

HHCAHPS Coordination Team Quarterly Review

April 2015

Message From the HHCAHPS Team

Welcome to the second issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review (CTQR)! CTQR newsletters are posted on the HHCAHPS website under the General Information tab. Please visit the HHCAHPS website for more information on the items mentioned in this newsletter: <https://homehealthcahps.org/Home.aspx>.

What's New

- April 1, 2015, marks the start of a new annual payment update (APU) period for the HHCAHPS Survey—the Calendar Year (CY) 2017 APU.
- In early 2015, the Coordination Team rolled out the Vendor and HHA Dashboard views on the HHCAHPS website. The dashboard provides easy access to key items on the website. Vendor or HHA users can view their dashboard once they log onto the website.



How to Start Participating in HHCAHPS

- Determine your home health agency's eligibility to participate in HHCAHPS by reviewing page 1 of the [HHA Responsibilities](#) document.
 - If your agency meets the eligibility criteria, begin completing the steps on page 2 of the **HHA Responsibilities** document as soon as possible.
 - If your agency does not meet the eligibility criteria, your agency may be eligible for an exemption from participating in the HHCAHPS Survey. To provide proper documentation, someone from your agency must complete the online [Participation Exemption Request](#) form for the CY 2017 APU period.
- We encourage you to review the informational documents in the **For HHAs** box on the HHCAHPS website, which have been updated to reflect the CY 2017 APU requirements.

Important Dates to Remember

- The CY 2017 APU Period begins on **April 1, 2015**, and ends on **March 31, 2016**.
- Preview Reports for the period Quarter 4, 2013 through Quarter 3, 2014 will be available on the HHCAHPS website on **April 2, 2015**.
- Next survey vendor data submission deadline: **April 16, 2015**.
- Annual Quality Assurance Plan (QAP) submission deadline (for the 2015 QAP Update): **April 30, 2015**.

Noteworthy Question of the Quarter

Q: (1) When I [HHA] selected the Data Submission Report, I saw a table for the months of April–September 2014. What does the validation status "Passed" mean? **(2)** We are also trying to see our survey results. Where, on the HHCAHPS website, do we go to view that information? **(3)** Finally, why is our Preview Report showing "N/A" for this period?

A: (1) The validation status of "Passed" in the Data Submission Report means that the files your vendor uploaded were successfully submitted to the HHCAHPS data center. **(2)** Note that the Data Submission Report does not show your actual HHCAHPS survey results. **(3)** The Preview Report for your agency is showing "N/A" because your agency has not yet submitted 12 continuous months of HHCAHPS Survey data. Once your agency has submitted 12 continuous months of data, those results will be posted on the Preview Report and on the Home Health Compare website.

Latest HHCAHPS Survey Publicly Reported Data by State

The table below compares state- and national-level HHCAHPS Survey data that will be publicly reported in April 2015 (Quarter 4, 2013–Quarter 3, 2014) on Home Health Compare.

Composite	CA	TX	OH	FL	NY	National
Gave care in a professional way	86%	89%	87%	89%	84%	88%
Communicate with patients	83%	86%	85%	86%	82%	85%
Discuss medicines, pain, and home safety with patients	82%	86%	82%	82%	81%	84%
Overall rating of care from the home health agency	80%	85%	83%	84%	78%	84%
Recommend to friends and family	73%	80%	76%	79%	73%	79%

Contact Us

The HHCAHPS Coordination Team can be reached by e-mail (hhcahps@rti.org) or by telephone (1-866-354-0985). A member of the team will respond to your message between the hours of 8:30 AM and 5:00 PM Eastern Time (ET) Monday through Friday.