

HHCAHPS Coordination Team Quarterly Review

January 2024

Welcome to the January 2024 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! Archived newsletters are at <https://homehealthcahps.org> under the General Information tab.

Important Dates

- ✦ HHA Preview Reports for the period Q3,2022 – Q2,2023 are available on the HHCAHPS website. These data will be refreshed on CMS's Care Compare website the week of January 15, 2024: [medicare.gov/care-compare/](https://www.medicare.gov/care-compare/).
- ✦ Next data submission deadline: **January 18, 2024**.
REMINDER FOR HHAs: Check your data submission reports to confirm your vendor successfully submitted your data! Lack of data submission may affect future payments from CMS.
- ✦ If your agency qualifies for an exemption from participating in HHCAHPS for the CY 2025 APU, please complete the CY 2025 HHCAHPS [Participation Exemption Request form](#) by **March 31, 2024**.

The Annual Home Health Care CAHPS Trainings

- The **live Update Webinar Training Session** will be held **January 31, 2024**, 12:00–2:00 pm ET. Approved vendors are *required* to attend.
Click on [this link](#) to register for training.
- Please have new staff review the **Introduction to HHCAHPS Survey** training slides, to be posted the week of January 22, 2024.

Understanding Your Publicly Reported HHCAHPS Survey Data

What are footnotes for? Footnote(s) may appear in an agency's HHCAHPS Survey Preview Report (on the HHCAHPS website) and with their publicly reported data (on CMS's Care Compare website). The footnote rules are described below.



Footnote 8: There were problems with the data and they are being corrected.

Are footnotes negative? Footnotes alert consumers to factors that can impact the generalizability of agency data.



Footnote 9: Zero, or very few, patients met the survey's rules for inclusion. The scores shown, if any, reflect a very small number of surveys and may not accurately tell how an agency is doing.

What can be done to avoid footnotes? Footnotes are primarily assigned to agencies with small numbers of completed interviews. Agencies should work with their vendors to maximize response rates and participation so there are no gaps in data available for public reporting.



Footnote 10: Survey results are based on less than 12 months of data.

How many HHAs had Footnotes? 8,062 of 11,824 (68%) HHAs have footnotes for the CY22,Q3 – CY23,Q2 public reporting period.



Footnote 11: Fewer than 70* patients completed the survey. Use the scores shown, if any, with caution as the number of surveys may be too low to accurately tell how an agency is doing.



Footnote 12: No survey results are available for this period.