

TIPS FOR IMPROVING HHCAHPS RESULTS



Deyta's HHCAHPS Improvement Guide offers tips and strategies for preparing your agency and staff for HHCAHPS. Discover the best practices of most successful agencies and start achieving results.

Deyta

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Learn more by attending
Deyta's webinar,
**"Preparing Your Agency
for HHCAHPS."** To
register, email
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Agency Preparation

You've selected a vendor. Now what?

As CMS's reimbursement policies begin to shift to a more quality-based system, it is becoming increasingly important for agencies to focus on their efforts to improve quality of care. Deyta's HHCAHPS program is designed not only to meet all of the CMS requirements, but also to equip agencies with powerful performance improvement tools to keep them ahead of the curve in this everchanging and challenging environment.

Through Deyta's years of experience and research in satisfaction data utilization, we have identified the best practices of successful agencies. Included here are our tips for achieving results with your HHCAHPS program.

Tip #1: Utilize an Interdisciplinary Team Approach

- Assign a multi-disciplined task force to implement the HHCAHPS program. The task force is responsible for assessing staff education needs, facilitating staff training and instituting a new culture within your organization.

Tip #2: Define HHCAHPS Goals, Expectations and Responsibilities

- Define your expectations for staff members and set goals based on the new measures. Incorporate these new measures into corporate score cards and utilize new industry benchmarks to measure your progress.

Tip #3: Educate Staff

- Educate the entire agency, especially clinical teams, on the new HHCAHPS survey and reports. Make sure they understand what the patient is being asked to rate and incorporate actual survey language into their daily communications with patients.

Tip #4: Educate Patients

- Advise patients that they may receive a survey in the mail. Tell them that you value their feedback and cite examples of how your agency has utilized patient feedback in the past to improve quality of care to patients.

Tip #5: Evaluate Policies and Procedures

- Evaluate how your current policies and procedures relate to your results on the new HHCAHPS measures. Create or refine policies to address needed improvements and raise HHCAHPS scores.

Tip #6: Keep Track of your Publically Reported Scores

- Utilize Deyta's Public Reporting Dashboard Reports to focus on your publically reported scores, and continually strive to improve these scores.

FAQ'S

What is the HHCAHPS Survey?

The Home Health Care Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey is part of the Department of Health and Human Services Transparency Initiative on Quality Reporting. It is a standardized survey for home health patients to assess their home health care providers and the quality of the home health care they receive.

Why is it being implemented?

CMS has developed this survey as a valuable means to evaluate and understand the quality of care provided by the home health care agencies with which they do business. By publically reporting the results, home health agencies are motivated to focus on patient-centered care and consumers are provided with comparative results to make informed choices.

How will this new survey impact our agency?

Satisfaction data will enable you to implement strategic quality improvement programs and use data-driven results to track your progress toward agency goals. Quarterly public reporting of results means that patients and referral sources will be able to see your scores when making decisions about home health care providers. Importantly, if you do not participate in the national implementation of the HHCAHPS, starting with your "Dry Run" for Q3 2010 patients, your 2012 reimbursement may be reduced.

What is asked in the HHCAHPS Survey?

The survey contains questions about the patient's interactions with the home health agency's staff, provider care and communications, and patient demographics. Patients are also asked to provide an overall rating of the home health care they receive. Home health agencies can include their own questions in the survey along with the required HHCAHPS survey questions.

Do I need to include all of my patients in the survey?

HHCAHPS will be required for Medicare and/or Medicaid patients only. The survey is designed for patients 18 and over, who currently receive skilled home health care or who have been recently discharged from home health care. There are additional prerequisites for survey respondents. Your CMS-approved vendor will ensure that all criteria are met before surveying a patient.

What happens if my agency does not meet the target minimum of 300 completed surveys?

Your CMS-approved vendor will sample your patients based on your anticipated response rate or survey 100% of your HHCAHPS eligible patients, if necessary. Your agency will not be penalized for not capturing the 300 target minimum, as long as you follow all of the CMS protocols.

Know the Rules

Survey Your Patients Responsibly

You are encouraged to educate your team and patients about the HHCAHPS survey and put efforts in place to improve performance and resulting scores. However, there are some very specific actions that are prohibited by CMS:

1. Agencies and team members **MAY NOT** attempt to influence the patient, family or caregivers to respond in any manner.
2. Agencies **MAY NOT** ask for a specific score for any HHCAHPS survey question.
3. Agencies **MAY NOT** indicate to the patient that it is a goal to receive a certain score.
4. Agencies **MAY NOT** imply that there is any reward for the agency or staff based on attaining certain level of survey scores.
5. Agencies **MAY NOT** offer any incentives to patients for responding to the survey.

Additional Information

Home Health Care CAHPS Survey Informational Website

- www.homehealthcahps.org

Federal Register Home Health Prospective Payment System Rate Update for 2011

- <http://edocket.access.gpo.gov/2010/pdf/2010-17753.pdf>

Deyta – Learn more through Deyta’s education programming

- www.deyta.com

Beyond Satisfaction

Deyta specializes in healthcare quality improvement, with a focus on customer value, employee engagement and clinical outcomes. With 20 years of survey administration experience and leading-edge expertise in healthcare quality measurement and management, Deyta offers proven solutions with powerful reporting and extraordinary customer service. We work with providers, industry associations, regulatory agencies, vendors, and consultants across the country. Deyta is helping thousands of hospice, home health, human services and other organizations measurably improve the quality of patient care and services, the experience of customers and employees, and the effectiveness of their operations.