

HHCAHPS Coordination Team Quarterly Review

July 2023

Welcome to the July 2023 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! Archived newsletters are at <https://homehealthcahps.org> under the General Information tab.

Starting with the July 2023 sample month...

Vendors must begin using the currently posted mail questionnaires and CATI scripts with the following changes motivated by feedback RTI received during the 2022 mode experiment.

Mail Survey Questionnaire Revisions

The Q31 response options have been reordered alphabetically, as shown below.

31. What is your race? Please select one or more.
- American Indian or Alaska Native
 - Asian
 - Black or African American
 - Native Hawaiian or other Pacific Islander
 - White

CATI Script Revisions for Phone Interviewing

In addition to the reordered response options for Q31, both the regular and proxy CATI scripts streamlined INTRO2 by removing redundancies.

- ❖ This is [INTERVIEWER NAME] calling from [ORGANIZATION] ~~on behalf of [AGENCY NAME]~~. I'd like to speak to [SAMPLE MEMBER'S NAME] about a ~~study about~~ health care study.
- ❖ This is [INTERVIEWER NAME] calling from [ORGANIZATION]. I'd like to speak to [SAMPLE MEMBER'S NAME] about a ~~study about~~ health care study.

Regular CATI script only: added new "next of kin" instruction and script.

IF PERSON ON PHONE VOLUNTEERS THEY ARE SAMPLE MEMBER'S PARTNER, CHILD, PARENT, SIBLING, GRANDCHILD, OR POWER OF ATTORNEY AND THEY ASK WHY WE ARE CALLING:

I would like to talk to [SAMPLE MEMBER'S NAME] about their experiences with the home health care that they received from [HOME HEALTH AGENCY].

In **August 2023**, revised Standard and DSRS XML data layout files will be posted to reflect the reordered responses for Q31. An announcement will be posted when the revised materials are available.

Public Reporting Updates

- 📌 **The data submission deadline to submit Quarter 1, 2023 data is July 20, 2023.**
 - HHCAHPS Survey Administrators (SAs), remember to check your data submission reports to confirm that your vendor has successfully submitted your data!
 - The *Data Submission Report* is available on the HHCAHPS website after logging in. HHA Survey Administrators – this is one of your responsibilities.
- 📌 **Preview Reports are now available on [the HHCAHPS website](#)** under the "For HHAs" tab for SAs.
 - The current refresh reflects results from the HHCAHPS Survey from January 2022 through December 2022.
 - These results include star ratings for those agencies with data for 40 or more patient surveys in the 4-quarter reporting period.