

# HHCAHPS Coordination Team Quarterly Review

October 2015

## 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!

### Contact Us

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

### 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.

## 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.

This is your Preview Report, showing the results that will be displayed on Home Health Compare. These results are from patients who received at least two skilled care home visits at some point from January 2014 through December 2014. Star Ratings are shown for agencies that had at least 40 completed surveys during this period and participated in HHCAHPS for the full reporting period. Not all publicly reported measures are assigned Star Ratings. If your agency has Star Ratings, your agency's [linearized scores](#) are shown in the table below this one.

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%	★★★★	★★★★ 92%	89%	★★★★ 90%	★★★ 85%	★★★ 81%