

Home Health Care CAHPS Publicly Reported Global Rating and Composite Measures

Global Rating Measures	Response Categories
Q20. 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?	0–10
Q25. Would you recommend this agency to your family or friends if they needed home health care?	Definitely no, Probably no, Probably yes, Definitely yes

Care of Patients Composite (“Patients who reported that their home health team gave care in a professional way.”)	Response Categories
Q9. 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?	Never, Sometimes, Usually, Always
Q16. In the last 2 months of care, how often did home health providers from this agency treat you as gently as possible?	Never, Sometimes, Usually, Always
Q19. In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?	Never, Sometimes, Usually, Always
Q24. In the last 2 months of care, did you have any problems with the care you got through this agency?	Yes, No

Communications Between Providers and Patients Composite (“Patients who reported that their home health team communicated well with them.”)	Response Categories
Q2. 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?	Yes, No
Q15. 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?	Never, Sometimes, Usually, Always
Q17. 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?	Never, Sometimes, Usually, Always
Q18. In the last 2 months of care, how often did home health providers from this agency listen carefully to you?	Never, Sometimes, Usually, Always
Q22. In the last 2 months of care, when you contacted this agency's office did you get the help or advice you needed?	Yes, No
Q23. When you contacted this agency's office, how long did it take for you to get the help or advice you needed?	Same day, 1 to 5 days, 6 to 14 days, More than 14 days

Specific Care Issues Composite (“Patients who reported that their home health team discussed medicines, pain and home safety with them.”)	Response Categories
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?	Yes, No
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?	Yes, No
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?	Yes, No
Q10. In the last 2 months of care, did you and a home health provider from this agency talk about pain?	Yes, No
Q12. 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?	Yes, No
Q13. In the last 2 months of care, did home health providers from this agency talk with you about when to take these medicines?	Yes, No
Q14. In the last 2 months of care, did home health providers from this agency talk with you about the side effects of these medicines?	Yes, No