

HHCAHPS Coordination Team Quarterly Review

October 2018

Message from the HHCAHPS Team

Welcome to the October 2018 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>.

What's New

- Armenian mail survey materials are now available on the HHCAHPS website, under the "Survey and Protocols" menu tab! The <language> variable in the XML validation tool has been updated to accept value "6" for surveys completed in Armenian.
- Preview Reports for the period CY17,Q2–CY18,Q1 are now available on the HHCAHPS website. To access your agency's Preview Report, log onto the HHCAHPS website and select **Survey Preview Report** under the "For HHAs" tab.

Important Dates to Remember

- Next survey vendor data submission deadline, for CY18, Q2 data: **October 18, 2018**.
- The *Vendor Participation Form* (vendor application) will be available on the HHCAHPS website in early November 2018.

HHCAHPS Information on Home Health Compare

HHCAHPS Survey results are posted on Home Health Compare (HHC) on Medicare.gov when agencies have 12 consecutive months of data. HHC is refreshed each quarter, adding the newest quarter of data and dropping the oldest quarter.

- Users can search agencies by zip code, city, or state and compare up to 3 agencies at a time.
- There are 3 tabs of information for each agency: "**General Information**" (agency's address, administrative information, and services provided); "**Quality of patient care**" (OASIS clinical measures); and "**Patient survey results**" (HHCAHPS Survey results).
- In the "**Patient survey results**" tab, you can find:
 - The 12-month public reporting period dates;
 - Number of completed HHCAHPS Surveys and the survey response rate;
 - Links to more information about the results;
 - Agency-, state-, and national-level scores for the 5 survey measures;
 - Results in graph format (see example below); and footnote details.

Find a home health agency

[Learn about what home health care includes](#)

A field with an asterisk (*) is required.

* **Location**

Example: 45802 or Lima, OH or Ohio

ZIP Code or City, State or State

Home Health Agency Name (optional)

Full or partial home health name

Search

How often the home health team gave care in a professional way

[Why is this important?](#)

[Hide Graph](#)

This information comes from the Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) Patient Experience of Care Survey during the time period **January 1, 2017 - December 31, 2017**

