



FREE WEBINAR

Personalizing Patient Care

How to use your data to enhance patient satisfaction & HHCAHPS

THU, MAY 30 | 12:00 PM CT

simple.
a Netsmart solution


Netsmart

mcbee
part of Netsmart

HOME HEALTH

YOUR SPEAKERS



Lisa Selman-Holman

VP of Education & Quality

McBee, part of Netsmart



Michelle Horner

Post-Acute Education Manager

McBee, part of Netsmart

POLL #1

What is your score (out of 30) for HHCAHPS in VBP?

- A. 25-30
- B. 17-24
- C. 9-16
- D. 1-8
- E. I have no idea.

HHCAHPS

What is it?

Background of HHCAHPS

Consumer

Assessment of

Healthcare

Providers and

Systems®

- Surveys designed to collect data from patients related to their experiences with the care they received from health care providers.
- The Agency for Healthcare Research and Quality (AHRQ) developed CAHPS over 20 years ago.
- CAHPS enables patients to be able to self-report their experience and perceptions.

Goals of CAHPS surveys:

- To standardize the implementation of the survey
- Achieve reliable comparisons from the data
- Publicly report results
 - Patient Survey Star Rating
 - VBP
- Results used:
 - By consumers in provider selection
 - By providers to improve their quality
 - By public to monitor performance of providers



Survey Questionnaire

34 Questions

- 9 questions about patient demographics and characteristics.
 - Race, ethnicity, education level, lives with, etc
- 25 questions about Home Health
 - 3 Composite measures
 - 1 Overall rating question
 - *1 Patient willingness to recommend agency (not in Star)*



Must participate if...

Unduplicated census of 60 or more for 4 quarters

- Adult patients who received at least 2 skilled visits paid for by Medicare or Medicaid
 - Medicare FFS
 - Medicare Advantage
 - Medicaid
 - Medicaid managed care
- Did not get discharged to hospice
- Did not receive maternity care

Patient Survey Star Rating vs VBP

Patient Survey Star

- On Care Compare since Jan 2016
- Risk Adjusted
- 40 or more completed surveys over the four-quarter reporting period to have a star rating
- Under 40 completed surveys still have data reported but no star rating



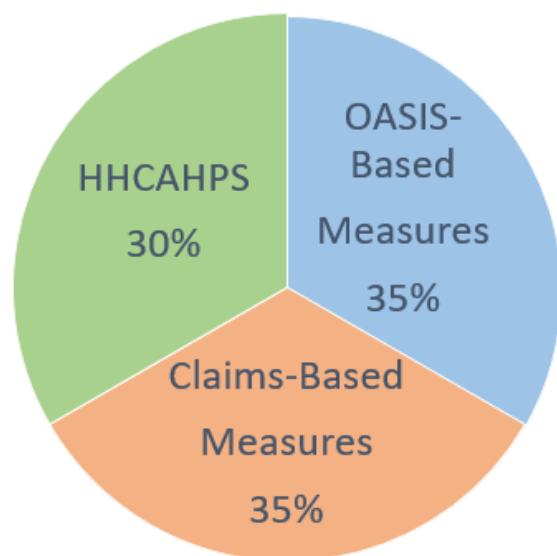
VBP

- 30% of Total Performance Score impacting VBP payment
- Minimum: 40 complete surveys; patients answered at least 50% of questions applicable to all respondents

Quality Measures in Home Health VBP TPS

OASIS-based Measures	Weight
TNC Self-Care	8.75%
TNC Mobility	8.75%
Oral Meds (M2020)	5.83%
Dyspnea (M1400)	5.83%
Discharge to Community (M2420)	5.83%
Total for OASIS-based Measures	35.00%

HHCAHPS Survey Measures	Weight
HHCAHPS Professional Care	6.00%
HHCAHPS Communication	6.00%
HHCAHPS Specific Care Issues	6.00%
HHCAHPS Overall Rating	6.00%
HHCAHPS Willingness to Recommend	6.00%
Total for HHCAHPS Survey Measures	30.00%



<i>Claims-based Measures</i>	<i>Weight</i>
ACH	26.25%
ED Use	8.75%
<i>Total for claims-based Measures</i>	35.00%

