

OMB #: 0938-1066
Expires January 31, 2021

HOME HEALTH CARE CAHPS[®] SURVEY

2020

SURVEY INSTRUCTIONS

- Answer all the questions by checking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → **If Yes, go to Q1 on Page 1.**
 No

YOUR HOME HEALTH CARE

1. According to our records, you got care from the home health agency, [AGENCY NAME]. Is that right?

As you answer the questions in this survey, think only about your experience with this agency.

- 1 Yes
2 No → **If No, please stop and return the survey in the envelope provided.**

2. When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?

- 1 Yes
2 No
3 Do not remember

3. When you first started getting home health care from this agency, did someone from the agency **talk with you** about how to set up your home so you can move around safely?

- 1 Yes
2 No
3 Do not remember

4. When you started getting home health care from this agency, did someone from the agency talk with you about all the **prescription and over-the-counter medicines** you were taking?

- 1 Yes
2 No
3 Do not remember

5. When you started getting home health care from this agency, did someone from the agency ask to **see** all the prescription and over-the-counter medicines you were taking?

- 1 Yes
2 No
3 Do not remember

YOUR CARE FROM HOME HEALTH PROVIDERS IN THE LAST 2 MONTHS

These next questions are about all the different staff from [AGENCY NAME] who gave you care in the last 2 months. Do not include care you got from staff from another home health care agency. Do not include care you got from family or friends.

6. In the last 2 months of care, was one of your home health providers from this agency a nurse?

1 Yes
2 No

7. In the last 2 months of care, was one of your home health providers from this agency a physical, occupational, or speech therapist?

1 Yes
2 No

8. In the last 2 months of care, was one of your home health providers from this agency a home health or personal care aide?

1 Yes
2 No

9. 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?

1 Never
2 Sometimes
3 Usually
4 Always
5 I only had one provider in the last 2 months of care

10. In the last 2 months of care, did you and a home health provider from this agency talk about pain?

1 Yes
2 No

11. In the last 2 months of care, did you take any new prescription medicine or change any of the medicines you were taking?

1 Yes
2 No → If No, go to Q15.

12. In the last 2 months of care, did home health providers from this agency talk with you about the **purpose** for taking your new or changed prescription medicines?

1 Yes
2 No
3 I did **not** take any new prescription medicines or change any medicines

13. In the last 2 months of care, did home health providers from this agency talk with you about **when** to take these medicines?

- 1 Yes
- 2 No
- 3 I did **not** take any new prescription medicines or change any medicines

14. In the last 2 months of care, did home health providers from this agency talk with you about the **side effects** of these medicines?

- 1 Yes
- 2 No
- 3 I did **not** take any new prescription medicines or change any medicines

15. In the last 2 months of care, how often did home health providers from this agency keep you informed about when they would arrive at your home?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

17. In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

18. In the last 2 months of care, how often did home health providers from this agency listen carefully to you?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

20. We want to know your rating of your care from this agency's home health providers.

Using any number from 0 to 10, where 0 is the worst home health care possible and 10 is the best home health care possible, what number would you use to rate your care from this agency's home health providers?

- 0 Worst home health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best home health care possible

YOUR HOME HEALTH AGENCY

The next questions are about the office of [AGENCY NAME].

21. In the last 2 months of care, did you contact this agency's **office** to get help or advice?

- 1 Yes
- 2 No → If No, go to Q24.

22. In the last 2 months of care, when you contacted this agency's office did you get the help or advice you needed?

- 1 Yes
- 2 No → If No, go to Q24.
- 3 I did **not** contact this agency

23. When you contacted this agency's office, how long did it take for you to get the help or advice you needed?

- 1 Same day
- 2 1 to 5 days
- 3 6 to 14 days
- 4 More than 14 days
- 5 I did **not** contact this agency

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

- 1 Yes
- 2 No

25. Would you recommend this agency to your family or friends if they needed home health care?

- 1 Definitely no
- 2 Probably no
- 3 Probably yes
- 4 Definitely yes

ABOUT YOU

26. In general, how would you rate your overall health?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

27. In general, how would you rate your overall mental or emotional health?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

28. Do you live alone?

- 1 Yes
- 2 No

29. What is the highest grade or level of school that you have completed?

- 1 8th grade or less
- 2 Some high school, but did not graduate
- 3 High school graduate or GED
- 4 Some college or 2-year degree
- 5 4-year college graduate
- 6 More than 4-year college degree

30. Are you Hispanic or Latino/Latina?

- 1 Yes
- 2 No

31. What is your race? Please select one or more.

- 1 White
- 2 Black or African-American
- 3 Asian
- 4 Native Hawaiian or other Pacific Islander
- 5 American Indian or Alaska Native

32. What language do you mainly speak at home?

- 1 English
- 2 Spanish
- 3 Some other language:

(Please print.)

33. Did someone help you complete this survey?

- 1 Yes
- 2 No → **If No, please return the completed survey in the postage-paid envelope.**

34. How did that person help you? Check all that apply.

- 1 Read the questions to me
- 2 Wrote down the answers I gave
- 3 Answered the questions for me
- 4 Translated the questions into my language
- 5 Helped in some other way:

(Please print.)

- 6 No one helped me complete this survey

Thank you!

**Please return the completed survey
in the postage-paid envelope.**