

HHCAHPS BEST PRACTICES TO IMPROVE SCORES



Get the most out of your HHCAHPS investment and help improve clinical and operational performance. Patient satisfaction scores are a leading indicator of success relating to better quality and financial outcomes.

These *Satisfaction Best Practices* will improve your scores and the patient's experience with your agency:

1. **Build an educated team.** Train every member of the team, clinical and support, on the survey questions being asked. Make sure they understand the public reporting scores. Have them take a practice survey so they can experience what patients are being asked about the care they receive from the agency.
2. **Create a "satisfaction culture" in the agency.** Define goals, expectations, and responsibilities for the agency and team(s). Each month, review the measures on which the agency and team(s) are doing well and those measures that need improvement. Keep the focus simple on where and how to improve.
3. **Set the expectation for quality care with the patient.** Inform patients about the HHCAHPS survey using a standard process during intake. Make sure every patient receives the same information.



Did you know
**HHA's can easily change
HHCAHPS vendors?**

The HHCAHPS regulations allow your agency to change vendors once a quarter. If you are unsatisfied with your current vendor, consider switching today and get the benefit of improved HHCAHPS scores.

Choose Deyta! The home health satisfaction experts
Email: homehealth@deyta.com
Call: 888.893.1937 x100

HHCAHPS 2010 NATIONAL REPORT CARD



HHCAHPS Public Reporting Questions	Deyta National Benchmark Q4 2010	Deyta National Benchmark Q1 2011	Q1 2011 Grade
Using any number from 0 to 10, where 0 is the worst home health care possible and 10 is the best home health care possible, what number would you use to rate your care from this agency's home health providers?	87.5%	87.2%	B+
Would you recommend this agency to your family or friends if they needed home health care?	81.6%	81.5%	B-
Care of Patients Composite	89.6%	89.4%	B+
Communications Between Providers and Patients Composite	86.4%	86.4%	B
Specific Care Issues Composite	83.3%	83.4%	B-

HHCAHPS Questions with the Lowest Ratings

HHCAHPS Questions Needing Improvement	Q1 2011 Grade	Comments
Q9: In the last 2 months of care, how often did home health providers from this agency seem informed and up to date about all the care or treatment you got at home?	C	With a 76.2% score, this measure can be easily improved. Refine visit processes to ensure clinicians review the care plan before entering home.
Q13: In the last 2 months of care, did home health providers from this agency talk with you about when to take these medicines?	C+	A score of 78.3% indicates more emphasis is needed helping patients understand their medication regime.
Q14: In the last 2 months of care, did home health providers from this agency talk with you about the side effects of these medicines?	D+	A 68% rating indicates clinicians must clearly define the side effects of the medication regime to patients.
Q23: When you contacted this agency's office, how long did it take for you to get the help or advice you needed?	C+	A score of 77% indicates an opportunity to improve the response time to calls made to the office for assistance.