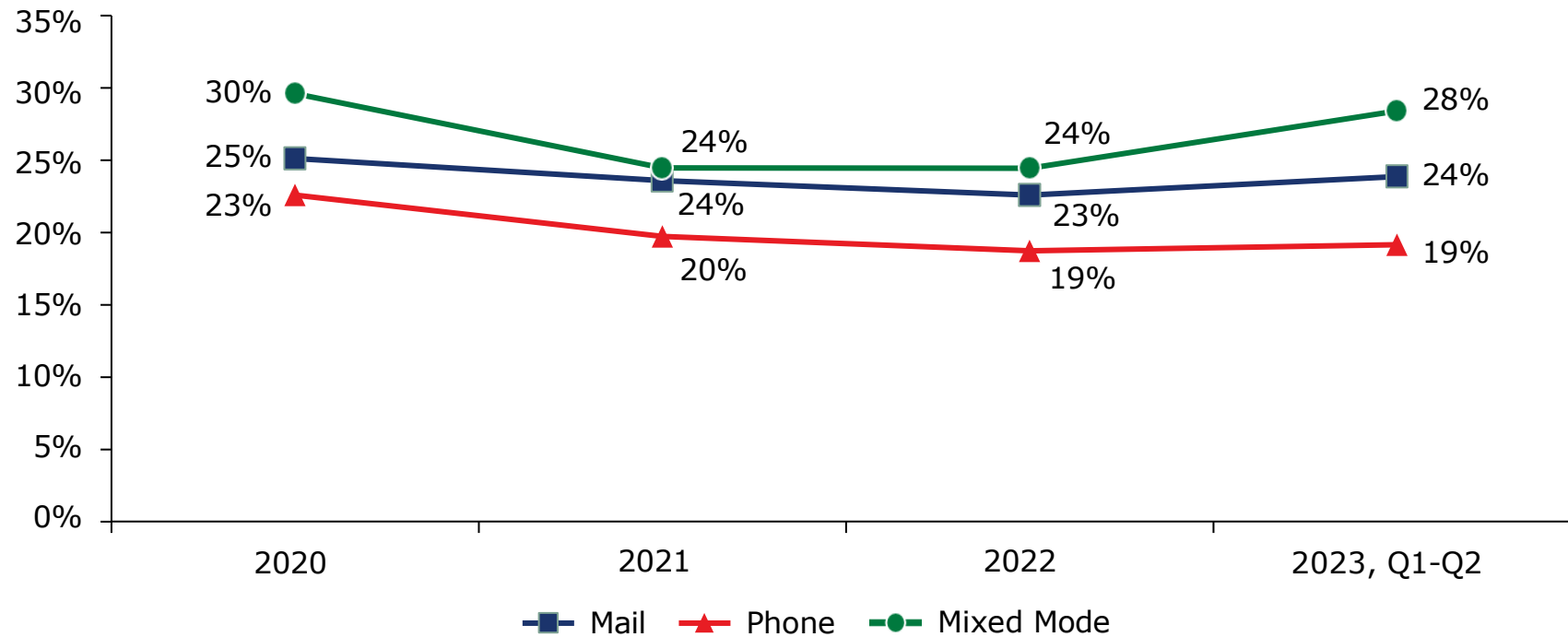
HH VBP Payer Breakdown

Measure Category	Payer Data Used	Payer Payment Adjustment
OASIS-Based Measures	Medicare FFS Medicare Advantage Medicaid FFS Medicaid Managed Care	Medicare FFS
HHCAHPS Survey-Based Measures	Medicare FFS Medicare Advantage Medicaid FFS Medicaid Managed Care	Medicare FFS
Claims-Based Measures	Medicare FFS	Medicare FFS

