

- **Choose your vendor wisely.**

Not all HH-CAHPS vendors are created equal. Choose someone who understands the home health industry and the challenges that you face. Find someone you trust and who is responsive to your needs regardless of your agency's size. Consider how long the vendor has been providing satisfaction services to home health agencies.

- **Consider the options.**

Vendors come in all shapes and sizes. Some are research companies with an academic approach; some are call centers with little to no healthcare experience; some are consulting companies using satisfaction as a component to drive consulting. And some, like Deyta, are experts in the field of satisfaction and satisfaction measurement – that's the only thing we do.

- **Understand the fees and how they are billed.**

Vendors vary widely in their approach to pricing, making comparisons among vendor proposals challenging. Vendor pricing models include all-inclusive pay per patient, pay per survey (based on response rate) and itemized ala carte pricing. Most vendors will charge an annual license fee or contract fee. Make sure you are getting as many value added services as possible from your vendor. Things to ask about include: Is there a charge for second wave mailings? Is there a charge for detailed reporting, such as patient comments? Is there a data download fee?

- **Evaluate the types of reports that your vendor will provide on the data that is collected.**

A new HH-CAHPS program provides agencies with an opportunity to revamp performance improvement programs and implement new quality initiatives. Build your new program with a vendor who will provide month of service reports that have an operational and clinical focus. Consider comparative benchmarking reports, goal setting reports and how your scores will look in the public domain. Find out if your vendor can provide detailed verbatim comment reports and status alerts to notify your agency of critical issues with patients. Ask if your vendor provides custom reports for special projects.

- **Consider their customer service.**

Implementing a new program like HH-CAHPS can be overwhelming at first. Make sure your vendor has a dedicated staff member who is there for you and available to answer your questions. Do they offer training on how to read and interpret the reports? Is there a fee for training calls? Do they understand the subtle intricacies of your business and how you are using satisfaction to improve quality and performance.

- **Consider the mode of survey provided.**

HH-CAHPS can be conducted by mail only, telephone only or mixed mode (mail with telephone follow up). Vendors offer some or all of these varying modes. You can expect that modes involving the phone will be the most expensive due to the resources allocated to such activity. It has been shown in similar surveys that the response rates are: mail only 30%, phone only 28%, mixed mode 34.5%. With the small difference in response rate, the most economical option will be mail only and thus the preferred choice for most agencies.

- **Consider the administrative burden.**

Ask questions about how patient data files will be transferred. Does the vendor work with your patient software company? Will they walk you through the process of submitting the data file? Make sure you run a couple of test files before going live with the survey process.

About Deyta.

Deyta has been providing “Perception of Care” surveys to the health care industry for over fifteen years. As the experts in satisfaction, our programs help home care, hospice and private duty agencies to improve the quality of care for their patients through continual evaluation and refinement of their patient, family and employee interactions. Find out more about our HH-CAHPS, patient and family satisfaction survey programs by contacting us per below.