

# HHCAHPS Coordination Team Quarterly Review

July 2024

Welcome to the July 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.

## Reminders for HHCAHPS Vendors

- ✚ Data submission deadline for CY2024, Q1 data is **July 18, 2024**. Vendors should check their Vendor Authorization Report to confirm they have an active authorization for each client.
- ✚ [The Discrepancy Notification Report \(DNR\) Excel Template](#) for the CY2026 annual payment update (APU) period is available on the HHCAHPS website – this template covers Q2,2024-Q1,2025 sample months.
- ✚ When conducting a virtual HHCAHPS site visit, please adhere to the following HIPAA requirements for the Zoom meeting:
  - Submit roster of expected staff to RTI in advance.
  - Alert RTI staff to unlock the meeting as staff need to join.
  - Enter staff names into Zoom chat for groups joining from the same location.

## Response Rates for CY2023,Q4

The national average response rates for CY2023, Quarter 4, by survey mode and overall:

Mail-Only Mode	23.2%
Phone-Only Mode	21.0%
Mixed Mode (Mail with Phone Follow up)	28.5%
<b>OVERALL</b>	<b>23.3%</b>

## For Vendors and HHAs: Tips to Increase HHCAHPS Response Rates

Each step of the HHCAHPS Survey implementation process impacts outcomes. Here are some tips vendors and HHAs can use to increase response rates.

### Getting Started *(for HHAs during initial discussions with vendor)*

- Identify survey mode (mail, phone or mail with phone follow-up) that works best for your patients.
- Educate the shared living facilities where your patients reside about the importance of the HHCAHPS Survey.
- Use the [new HHCAHPS Fact Sheet](#) in educational materials to all patients, available in the "Information for HHAs" box on the Home page of the HHCAHPS website.

### Patient Data Files & Sampling

- HHAs - Collect patient's preferred language and ensure patient contact information is accurate.
- Vendors - Use resources to verify missing or bad contact information.

### Survey Administration *(for vendors)*

- Limit supplemental items to avoid burdensome survey length.
- (Mail) - Use the [cover letters on the HHCAHPS website](#); include the HHA name/logo on materials.
- (Phone) - Review call spread regularly, identify productive days and times of day for HHCAHPS completes; use current [telephone scripts](#) which include how to talk to next of kin; review refusal rates by interviewer and offer coaching if refusal counts are high; ask for the best day/time to reach the respondent when setting call backs.