## Home Health Care CAHPS Publicly Reported Global Rating and Composite Measures

<table>
<thead>
<tr>
<th>Global Rating Measures</th>
<th>Response Categories</th>
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</thead>
<tbody>
<tr>
<td><strong>Q20.</strong> Using any number from 0 to 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 providers?</td>
<td>0–10</td>
</tr>
<tr>
<td><strong>Q25.</strong> Would you recommend this agency to your family or friends if they needed home health care?</td>
<td>Definitely no, Probably no, Probably yes, Definitely yes</td>
</tr>
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### Care of Patients Composite (“Patients who reported that their home health team gave care in a professional way.”)

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<tr>
<td><strong>Q9.</strong> 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?</td>
<td>Never, Sometimes, Usually, Always</td>
</tr>
<tr>
<td><strong>Q16.</strong> In the last 2 months of care, how often did home health providers from this agency treat you as gently as possible?</td>
<td>Never, Sometimes, Usually, Always</td>
</tr>
<tr>
<td><strong>Q19.</strong> In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?</td>
<td>Never, Sometimes, Usually, Always</td>
</tr>
<tr>
<td><strong>Q24.</strong> In the last 2 months of care, did you have any problems with the care you got through this agency?</td>
<td>Yes, No</td>
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### Communications Between Providers and Patients Composite (“Patients who reported that their home health team communicated well with them.”)

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<tr>
<td><strong>Q2.</strong> 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?</td>
<td>Yes, No</td>
</tr>
<tr>
<td><strong>Q15.</strong> 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?</td>
<td>Never, Sometimes, Usually, Always</td>
</tr>
<tr>
<td><strong>Q17.</strong> 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?</td>
<td>Never, Sometimes, Usually, Always</td>
</tr>
<tr>
<td><strong>Q18.</strong> In the last 2 months of care, how often did home health providers from this agency listen carefully to you?</td>
<td>Never, Sometimes, Usually, Always</td>
</tr>
<tr>
<td><strong>Q22.</strong> In the last 2 months of care, when you contacted this agency’s office did you get the help or advice you needed?</td>
<td>Yes, No</td>
</tr>
<tr>
<td><strong>Q23.</strong> When you contacted this agency’s office, how long did it take for you to get the help or advice you needed?</td>
<td>Same day, 1 to 5 days, 6 to 14 days, More than 14 days</td>
</tr>
<tr>
<td>Q3. 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?</td>
<td>Yes, No</td>
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<tr>
<td>Q4. 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?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Q5. 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?</td>
<td>Yes, No</td>
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<tr>
<td>Q10. In the last 2 months of care, did you and a home health provider from this agency talk about pain?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Q12. In the last 2 months of care, did home health providers from this agency talk with you about the <strong>purpose</strong> for taking your new or changed prescription medicines?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Q13. In the last 2 months of care, did home health providers from this agency talk with you about <strong>when</strong> to take these medicines?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Q14. In the last 2 months of care, did home health providers from this agency talk with you about the <strong>side effects</strong> of these medicines?</td>
<td>Yes, No</td>
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