

HHCAHPS Coordination Team Quarterly Review

October 2019

Welcome to the October 2019 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>

HHCAHPS Survey Chartbook

What is it? The Chartbook presents U.S. maps with state- and CMS-region-level summaries of HHCAHPS Survey responses from July 2017–June 2018. The maps show the highest, middle and lowest quartiles of average agency performance by state and CMS region for the following publicly reported measures:

- Overall Rating
- Willingness to Recommend Agency
- Three Composites: Care of Patients, Communications Between Providers and Patients, and Specific Care Issues
- Summary Star Rating

Where can I find it? The Chartbook is available as a pdf, with an accompanying Excel file containing state- and CMS region-level data. Both documents were recently posted on the HHCAHPS website and are available here.

Who do I contact with questions? You may contact the HHCAHPS Survey Coordination Team at hhcahps@rti.org.

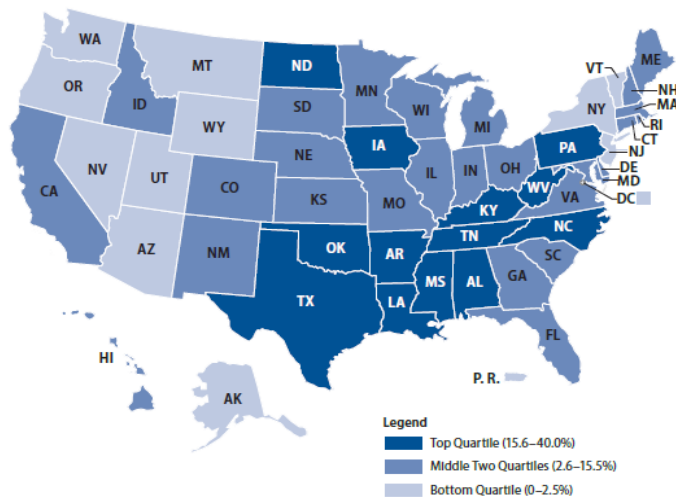
Chartbook Respondent Characteristics:

- Majority were:
- 75 years of age or older (34% aged 75–84, 26% aged 85+)
 - Female
 - Non-Hispanic White
 - Obtained at least a high school diploma or GED
 - Reported “Fair” or “Poor” general health
 - Reported “Excellent” or “Very good” mental or emotional health
 - Answered survey questions themselves (instead of by proxy)
 - Completed the survey in English
- About 33% live alone

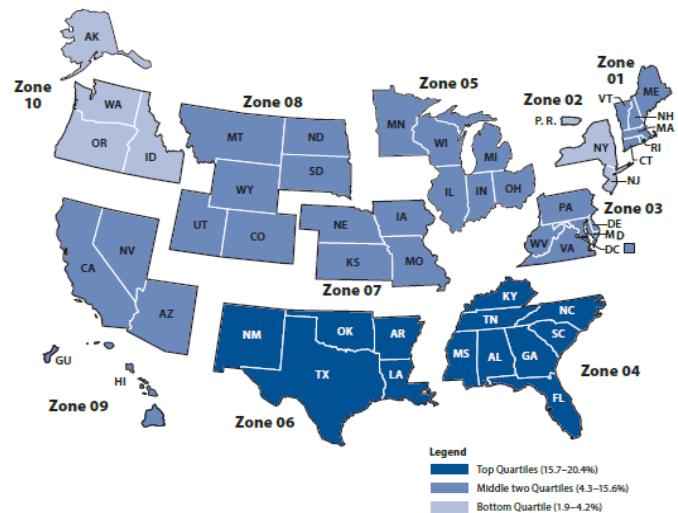
Example Maps from the HHCAHPS Chartbook

The maps below show the percentage of agencies in each state/locality or CMS region with a 5-star summary star rating, which is the highest rating an agency can achieve, and show whether the state or region falls in the highest, two middle, or lowest quartiles.

STATE LEVEL
Summary Star



CMS REGIONAL LEVEL
Summary Star



As examples of Chartbook content, these maps display Star Ratings (i.e., Summary Star) at the state-level (left; found on page 6 of Chartbook) and CMS-region level (right; found on page 12 of Chartbook).