

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

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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 displays the Medicare.gov homepage. At the top left is the Medicare.gov logo and the text "The Official U.S. Government Site for Medicare". To the right is a search bar with the placeholder "type search terms here" and a "Search" button. Below this is a horizontal navigation menu 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 heading "Is my test, item, or service covered?". Below the heading is a search input field with the placeholder "type your test, item, or service here" and a "Go" button. Underneath are three green buttons: "Find health & drug plans", "Apply for Medicare", and "Get started with Medicare".

Below the banner are two yellow boxes: "New measures for home health services" with a "Learn more" link, and "Get your Medicare Summary Notices (MSNs) electronically" with a "Go paperless" link.

There are three columns of interactive elements:

- Address change/Medicare card issue?**: A dropdown menu for "Select your card issue..." and a "Go" button.
- Information for my situation**: A dropdown menu for "Select your situation..." and a "Go" button.
- Find someone to talk to**: A dropdown menu for "Select your state..." and a "Go" button.

On the left side, there is a section titled "Find doctors, providers, hospitals, plans & suppliers" with a list of links: "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".

In the center, there are tabs for "Blogs", "News", and "Videos". Below these are several article teasers:

- "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"

On the right side, there are four blue buttons with white text and icons:

- "Get help with costs" (with a dollar sign icon)
- "Find out how Medicare works with other insurance" (with a magnifying glass icon)
- "Mail you get about Medicare" (with an envelope icon)
- "Go paperless: Get MSNs or Medicare & You electronically" (with a document icon)



After entering "21244" zip code

Medicare.gov | Home Health Compare

The Official U.S. Government Site for Medicare

Home Health
Compare Home

About Home Health
Compare

About the data

Resources

Help

Home → Home Health Results → Compare Home Health

+ Share

Print all information

Compare agencies

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					

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

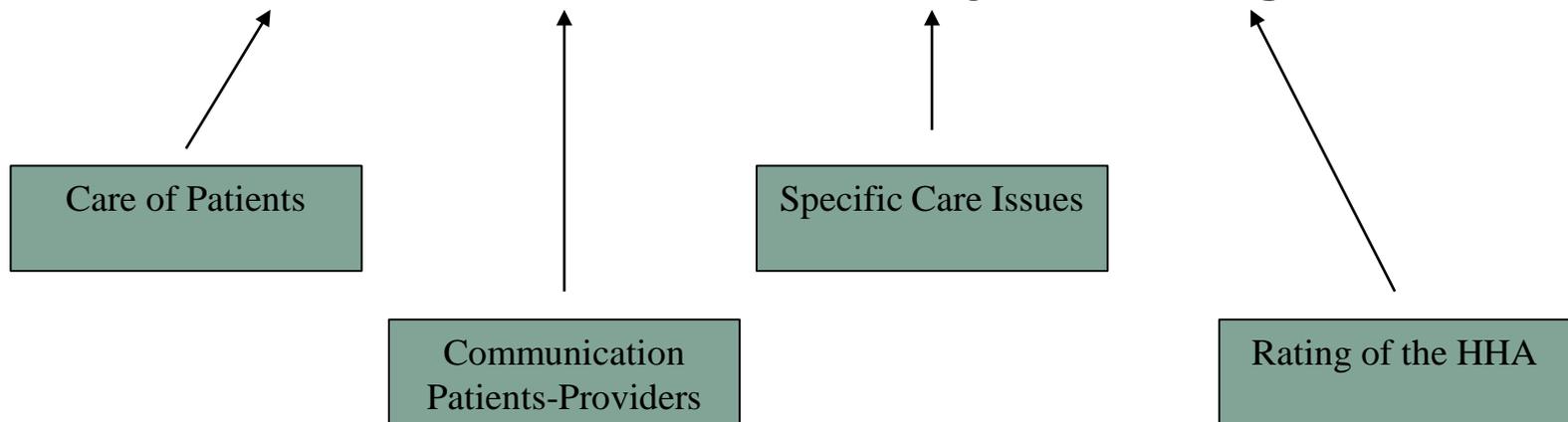
	Star rating for this measure	% of patients who gave top ratings for care of patients in a professional way
AMEDISYS HOME HEALTH	★★★★● ¹¹	91% ¹¹
BALTIMORE COUNTY COMMUNITY HEALTH SERVICES HHA	★★★★●	90%
COMMUNITY HOME HEALTH OF MD	★★●●●	82%
Maryland Average		87%
National Average		88%

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

The screenshot shows the Medicare.gov Home Health Compare page. At the top, there are navigation 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".

On the left side, there is a vertical navigation menu with the following items: "About Home Health Compare", "About the data" (highlighted in a dark blue box), "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", and "Patient survey star ratings" (highlighted in a yellow box).

The main content area is titled "Patient survey star ratings". It contains the following text:

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 shows the Medicare.gov Home Health Compare website. The page title is "What is the patient experience of care survey?". The left sidebar contains a navigation menu with the following items: "About Home Health Compare", "About the data" (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 magnifying glass icon), and "Patient survey star ratings". The main content area includes a sub-header "What is the patient experience of care survey?", a paragraph explaining the survey's purpose, a list of bullet points describing the survey's features and goals, a list of expandable questions, and a paragraph about patient eligibility with a corresponding list of bullet points. The top of the page includes a search bar, a print icon, and the Medicare.gov logo. The bottom of the page shows a Windows taskbar with various application icons.

A A Print Medicare.gov | Home Health Compare Home | Close window

Medicare.gov | Home Health Compare
The Official U.S. Government Site for Medicare

About Home Health Compare

About the data

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

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