

Patient Experience



Home Health CAHPS

Questions and Answers

The Home Health Consumer Assessment of Healthcare Providers and Systems Survey (HHCAHPS®) is designed to measure the experiences of people who receive home health care from Medicare-certified agencies. Professional Research Consultants, Inc., (PRC) is a trusted partner for organizations that strive for loyalty and excellent patient experiences.



Who is eligible for the Home Health CAHPS survey?

All Medicare-certified Home Health Agencies (HHAs) must participate in Home Health CAHPS to receive their full Annual Payment Update (APU). However, agencies that have fewer than 60 survey-eligible patients in the previous year are exempt.

The Home Health CAHPS survey is only administered to patients who meet the following eligibility criteria. Eligible patients must:

- Be age 18 or older at the end of the sample month
- Receive benefits from Medicare or Medicaid
- Have received at least one home health visit in the sample month and two visits in the previous two months
- Be alive at time of sampling
- Not currently receive hospice care
- Not receive routine maternity care
- Have no active request for “no publicity”
- Not have been sampled in the previous 5 months (patients may be selected no more than two times per year)

How is the HHCAHPS survey administered?

1. Each month, clients send PRC files that contain the records of patients who received home health care in the previous calendar month.
2. PRC's sample managers format the patient information for the interviewing or mailing departments.
3. With its flexible, client-friendly approach, PRC efficiently and effectively captures timely, reliable data using methodologies that minimize bias and maximize accuracy. PRC works with survey partners to determine which method will generate data that clients can use to improve performance, address business-critical priorities, and measure up in today's healthcare marketplace. For more than 35 years, PRC has been widely regarded as the industry leader in telephone interviews. Response rates consistently exceed national averages, helping ensure that survey data are truly representative.
 - Selected patients will be called up to five times over a six-week window.
 - CMS requires that first attempts are made within the first 21 days of the initial contact month.
 - Call attempts must occur on different days of the week, at different times of day.
4. PRC also administers mail-out/mail-back surveys when facilities want to give respondents the option of completing a paper survey on their own at their convenience.
 - Selected patients will receive the questionnaire and cover letter in the mail within the first 21 days of the initial contact month.
 - A second questionnaire and cover letter is mailed to non-respondents approximately three weeks after the first mailing.
 - Data collection ends 42 days after the first mailing.
5. PRC compiles all of the results and submits the data to RTI International, in accordance with the prescribed timeline.

Is PRC a CMS-approved HHCAHPS survey vendor?

Yes, PRC has been granted approval as a Home Health CAHPS survey vendor since the program's introduction in 2010 and is qualified to conduct the survey by mail or telephone.

What does the HHCAHPS survey measure?

The Home Health CAHPS survey consists of 34 questions that provide information about the selected patients' care by the home health agency; issues related to pain and medication; and patients' general demographics. The responses to these questions are reported across the following dimensions to the right.

HHCAHPS Reported Measures	
Patient Care	4 questions
Communication with Health Care Providers and Agency Staff	6 questions
Specific Care Issues Related to Pain and Medication	7 questions
Overall Rating	1 question
Likelihood to Recommend	1 question

Can we customize the standard survey tool to encourage excellence?

Given the length of the questionnaire, facilities and vendors have to thoughtfully consider the addition of any supplemental questions. However, supplemental questions measuring performance on a five-point scale topped by "Excellent" can prove extremely valuable in predicting patient loyalty and allocating limited resources where they will have the greatest impact. Excellence also differentiates high-performing providers in the marketplace. PRC is the only research firm measuring excellence and the only survey partner offering a loyalty benchmarking database.

How will we receive the survey results?

Client organizations can view survey results as soon as they are added to PRC's database. PRC clients enjoy unlimited access to research results through PRC's award-winning online data management tool, PRCEasyView.com®. EasyView® enables PRC's research partners to monitor results, set goals, and design and schedule custom reports to be emailed anywhere within the organization.

Will the results be publicly reported?

The Home Health CAHPS measures are published on the CMS Home Health Compare website (<http://www.medicare.gov/homehealthcompare>) every quarter and displayed as four rolling quarters of patient data. Consumers may use this website to select neighboring agencies and evaluate the elements of care most important to them before selecting home health care. By default, the website shows the percentage of patients who provided the top-box response for each composite.

Why choose PRC?

Professional Research Consultants, Inc., empowers healthcare organizations to become the best possible places for physicians to practice medicine, patients to be treated, and employees to work. Thousands of organizations turn to PRC for comprehensive custom research and consulting solutions that help them sustain a culture of excellence and drive growth.



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