

**HHCAHPS Survey
The Patient Experience of Home Health Care Survey
and
Home Health Compare**

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NMEP Meeting

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What is HHCAHPS?

- HHCAHPS is the Home Health Care Consumer Assessment of Healthcare Providers and Systems Survey
- CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality, part of DHHS
- The CAHPS surveys are a family of surveys that collect data from patients about their experiences of care with their healthcare providers
 - Focus on topics where the patient is the best source of information
- The HHCAHPS began in 2009 on a voluntary basis and survey participation quickly became a requirement of the Home Health Quality Reporting Program for HHAs

HHCAHPS, Why it is Special

- This is a large survey: on average, 289,000 patient surveys are submitted every three months.
- HHCAHPS is the only home health patient survey where data can be reliably and accurately compared across all home health agencies in the United States because the survey is implemented in a uniform way and the data is adjusted for patient mix.
- The HHCAHPS survey has received endorsement (and re-endorsement) from the National Quality Forum since March 2009.
- The survey collects the view, the “voices” from the home health patient population; a vulnerable population and older population (average age of the HHCAHPS patient respondent is 78 years). CMS has found in qualitative testing that patients, their families, and others, are very interested in finding out what home health patients report on their experiences with their home health care.

HHCAHPS At a Glance

- Nearly 8,000 HHAs agencies participate annually
- Since October 2010, well over 6 million surveys completed
- 34 questions; 25 are the Home Health core questions, 9 are demographic questions
- Three modes, mail only, telephone only, mail with telephone follow-up (mixed mode)
- HHCAHPS survey languages: English, Spanish, Russian, Vietnamese, Traditional and Simplified Chinese

HHCAHPS on HH Compare

- Public reporting of HHCAHPS patient survey data began April 19, 2012 for 7,027 home health agencies
- On Home Health Compare, www.medicare.gov
- Five measures—three composites (combination of multiple survey questions) and two global ratings are reported

www.Medicare.gov Homepage



The screenshot shows the Medicare.gov homepage. At the top, the logo "Medicare.gov" is displayed next to a search bar. Below the logo is a navigation bar with buttons for "Sign Up / Change Plans", "Your Medicare Costs", "What Medicare Covers", "Drug Coverage (Part D)", "Supplements & Other Insurance", "Claims & Appeals", "Manage Your Health", and "Forms, Help, & Resources". The main content area features a large banner with the text "Is my test, item, or service covered?" and a search input field. Below the banner are three green buttons: "Find health & drug plans", "Apply for Medicare", and "Get started with Medicare". Further down, there are yellow banners for "New measures for home health services" and "Get your Medicare Summary Notices (MSNs) electronically". The bottom section is divided into three columns: "Address change/Medicare card issue?", "Information for my situation", and "Find someone to talk to". The left column has a dropdown menu for "Select your card issue...". The middle column has a dropdown menu for "Select your situation...". The right column has a dropdown menu for "Select your state...". Below these columns are four blue buttons: "Get help with costs", "Find out how Medicare works with other insurance", "Mail you get about Medicare", and "Go paperless: Get MSNs or Medicare & You electronically". On the far left, there is a vertical list of links: "Find doctors, providers, hospitals, plans & suppliers", "Find doctors & other health professionals", "Find nursing homes", "Find hospitals", "Find home health services", "Find dialysis facilities", "Find health & drug plans", and "Find suppliers of medical equipment & supplies".

Medicare.gov
The Official U.S. Government Site for Medicare

Sign Up / Change Plans Your Medicare Costs What Medicare Covers Drug Coverage (Part D) Supplements & Other Insurance Claims & Appeals Manage Your Health Forms, Help, & Resources

Is my test, item, or service covered?
type your test, item, or service here Go

Find health & drug plans Apply for Medicare Get started with Medicare

New measures for home health services Learn more

Get your Medicare Summary Notices (MSNs) electronically Go paperless

Address change/Medicare card issue?
Select your card issue... Go

Information for my situation
Select your situation... Go

Find someone to talk to
Select your state... Go

Find doctors, providers, hospitals, plans & suppliers

Find doctors & other health professionals

Find nursing homes

Find hospitals

Find home health services

Find dialysis facilities

Find health & drug plans

Find suppliers of medical equipment & supplies

Blogs News Videos

5 ways to become an informed Medicare consumer

Start this spring right by practicing prevention

Make 2016 your year of better nutrition

Get help with your Medicare costs

This Valentine's Day, show your heart some love

Get help with costs

Find out how Medicare works with other insurance

Mail you get about Medicare

Go paperless: Get MSNs or Medicare & You electronically

After entering "21244" zip code

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Home Health
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Resources

