

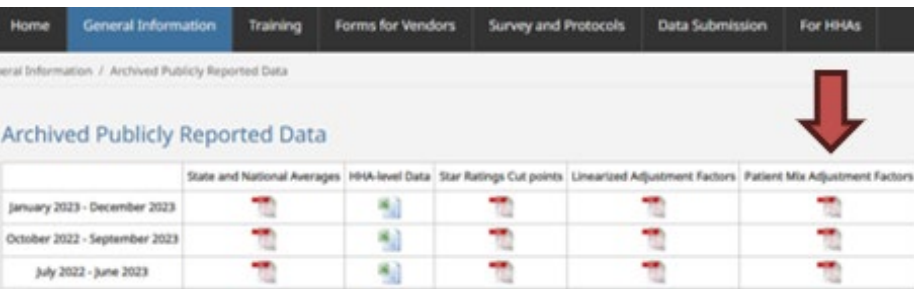
HHCAHPS Coordination Team Quarterly Review

October 2024

Welcome to the October 2024 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! Archived newsletters are at <https://homehealthcahps.org> under the General Information tab.

Reminders for HHCAHPS Vendors

NEW on the HHCAHPS website: The [Archived Publicly Reported Data page](#) now includes downloadable PDFs of each reporting period's Patient Mix Adjustment Factors.



The data submission deadline for CY2024,Q2 data is **October 17, 2024**. Vendors should check their Vendor Authorization Report to confirm they have an active authorization for each client.

Response Rates for CY2024,Q1

The national average response rates for CY2024, Quarter 1, by survey mode and overall:

Mail-Only Mode	24.9%
Phone-Only Mode	20.7%
Mixed Mode (Mail with Phone Follow up)	29.9%
OVERALL	25%

CY2023 Publicly Reported HHCAHPS Survey Data – Continental United States Fun Facts

South Dakota

Had the highest response rate?

- South Dakota



Had the most completed surveys and the most HHAs reporting?

- California



Had the highest Overall Rating and Willingness to Recommend scores?

- Maine

Had the highest Care of Patients Composite Score? 4-way tie:

- Maine
- Mississippi
- Alabama
- Northern Mariana Islands

Had the highest Communications Between Providers and Patients Composite Score? 5-way tie:

- Maine
- Mississippi
- Alabama
- Kentucky
- Louisiana

Which state had the highest Specific Care Issues Composite score? 2-way tie:

- Alabama
- North Dakota

(Source: [January-December 2023 State and National Averages](#))