Message from the HHCAHPS Team

Welcome to the October 2015 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review (CTQR)! CTQR 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/Home.aspx.

What's New

The Home Health Prospective Payment System (HH PPS) Rate Update for Calendar Year (CY) 2016, Home Health Quality Reporting Requirements, and Survey and Enforcement Requirements for Home Health Agencies Proposed Rule was published in the Federal Register on July 10, 2015. It is available on the HHCAHPS website linked here.

CMS announced a revised protocol for when it is acceptable to provide home health agencies (HHAs) with aggregated responses to the “About You” questions. Effective immediately, there must be at least 10 responses for every response option for each of the “About You” questions for vendors to report these data. Additional information can be found here.

HHCAHPS vendors should keep an eye out for an upcoming e-mail requesting input on topics to include in the next Vendor Update training session—we want your input!

Important Dates to Remember

- Next survey vendor data submission deadline, for CY15, Q2 data: October 15, 2015.
- HHAs must use ICD-10 codes starting with the October 2015 sample month.
- Preview Reports for the period Q2, 2014–Q1, 2015 were posted on the HHCAHPS website on September 17, 2015. These Reports show publicly reported results with Star Ratings for those agencies with a sufficient number of completed interviews to receive Star Ratings. See example Report below.

Transition to ICD-10 Diagnosis Codes

Participating HHAs and HHCAHPS Survey vendors must report ICD-10 diagnosis codes starting with the October 2015 sample month. Vendors will begin submitting these data in April 2016. To prepare for this change, vendors should review the ICD-10 transition page on the website prior to the April 2016 data submission deadline. A link to this page can be found here. You must be logged in to view this page.

Contact Us

The HHCAHPS Coordination Team can be reached by e-mail (hhcahps@rti.org) or by telephone (1-866-354-0985).

HHCAHPS Survey Star Ratings

CMS has posted Preview Reports with Star Ratings on the HHCAHPS website. The Reports include data from patients served from April 2014 through March 2015. Star Ratings will not be publicly reported on Home Health Compare (on Medicare.gov) until January 2016; Star Ratings are being provided this quarter for HHA preview only. More information about HHCAHPS Survey Star Ratings can be found here.

An example HHCAHPS Star Rating Preview Report for an agency receiving Star Ratings is shown below.

| CCN | Agency Name | No. Patients Sampled | No. Completed Surveys | Response Rate | Survey Summary Star | Patients who gave their home health agency a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest). | Patients who reported YES, they would definitely recommend the home health agency to friends and family. | Patients who reported that their home health team gave care in a professional way. | Patients who reported that their home health team communicated well with them. | Patients who reported that their home health team discussed medicines, pain, and home safety with them. |
|-----|-------------|----------------------|----------------------|---------------|---------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|
| 123456 | ABC Agency | 200 | 60 | 30% | orton | 92% | 89% | 90% | 85% | 81% |