

# Frequently Asked Questions

## The Home Health Care CAHPS Survey

### **Who is sponsoring this survey?**

[Agency Name] has asked our company to conduct this survey to help them evaluate the care that its health providers give to you in your home. The survey is part of a national study that will help consumers make more informed choices about home health care providers. The results of this study will be publicly reported on the Internet at Home Health Compare at <http://www.medicare.gov/>.

### **Who is conducting this survey?**

I'm an interviewer from [SURVEY VENDOR NAME], which is an independent research survey organization. [Agency Name] has asked our organization to conduct the survey to help them get feedback from their patients.

### **What is the purpose of this survey?**

The purpose of this survey is to learn about your experiences getting home health care. The survey results will help consumers make more informed choices when choosing a home health care provider.

### **What questions will be asked?**

The survey asks questions about your experiences with home health care and your rating of the care you receive.

### **How do I know this is confidential?**

I can assure you that all information you provide will be kept confidential and is protected by the Federal Privacy Act of 1974. All project staff members have signed affidavits of confidentiality and are prohibited by law from using survey information for anything other than this research study.

### **Why do you want to know all this personal stuff about me if this is a survey about my home health care experiences?**

These health and demographic questions are designed to tell our researchers more about the people who answered the survey. They allow the researchers to do analysis by grouping people together.

### **I'm on the *Do Not Call* list. Why are you calling me?**

The Do Not Call list stops sales and telemarketing calls. We are conducting survey research on behalf of your home health care agency. We are not calling to sell or market a product or service.

**I'm not going to answer a lot of questions over the phone!**

Your cooperation is very important to us. Your experiences will help your home health care agency and other home health care agencies understand which programs are the most helpful to you and others like you. All of the answers you give in this survey will be kept completely confidential and are protected by the Federal Privacy Act of 1974. Let me start and you can see what the questions are like.

**Why (or how) was I selected for this study?**

We used scientific sampling procedures to select a sample of people who have received health care in their homes. Your opinions are valuable because they represent those of other people like yourself.

**I don't like my home health care agency!**

I understand. Your opinions are very important and will help your home health care agency understand how to improve its programs. Let's start now. [NOTE: DO NOT ARGUE BACK. MAKE SHORT, NEUTRAL COMMENTS TO LET THEM KNOW THAT YOU ARE LISTENING AND IMMEDIATELY ASK THE FIRST QUESTION.]

**How do I know this survey is legitimate? How do I know you really are an interviewer for this survey?**

You can contact [SURVEY VENDOR NAME] at [TELEPHONE NUMBER] for information about the survey.

**How long will this take?**

This survey takes on average about 12 minutes to complete. I'll move through the questions as quickly as possible.

NOTE THAT SURVEY COMPLETION TIME WILL DEPEND ON WHETHER OTHER NON-CAHPS SURVEY ITEMS ARE ADDED TO THE QUESTIONNAIRE.