

HHCAHPS Coordination Team Quarterly Review

January 2015

Message From the HHCAHPS Team

Welcome to the first issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review (CTQR)! This newsletter is a new way to provide home health agencies (HHAs) and survey vendors with HHCAHPS information. The CTQR will be posted on the HHCAHPS website and updated every calendar year quarter. The CTQR will not replace any source of information currently on the HHCAHPS website; instead, it will highlight important information for readers each quarter. Please visit the HHCAHPS website for more information on the items mentioned in this newsletter: <https://homehealthcahps.org/Home.aspx>.

What's New

- Survey organizations interested in becoming an approved HHCAHPS Survey Vendor can access the HHCAHPS Survey Vendor Participation Form on the HHCAHPS website. It will be available until March 31, 2015.
- The HHCAHPS Survey Vendor Introduction and Update webinar training session registration will remain open through January 28, 2015, the day before the last training session.
- The *Home Health Prospective Payment System (HH PPS) Rate Update Final Rule for Calendar Year 2015* was published in the *Federal Register* on November 6, 2014. In turn, various informational documents in the **For HHAs** box on the HHCAHPS Website were updated to reflect key dates for the 2016 APU period.

Tips for Successful Data Submission

- Submit data files to the HHCAHPS Data Center *as early as possible before the deadline!*
- Make sure to download and use the most current version of the Data Submission Validation Tool.
- Check your Vendor Authorization Report for accuracy.
- Check the Data Submission Reports.
- Participating HHAs should confirm that their vendor has successfully uploaded files for the quarter.

Important Dates to Remember

- Next data submission deadline: **January 15, 2015**
- HHCAHPS Introduction Training Sessions: **January 26, 2015** (Session I) and **January 27, 2015** (Session II)
- HHCAHPS Update Training Session: **January 29, 2015**
- Due date for calendar year (CY) 2016 Participation Exemption Request form (PER): **March 31, 2015**

Noteworthy Question of the Quarter

Q: We are a very small home health care agency. We are receiving complaints from some who have been asked to complete the surveys multiple times and they are asking how they can be "removed from the list." What are the proper steps to take to respond to those requests?

A: As per the HHCAHPS Survey protocols and guidelines, HHAs should not ask their patients if they would like to be included in the survey. All patients selected to participate in the HHCAHPS Survey can decide whether they wish to participate by either not returning the mail survey or telling the interviewer they choose not to participate. If you have any additional questions, please review the HHCAHPS Survey Protocols and Guidelines Manual, Chapter III, at the following link: <https://homehealthcahps.org/SurveyandProtocols/SurveyMaterials.aspx>

Latest HHCAHPS Survey Publicly Reported Data

The table below compares national HHCAHPS Survey data that will be publicly reported in January 2015 on Home Health Compare with the prior 4-quarters of data, reported in October 2014.

| Composite | Reported in January 2015 (CY13,Q3–CY14,Q2) | Reported in October 2014 (CY13,Q2–CY14,Q1) |
|--|---|---|
| Gave care in a professional way | 88% | 88% |
| Communicate with patients | 85% | 85% |
| Discuss medicines, pain, and home safety with patients | 84% | 84% |
| Overall rating of care from the home health agency | 84% | 84% |
| Recommend to friends and family | 79% | 79% |

Contact Us

The HHCAHPS Coordination Team can be reached by e-mail (hcahps@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.