



Home Health CAHPS: Practical Improvement Best Practices

Presented Via Zoom on Tuesday, June 3, Tuesday, June 10 and Thursday, June 19, 2025 from 8:00– 9:00 a.m. Pacific

DESCRIPTION

Patients are also customers, and their experience impacts the agency. The patient's experience shapes what they tell their friends and family about their care as well as impacting agency star ratings and payment under HHVBP.

While agencies focus efforts on quality programs, staffing, marketing, and financial strategies with gains being realized and measured, they often struggle when it comes to approaches for improving patient experience ratings. This series will take agencies through best practices of working within their organization to show improvement in these ratings. How can your agency staff specifically focus on improving the patient experience?

This series will breakdown the CAHPS survey for management professionals into the three key categories of scoring. These sessions will also take a look at how the patient experience impacts the agency's bottom line for HHVBP and star ratings. Taught by Melinda Gaboury, CEO of Healthcare Provider Solutions. This will ensure managers and C-Suites identify where opportunities are being left on the table.

June 3 - HH CAHPS Section 1 – Care of Patients

June 10 - HH CAHPS Section 2 – Communication Between Providers & Patients

June 19 - HH CAHPS Section 3 – Specific Care Issues

OBJECTIVES

- Define scores that are lacking throughout the country in HHCAHPS measure scores from HHVBP data and Star Ratings.
- Identify the core elements that are failing in the HHCAHPS measures for their agency.
- Describe the content of questions that are specifically used in calculating the HHVBP measure scores and Star Ratings.
- Formulate best practices for improving scores for each measure.
- Structure an effective improvement plan for their organization.



Audience: These 60-minute sessions are for C-Suite and management professionals who oversee agency strategy and ensure success.

FACULTY

Melinda A. Gaboury is co-founder and Chief Executive Officer of Healthcare Provider Solutions, Inc. (HPS). Melinda Gaboury and Mark Cannon founded the company in April 2001 to provide financial, reimbursement, billing, operational and clinical consulting to the home care and hospice industries.

Melinda A. Gaboury, with more than 30 years in home care, has over 22 years of executive speaking and educating experience, including extensive day to day interaction with home care and hospice professionals. She routinely conducts Home Care and Hospice Reimbursement Workshops and speaks at state association meetings throughout the country. Melinda has profound experience in Medicare PDGM training, billing, collections, case-mix calculations, chart reviews and due diligence. UPIC, RA, ADR & TPE appeals with all Medicare MACs have become the forefront of Melinda's current impact on the industry. She is currently serving as the Chair of the NAHC/HHFMA Advisory Board and Work Group and is currently serving on the Board of Directors for both the Home Care Association of Florida & Tennessee Association for Home Care. Melinda is also the author of the Home Health OASIS Guide to OASIS-E and Home Health Billing Answers, 2023.

Melinda attended Cumberland University in Lebanon, Tennessee and received her Bachelor of Business Administration in Accounting. She began her career in 1991 with a large Tennessee based home care chain as a staff accountant and later joined a national healthcare consulting firm as their Reimbursement Manager.

CONTINUING EDUCATION CREDITS

This program has been designed to meet the continuing education requirements for the Minnesota Board of Nursing for 3.0 contact hours. It is the responsibility of the participant to ensure that this program meets the licensing and continuing education requirements of their state board and to retain the required documents in their personal file. Attendees must participate in the entire presentation for contact hours to be awarded – partial credit will not be available. To apply for nursing contact hours, within one week following webinar participation, a completed sign-in sheet and evaluations from each individual must be returned to MHCA. Certificates will then be issued by e-mail.



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CONFIRMATION

The cost of this education is **per person**.

Prior to the webinar, a Zoom Webinar link will be e-mailed to you. You will need to click on this link to access the webinar, a dial-in number and an access code to listen in via telephone will also be provided. You will also be sent any pertinent handouts if available and evaluation link to the email address you provide.

WEBINAR RECORDING

This webinar will be recorded and available for 30 days following the webinar.

QUESTIONS?

Please contact Brandy Sweet at bsweet@oahc.org with questions.

REGISTRATION

Name: _____

Agency: _____

Email: _____ Phone: _____

Address: _____

City, State, Zip: _____

Registration Fees:	Standard Rate
Member Rate	\$149 (per person)
Non-Member	\$262 (per person)