

HHCAHPS Coordination Team Quarterly Review

October 2023

Welcome to the October 2023 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! Archived newsletters are at <https://homehealthcahps.org> under the General Information tab.

For Home Health Agencies: tips on reducing burden and increasing response rates.

Limit the number of supplemental questions in your HHCAHPS Survey. Consider...

- ✚ avoiding questions too similar to existing HHCAHPS questions, as these may confuse or annoy respondents;
- ✚ avoiding questions of a sensitive nature; and
- ✚ recognizing that HHA-specific questions are not included in public reporting and therefore cannot be compared across agencies.

Provide quality patient data files. To help your vendor effectively connect with your patients, consider...

- ✚ reducing missing data in your monthly patient files;
- ✚ working with your EMR vendor to improve data quality (if applicable); and
- ✚ communicating with your HHCAHPS Survey vendor about file formatting and delivery deadlines.

For HHCAHPS Survey Vendors:

Updated OMB Expiration Date

- ✚ HHCAHPS questionnaires and OMB disclosure notices with the updated OMB expiration date of July 31, 2026, are available on the HHCAHPS website on the [Survey Materials page](#).
- ✚ Vendors must implement the updated date no later than the August 2023 sample month.

Plans for Data Submission Tools

- ✚ The next quarterly data submission deadline is October 19, 2023, for Quarter 2, 2023 data.
- ✚ Soon after this deadline, we will post an announcement indicating the dates the Data Submission and Schema Validation Tools will be temporarily unavailable, so we can update them to reflect the Question 31 reordered race categories.

Spotlight on Patient Survey Rating: “Care of Patients” Composite

One of the three publicly reported HHCAHPS composite measures. A composite measure is a combined score based on top-box responses to HHCAHPS Survey questions.

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

National average*: 88%
NC State average*: 90%

**Based on Q1-Q4, 2022 data, available on CMS’s websites*

This composite combines responses from these four survey questions:

Q9. In the last 2 months of care, how often did home health providers from this agency seem informed and up to date about all the care or treatment you got at home?

- Never,
- Sometimes,
- Usually,
- Always, or
- You only had 1 provider in the last 2 mos. of care.

Q16. In the last 2 months of care, how often did home health providers from this agency treat you as gently as possible?

- Never,
- Sometimes,
- Usually,
- Always

Q19. In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?

- Never,
- Sometimes,
- Usually,
- Always

Q24. In the last 2 months of care, did you have any problems with the care you got through this agency?

- Yes
- No