

HHCAHPS Coordination Team Quarterly Review

January 2017

Message from the HHCAHPS Team

Welcome to the January 2017 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 and early February 2017. Registration can be accessed [here](#).
- ✚ The “look and feel” of the HHCAHPS website has changed! While most website functions remain the same, there is a new process for requesting a password reminder on the Login screen.
- ✚ An update was made to the *Survey Vendor Authorization Report*. All of a vendor’s inactive HHAs (denoted with an asterisk) now appear at the bottom of the report for reference.

Important Dates to Remember

- Next data submission deadline: **January 19, 2017**.
- Introduction to HHCAHPS Survey Training Sessions: **January 31** (Session 1) and **February 1, 2017** (Session 2). Both sessions will run 1:00–5:00 pm ET.
- Update Training Session: **February 3, 2017**, 12:00–2:00 pm ET.

Did You Know...

- ✚ The HHCAHPS Survey Coordination Team conducts at least 15 site visits with approved survey vendors every year.
- ✚ Members of the Coordination Team are located in North Carolina, Maryland, Massachusetts, and Ohio.
- ✚ 24 vendors are approved to conduct the HHCAHPS Survey with mail-only mode; 22 vendors are approved to use telephone-only mode; and 13 vendors are approved to use mixed mode (mail with telephone follow-up). Several vendors are approved to administer the survey in multiple modes. A list of all approved vendors is available [here](#).
- ✚ During 2016, the category with the greatest number of technical assistance requests received was for help with HHA user credentials, with over 900 inquiries.

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.

HHCAHPS Survey Summary Star Distribution

The graph below shows the percent distribution of the HHCAHPS Survey Summary Star (an average of the HHA’s four measures receiving Star Ratings) in 2015 Q1 compared to 2016 Q1.

