

Is your agency getting the most from your HHCAHPS Program?

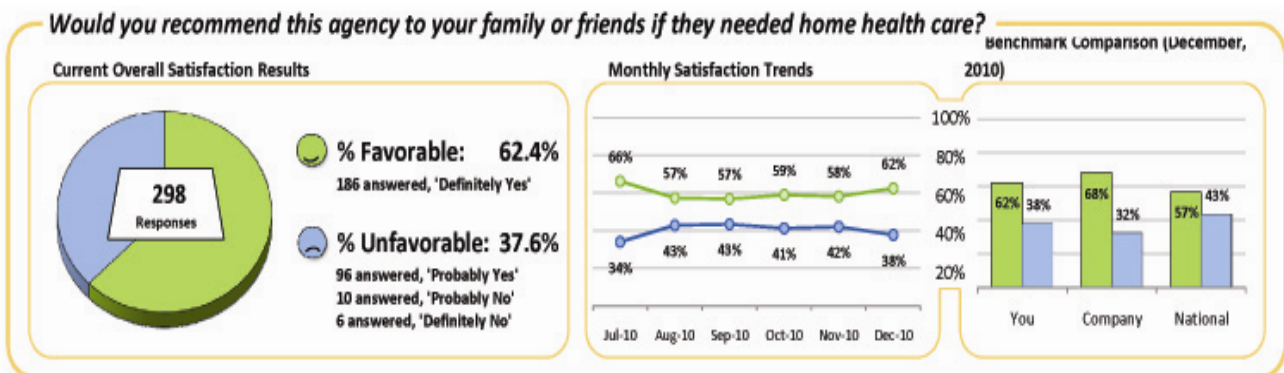
Deyta makes HHCAHPS simple for your agency. We manage the entire HHCAHPS survey process so you can focus on using the results to improve patient care and operational performance. Deyta collects, analyzes and reports HHCAHPS data as required per CMS regulations. Our program also provides an entire suite of public reporting dashboards that will allow you to drill down into the results and analyze performance from many perspectives.

**Improve
your scores
with our expert
insight!**

Why HHAs Prefer Deyta:

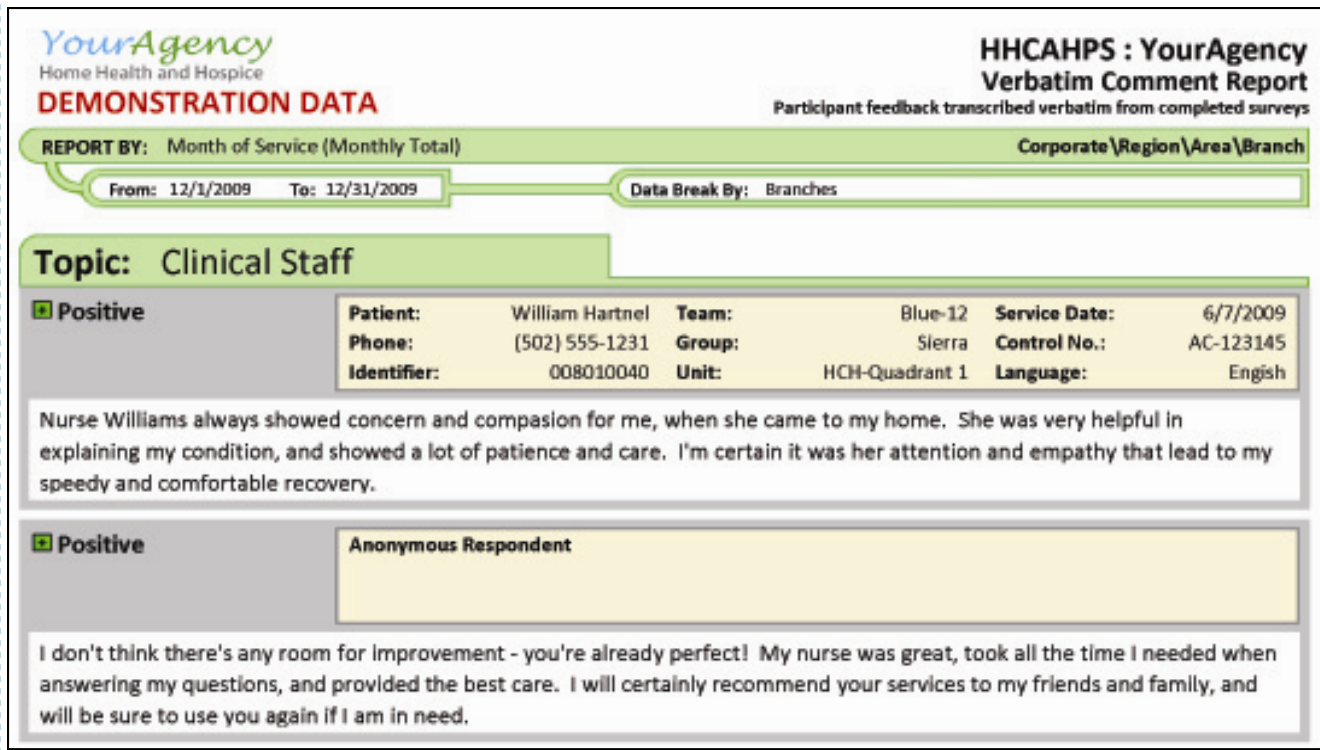
- **Monthly Public Reporting Dashboards that are easy to understand** help you improve scores months in advance of being published on Home Health Compare
- **Comment Alert! System** immediately notifies your agency by email of any negative or serious comments for immediate action and follow up
- **Highly acclaimed, real time “Verbatim Comment Reporting”** groups patient comments by topic and type for easy analysis of comments
- **HHCAHPS Benchmark reporting** includes state and national level benchmarks that show how your agency compares with 1,700+ home health agencies – one of the largest HHCAHPS national benchmarks in the industry!
- **Easy program implementation** with Deyta’s friendly and responsive client services team guiding you through every step of the process
- **Training and education** helps your teams with report interpretation and best practices for improving scores

