

HHCAHPS Coordination Team Quarterly Review

January 2016

Message from the HHCAHPS Team

Welcome to the January 2016 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review (CTQR)! 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

- HHCAHPS Survey Vendor Introduction and Update webinar training sessions will take place at the end of January 2016. Registration can be accessed on the HHCAHPS website under the "Training" tab.
- To reflect the transition to ICD-10 codes that began in October 2015, we have updated relevant appendices in the *Protocols and Guidelines Manual*, the XML file schema, and the XML schema validation tool. Vendors can access these materials on the dedicated "Transition to ICD-10" webpage on the HHCAHPS website.
- HHCAHPS Star Ratings will be publicly reported on CMS's Home Health Compare website in January 2016. These ratings will reflect HHCAHPS Survey data collected from Quarter 3, 2014 through Quarter 2, 2015. These results are also available to HHAs via the Survey Preview Report on the HHCAHPS website.

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.

Important Dates to Remember

- Next data submission deadline: **January 21, 2016**.
- Introduction to HHCAHPS Survey Training Sessions: **January 25** (Session 1) and **January 26, 2016** (Session 2).
- Update Training Session, for approved vendors: **January 28, 2016**.

Tips for Vendors

- Have you received a sample file late from your HHA client? Don't forget that you can e-mail hhcahps@rti.org to request permission from CMS to field the survey late.
- When submitting multiple DNRs in a single day, it is more efficient to use the DNR template, which is available via the online DNR tool, and provide information for all DNRs in one spreadsheet.
- The January 21, 2016, data submission is the last submission with ICD-9 codes. If an HHA is unable to provide ICD-10 codes from October 2015 onward, vendors should code those data elements on the XML file as "M" missing. Please do not submit ICD-9 codes in addition to ICD-10 codes, as your files will be rejected.

HHCAHPS Survey Summary Star Distribution

The graph below shows the percent distribution of the HHCAHPS Survey Summary Star, which is an average of the HHA's four measures receiving Star Ratings. These results are from patients who received at least two skilled care home visits from April 2014 through March 2015 and had at least 40 completed surveys during this reporting period.

