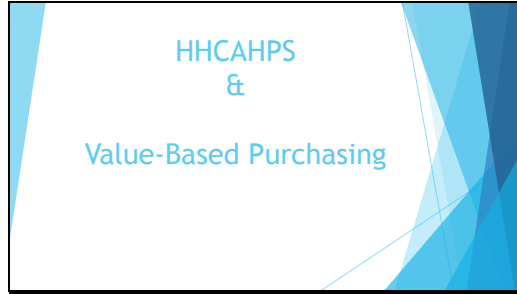
Slide 27

Common Patient Complaints

- Multiple caregivers
- Tardiness
- Inconsistent quality of care
- Texting, phone calls
- Lack of training
- Language barriers



Slide 28



Slide 29



Slide 30



Slide 31

References

- ▶ <https://www.cahps.ahrq.gov>
- ▶ <http://medicare.gov>
- ▶ ahrq.gov/cahps/about-cahps/index.html
- ▶ pressganey.com/resources/cahps-programs/hcchaps
- ▶ Shieldhealthcare.com/community/health_care_professionals/2016/03/11/3-steps-to-improve-your-patient-satisfaction-survey-cahps-scores
- ▶ 8 Ways to Improve Patient Satisfaction, Patient Experience And (By The Way) HCAHPS Scores. Forbes.com