Public Reporting Dashboards provide an early look at your agency’s publically reported scores so that you can take action to improve months in advance of their being published on Home Health Compare.



* Agencies can change vendors once a quarter. Learn more about switching vendors at www.homehealthcahps.org.

Comment Reports with Alert! System provide verbatim comments organized by topic and coded based on type: positive, negative, serious, suggestions or referrals. Agencies are notified by email of any negative or serious comments so that action can be taken to resolve issues immediately.



YourAgency
Home Health and Hospice
DEMONSTRATION DATA

HHCAHPS : YourAgency
Verbatim Comment Report
Participant feedback transcribed verbatim from completed surveys

REPORT BY: Month of Service (Monthly Total) **Corporate\Region\Area\Branch**

From: 12/1/2009 To: 12/31/2009 **Data Break By:** Branches

Topic: Clinical Staff

<input checked="" type="checkbox"/> Positive	Patient: William Hartnel	Team: Blue-12	Service Date: 6/7/2009
	Phone: (502) 555-1231	Group: Sierra	Control No.: AC-123145
	Identifier: 008010040	Unit: HCH-Quadrant 1	Language: English

Nurse Williams always showed concern and compassion for me, when she came to my home. She was very helpful in explaining my condition, and showed a lot of patience and care. I'm certain it was her attention and empathy that lead to my speedy and comfortable recovery.

Positive **Anonymous Respondent**

I don't think there's any room for improvement - you're already perfect! My nurse was great, took all the time I needed when answering my questions, and provided the best care. I will certainly recommend your services to my friends and family, and will be sure to use you again if I am in need.

Deyta makes the data transfer process seamless!

Deyta works with over 70 software vendors to simplify the data transfer process for HHCAHPS. Our integrated data transfer solutions streamline the process and eliminate administrative burdens from your team. Simply contact us to find out more about this process. If we do not currently work with your software vendor, we'll call them! We're committed to making this process simple for you and your staff.

Beyond Satisfaction

Deyta partners with thousands of hospice, home health, human services and other organizations, to measurably improve the quality of patient care and services, the experience of customers and employees, and the effectiveness of their operations. With 20 years of experience in survey administration and healthcare quality improvement, Deyta offers proven solutions with powerful reporting and extraordinary customer service. Our clients are providers, industry associations, regulatory agencies, vendors, and consultants who are committed to improving healthcare.

HHCAHPS made simple. To learn more about Deyta's HHCAHPS program or to schedule a demonstration, contact homehealth@deyta.com or call 888.893.1937 x121.