

HHCAHPS Coordination Team Quarterly Review

July 2021

Welcome to the July 2021 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 about the items mentioned in this newsletter: <https://homehealthcahps.org>.

Remote Site Visits are Working Well!

CMS and the HHCAHPS Survey Coordination Team have been conducting remote site visits since the Fall of 2020. Here are some useful items gleaned from our experiences:

- ✚ We have conducted 12 remote site visits through June 2021; vendors have been accommodating in providing extra materials to the Coordination Team in advance of the visit, permitting the Coordination Team to review and provide feedback during the site visit:
 - ✚ Survey vendors have provided sampling and survey implementation documents for review.
 - ✚ Mail survey vendors have provided scanned images of returned surveys for review.
- ✚ Telephone survey vendors have been able to link in their call centers to allow real-time audio and visual monitoring. Those without this capability have provided interview recordings.
- ✚ Visits have been spread over 2 days, with a typical visit lasting 4 hours the first day and 2 the next.
- ✚ CMS has attended some visits and observed HHCAHPS Survey operations for the first time—thank you to survey vendors who have hosted our expanded site visit team!

Of Note

- ✚ The deadline to submit CY21, Quarter 1 data is July 15, 2021. Remember to check your data submission reports to confirm that your vendor has successfully submitted your data!
- ✚ Response Rates for CY20, Quarter 4 are displayed by mode of administration below:

Mail-Only Mode	24.92%
Phone-Only Mode	24.02%
Mixed-Mode	26.19%

2021 HHCAHPS Survey Data Are Important!

Even though publicly reported HHCAHPS Survey data are frozen on Medicare's Care Compare website in 2021, data from participating HHAs are being used during this freeze period to support CMS initiatives, such as value-based purchasing models.

During the freeze, take a moment to explore CMS's new public reporting websites:

- **Provider Data Catalog** <https://data.cms.gov/provider-data/>
- **Care Compare** <https://www.medicare.gov/care-compare/>