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Back to Results

Home health agencies that serve ZIP code 21244



General
information

Quality of patient
care

Patient survey
results

After choosing 3 agencies in 21244

	x AMEDISYS HOME HEALTH (410) 751-9904 Add to my Favorites	x BALTIMORE COUNTY COMMUNITY HEALTH SERVICES HHA (410) 887-2725 Add to my Favorites	x COMMUNITY HOME HEALTH OF MD (410) 356-1600 Add to my Favorites	MARYLAND AVERAGE	NATIONAL AVERAGE
Patient survey summary star rating. More stars are better. Learn more	★★★★★ ¹¹	★★★★★	★★●●●		

After Choosing "View More Details"

Single composite measure

▼ **Table 1 of 5**
How often the home health team gave care in a professional way?

Detailed stars for one composite

Star rating for this measure

% of patients who gave top ratings for care of patients in a professional way

AMEDISYS HOME HEALTH

★★★★★●¹¹

91%¹¹

BALTIMORE COUNTY COMMUNITY HEALTH SERVICES HHA

★★★★★●

90%

COMMUNITY HOME HEALTH OF MD

★★★●●●

82%

Maryland Average

87%

National Average

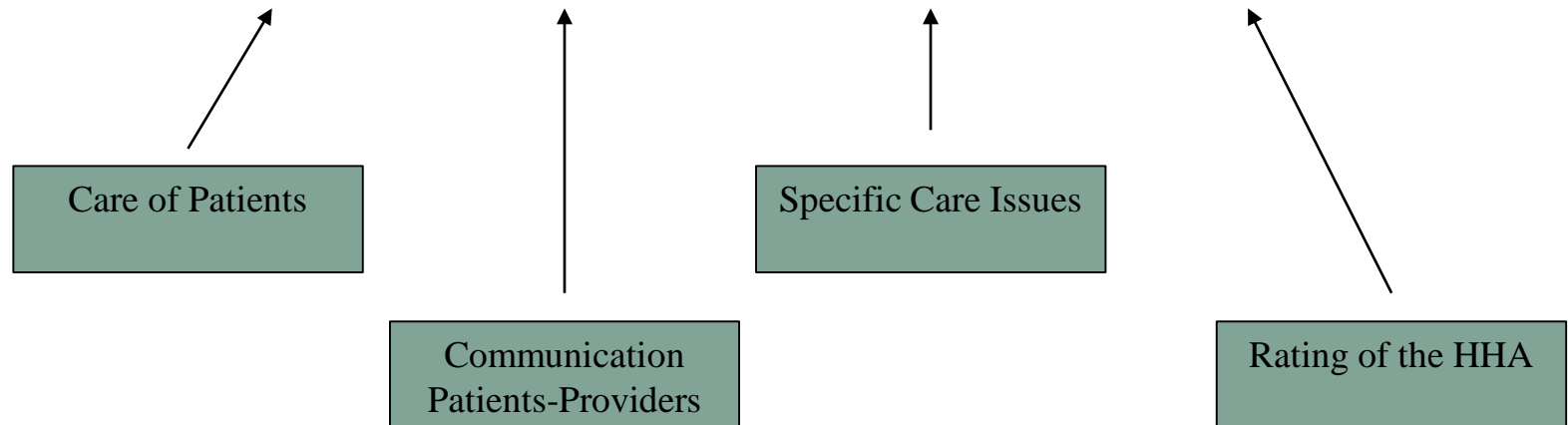
88%

HHCAHPS Star Ratings

- CMS plan to provide easily understood quality data on all www.medicare.gov compare websites.
- Updated quarterly on Home Health Compare
- The methodology clusters the HHAs so that all HHAs in each category have close to the same scores.
- At the same time it tries to maximize the differences in the scores between the star ratings
- Required by the Affordable Care Act

HHCAHPS Patient Survey Star Ratings on Home Health Compare

- There are FIVE Star Ratings for the HHCAHPS Patient Survey on Home Health Compare:
 - Patient Survey Summary Star Rating; which is an average of the four HHCAHPS Patient Survey Star Ratings above



Description of Patient Survey Star Ratings on Home Health Compare

A A Print

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About Home Health Compare

About the data

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- Measuring agency performance
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- Footnotes
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- Quality of patient care star ratings
- Process and outcome quality measures
- National quality forum endorsement
- Patient survey results
 - ✧ Patient survey star ratings

Patient survey star ratings

The HHCAHPS (Home Health Consumer Assessment of Healthcare Providers and Systems) star ratings were developed to make it easier to use the information on Home Health Compare and to spotlight excellence in healthcare quality.

