

## Understanding the HHCAHPS Survey Preview Reports

The Home Health Care CAHPS (HHCAHPS) Survey Preview Report contains results that will be publicly reported on the Medicare Care Compare website at <https://www.medicare.gov/care-compare/> each quarter. HHCAHPS Survey results that are publicly reported are refreshed each calendar year quarter, with results based on data from the most recent quarter replacing data from the oldest quarter. The results included in the current Preview Report are based on survey responses from patients who received home health care from your agency during the period specified at the top of the report.

The results in the Preview Report have been statistically (patient-mix) adjusted to account for factors that are beyond a home health agency's control. The patient-mix adjustment factors used were patient age, educational attainment level, self-reported overall health status, self-reported mental health status, presence of diagnosis of schizophrenia or dementia; whether the patient lives alone; whether the survey was conducted by a proxy respondent, and whether the interview was conducted in a language other than English. Because the results are statistically adjusted, they may be different from the results reported to you by your HHCAHPS Survey vendor.

A brief explanation of the information included in the Preview Report is provided below.

**No. Patients Sampled:** This number reflects the total number of patients who were sampled and included in the survey from your home health agency during the 12-month public reporting period.

**No. Completed Surveys:** This is the total number of sampled patients served by your agency during the 12-month reporting period who returned a completed mail survey questionnaire or participated in a telephone interview. Please note that each respondent must have answered a minimum number of survey questions in order for the survey to be considered a "completed survey." In some instances, this number may be different from the number of completed surveys reported to you by your HHCAHPS Survey vendor.

**Response Rate.** This rate is computed by dividing the number of completed surveys by the total number of patients sampled during the reporting period minus the number of sampled patients who were identified as deceased, physically or mentally incapable of responding to the survey and there was no proxy respondent available, and those who did not speak one of the languages in which the survey was offered.

**Survey Summary Star.** A Star Rating will appear if the agency is eligible for public reporting and had at least 40 completed surveys in the public reporting period. The Survey Summary Star is based on the linearized scores of four HHCAHPS measures (the three composites and one overall rating) that receive Star Ratings. The linearized scores are shown in the table below the agency's publicly reported scores. The Survey Summary Star averages these ratings and rounds the score using normal rounding rules.

**Percentage of patients who rated the home care they received a 9 or 10 on a scale of 0 (worst care possible) to 10 (best care possible).** This is the percentage of patients who rated

the care received from your agency a 9 or 10 (in response to Question 20 in the HHCAHPS Survey). A Star Rating associated with this measure will appear if the agency is eligible for public reporting and had at least 40 completed surveys in the public reporting period.

**The percentage of patients who reported that they would definitely be willing to recommend the HHA to family or friends.** This is the percentage of patients who reported that they would definitely be willing to recommend your agency to family and friends (in response to Question 25 in the HHCAHPS Survey). No Star Ratings are assigned for this measure because this survey question provides very similar information to the “Overall Rating of the Home Health Agency” survey question, and during testing it was found that the clusters for the “Willingness to Recommend” data were not stable enough to publicly report as a Star Rating.

**The percentage of patients who reported that their home health team always gave home care in a professional way.** This is a composite measure, that is, four or more questions that ask about related topics or domains of care. The result shown is based on responses to Questions 9, 16, 19, and 24 in the HHCAHPS Survey. A Star Rating associated with this measure will appear if the agency is eligible for public reporting and had at least 40 completed surveys in the public reporting period.

**The percentage of patients who reported that their home health team communicated well with them.** This is a composite measure, that is, four or more questions that ask about related topics or domains of care. This composite score reflects responses to Questions 2, 15, 17, 18, 22, and 23 in the HHCAHPS Survey. A Star Rating associated with this measure will appear if the agency is eligible for public reporting and had at least 40 completed surveys in the public reporting period.

**The percentage of patients who reported that their home health team discussed medicines, pain, and home safety with them.** This is a composite measure, that is, four or more questions that ask about related topics or domains of care. The result shown is based on the answers to Questions 3, 4, 5, 10, 12, 13, and 14 in the HHCAHPS Survey. A Star Rating associated with this measure will appear if the agency is eligible for public reporting and had at least 40 completed surveys in the public reporting period.

**Footnote.** A footnote will appear in the last column of the Preview Report for some HHAs. The definition of the footnote is provided in the Preview Report, if applicable.

**Linearized Scores.** Agencies with Star Ratings will also see their linearized scores for the four publicly reported measures that receive Star Ratings. These scores are shown in the table below the agency’s publicly reported scores. Linearized scores are used to derive the Star Ratings each quarter and are different from the top-box scores that are publicly reported on Medicare’s Care Compare website. Cutoff scores for each of the Star Ratings categories are also accessible via a link in the Preview Report.

For additional information or if you have any questions, please contact the HHCAHPS Survey Coordination Team at [hhcahps@rti.org](mailto:hhcahps@rti.org) or 866-354-0985.