

HHCAHPS Coordination Team Quarterly Review

April 2016

Message From the HHCAHPS Team

Welcome to the April 2016 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! These 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>.

What's New

- ✚ April 1, 2016, marks the start of a new annual payment update (APU) period for the HHCAHPS Survey—the Calendar Year (CY) 2018 APU.
- ✚ For information on how to get started participating in the HHCAHPS Survey, including determining eligibility, FAQs, and key dates for participation, please visit the [HHA Responsibilities](#) document.
- ✚ Preview Reports for the period Quarter 4, 2014, through Quarter 3, 2015, are now available on the HHCAHPS website.

Important Dates to Remember

- The CY 2018 APU HHCAHPS Survey participation period begins on **April 1, 2016**, and ends on **March 31, 2017**.
- Next survey vendor data submission deadline: **April 21, 2016**.
- Annual Quality Assurance Plan (QAP) submission deadline (for the 2016 QAP Update): **April 30, 2016**.

A Reminder of Where to Find...

✚ Survey Preview Report

To view your agency's preview report (with Star Ratings) on the HHCAHPS website, log into the website with your username and password and select "Survey Preview Report" from the *For HHAs* menu at the top of the page. As a reminder, Star Ratings are shown for agencies that had at least 40 completed surveys and participated in HHCAHPS for the full reporting period.

✚ Archived Publicly Reported Data

On the HHCAHPS website, select "Archived Publicly Reported Data" from the *General Information* menu. No login is required. State and national averages and HHA-level data files are available for each HHCAHPS public reporting period, including cut points for Star Ratings.

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 8:30 AM and 5:00 PM Eastern Time Monday through Friday.

Feedback on Usefulness of Topics Covered During Recent HHCAHPS Survey Update Training

The graph below shows compiled feedback data that the HHCAHPS Survey Coordination Team received on how useful each topic covered during the HHCAHPS Survey Update Training was in helping the attending organizations understand and implement the survey.

