

HHCAHPS Coordination Team Quarterly Review

January 2025

Welcome to the January 2025 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 and Reminders for HHAs

- HHA Preview Reports for Q3,CY2023–Q2,CY2024 are now available on the HHCAHPS website. These data will be refreshed on CMS’s Care Compare website (<https://www.medicare.gov/care-compare/>) the week of January 13, 2025.
- Next data submission deadline for Q3,CY2024 data: **January 16, 2025**. To keep track of your APU compliance, remember to check your Data Submission Reports to confirm your vendor successfully submitted your data!
- If your agency qualifies for an exemption from participating in HHCAHPS for the CY 2026 annual payment update (APU) period, complete the CY 2026 HHCAHPS [Participation Exemption Request form](#) by **March 31, 2025**.

The Annual Home Health Care CAHPS Trainings

- The **live Update Webinar Training** will be held **January 30, 2025**, 12:00–2:00 pm ET.
- Approved vendors are *required* to attend this live webinar.
- Please have new staff review the **Introduction to HHCAHPS Survey** training slides, to be posted the week of January 21, 2025.
- [Register for the trainings](#).

Spotlight on Survey Composite: “Communications Between Providers and Patients”

One of the three publicly reported HHCAHPS composite measures, this composite reflects a combined score based on top-box responses (“Yes,” “Always,” and “Same Day”) to 6 HHCAHPS Survey questions (2, 15, 17, 18, 22 and 23).

How well did the home health team communicate with patients

National average*: 86%
MD State average*: 83%

**Based on Q2,2023–Q1,2024 data, available on CMS’s websites*

Q2.	When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?	Yes, No, or Do not remember
Q15.	In the last 2 months of care, how often did home health providers from this agency keep you informed about when they would arrive at your home?	Never, Sometimes, Usually, or Always
Q17.	In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand?	Never, Sometimes, Usually, or Always
Q18.	In the last 2 months of care, how often did home health providers from this agency listen carefully to you?	Never, Sometimes, Usually, or Always
Q22.	In the last 2 months of care, when you contacted this agency’s office did you get the help or advice you needed?	Yes, No, or I did not contact this agency
Q23.	When you contacted this agency’s office, how long did it take for you to get the help or advice you needed?	Same day, 1–5 days, 6–14 days, More than 14 days, or I did not contact this agency