HHCAHPS star ratings

The HHCAHPS star ratings were created using data from 4 HHCAHPS measures publicly reported on Home Health Compare. Star ratings for composite measures (listed below) combine multiple questions from the HHCAHPS Survey. For example, the care of patients star rating combines data from 4 questions from the HHCAHPS Survey. The star rating for the global measure represents an individual question on the HHCAHPS survey.

Composite measures

- Care of patients (questions 9, 16, 19, 24)
- Communication between providers and patients (questions 2, 15, 17, 18, 22, 23)
- Specific care issues (questions 3, 4, 5, 10, 12, 13, 14)

Global measure

- Global measure Overall rating of care (question 20)

HHCAHPS summary star rating

In addition to star ratings for the 4 HHCAHPS measures, the HHCAHPS summary star rating is also provided. The HHCAHPS summary star rating takes the average of the star ratings of the 4 topic-specific HHCAHPS measures, and combines information about different aspects of patient experience of care to make it easier for you to compare home health agencies. The HHCAHPS summary star rating is calculated from the following components:

The 3 star ratings from each of the 3 HHCAHPS composite measures,

About the Patient Experience of Care Survey, information about HHCAHPS on HH Compare

The screenshot displays the Medicare.gov Home Health Compare website. At the top, there are links for "Medicare.gov", "Home Health Compare Home", and "Close window". The main header reads "Medicare.gov | Home Health Compare" with the tagline "The Official U.S. Government Site for Medicare". A left-hand navigation menu includes links for "About Home Health Compare", "About the data" (which is highlighted), "About Home health Compare data", "Measuring agency performance", "Current data collection periods", "Footnotes", "Download the data", "Quality of patient care star ratings", "Process and outcome quality measures", "National quality forum endorsement", "Patient survey results" (highlighted with a star icon), and "Patient survey star ratings". The main content area is titled "What is the patient experience of care survey?". It explains that the survey uses the Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) instrument. A bulleted list describes the survey's purpose, its status as a national standard, the core set of questions, and the ability for agencies to add customized questions. Below this, a list of questions is provided, including "What is the purpose of the patient experience of care survey measures?", "What items are on the patient experience of care survey?", "How was the patient experience of care survey developed?", "How is the patient experience of care survey administered?", "How can home health agencies participate in the patient experience of care survey?", and "Which patients are eligible to participate in the patient experience of care survey?". The last question is expanded, showing that patients from Medicare-certified home health agencies are eligible if they are current or discharged patients who had at least one home health visit at any time during the sample month and are at least 18 years of age at any time of their stay and are believed to be alive.

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Medicare.gov | Home Health Compare Home | Close window

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Patient survey star ratings

What is the patient experience of care survey?

The patient experience of care survey uses the Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) instrument.

- It collects patient (or their family or friend's) feedback about topics for which the patient is the best source of information.
- This is the first national standard for collecting information on patient experiences that would enable valid comparisons among all home health agencies.
- HHCAHPS has a core set of questions.
- Agencies can add their own customized questions to the survey to support internal customer service and quality-related activities.

► What is the purpose of the patient experience of care survey measures?

► What items are on the patient experience of care survey?

► How was the patient experience of care survey developed?

► How is the patient experience of care survey administered?

► How can home health agencies participate in the patient experience of care survey?

▼ Which patients are eligible to participate in the patient experience of care survey?

Patients from Medicare-certified home health agencies are eligible to get the survey if they:

- Are current or discharged patients who had at least one home health visit at any time during the sample month
- Are at least 18 years of age at any time of their stay and are believed to be alive

For Further Information

- The HHCAHPS official website,
<https://homehealthcahps.org>
- CMS mailbox for HHCAHPS,
homehealthcahps@cms.hhs.gov
- RTI, the CMS federal contractor for HHCAHPS,
HHCAHPS@RTI.ORG
- Lori Teichman's email and telephone,
Lori.Teichman@cms.hhs.gov, 410-786-6684