

HHCAHPS Coordination Team Quarterly Review

July 2017

Message from the HHCAHPS Team

Welcome to the July 2017 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! 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

- The CY 2019 annual payment update (APU) Discrepancy Notification Report (DNR) Excel template is now available. It covers the sample months of January 2017–March 2018.
- Preview Reports for the period Quarter 1, 2016 through Quarter 4, 2016 are available on the website.

Noteworthy Question of the Quarter

Q: Why don't I see any HHCAHPS Survey results posted for my agency on Home Health Compare (HHC)?

A: An agency's HHCAHPS Survey results are publicly reported on HHC only when data have been submitted over the 12 consecutive months that correspond to the public reporting period. Until then, "N/A" will appear on HHC.

Contact Us

The HHCAHPS Survey 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 Date to Remember

- Next survey vendor data submission deadline, for CY17, Q1 data: **July 20, 2017**.

Reminders About Proxy Respondents

- The proxy variable for each case coded as complete (110 and 120) or breakoff (310) should be coded a "1" (Yes), "2" (No) or "M" (Missing) on the XML file.
- For mail mode, code the proxy variable as "1" if Q34 has the response "Answered the Questions for Me" (response option 3) marked. For telephone mode, the proxy flag should be assigned if the interview was completed by a proxy. For more information, see page 131 of the *HHCAHPS Survey Protocols and Guidelines Manual, Version 9.0*.
- Telephone interviewers (TIs) should make a concerted effort to conduct the interview with the sampled patient and *only* conduct a proxy interview if the patient is mentally or physically incapacitated.
- Vendors are encouraged to calculate their proxy rate as a QA measure for data processing and TI performance.

What is an HHCAHPS Site Visit?

An HHCAHPS site visit is an in-person visit conducted by at least two members of the HHCAHPS team at the headquarters of each approved vendor that is actively administering the HHCAHPS Survey and submitting data on behalf of clients. This summer, the HHCAHPS team will have completed 100 site visits. During each site visit, the team observes the vendor's implementation of the HHCAHPS Survey protocols. The illustration below shows topic areas reviewed by the site visit team and vendor staff.