#1 Issue — Getting Enough Responses

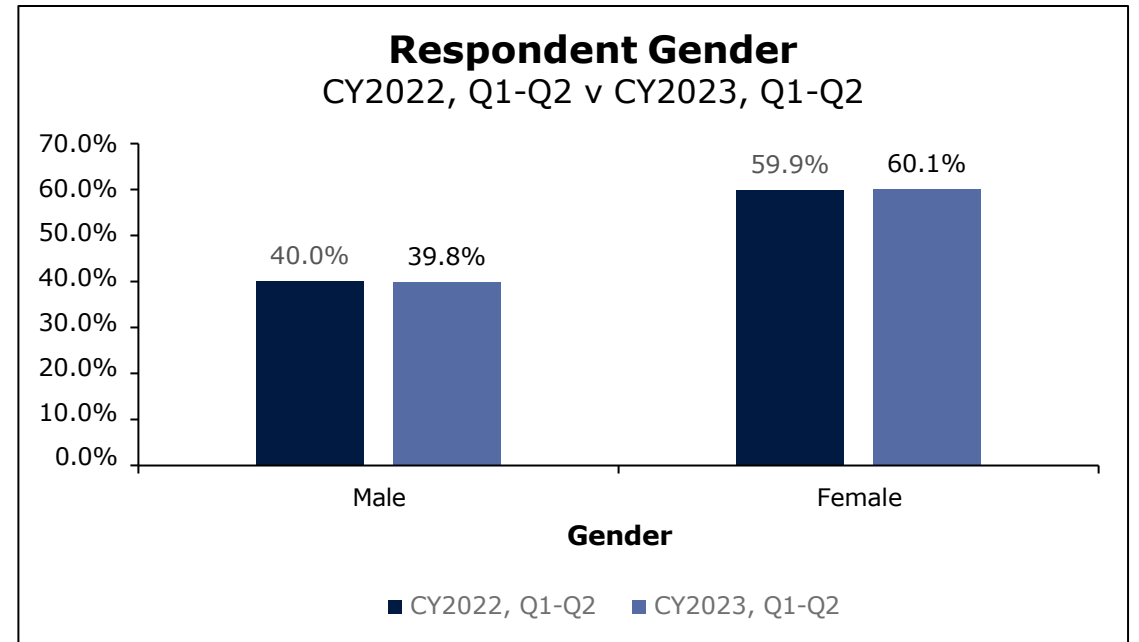
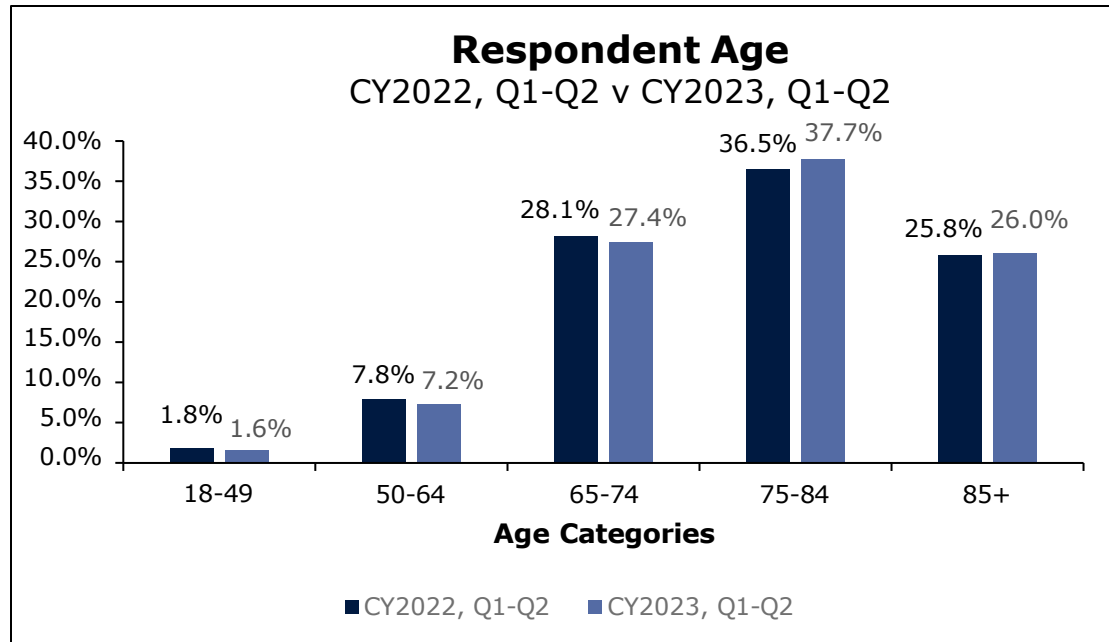
HHCAHPS Survey Response Rates Over Time*

Response Rate by Mode over Time
CY2020-CY2023 (Q1-Q2)

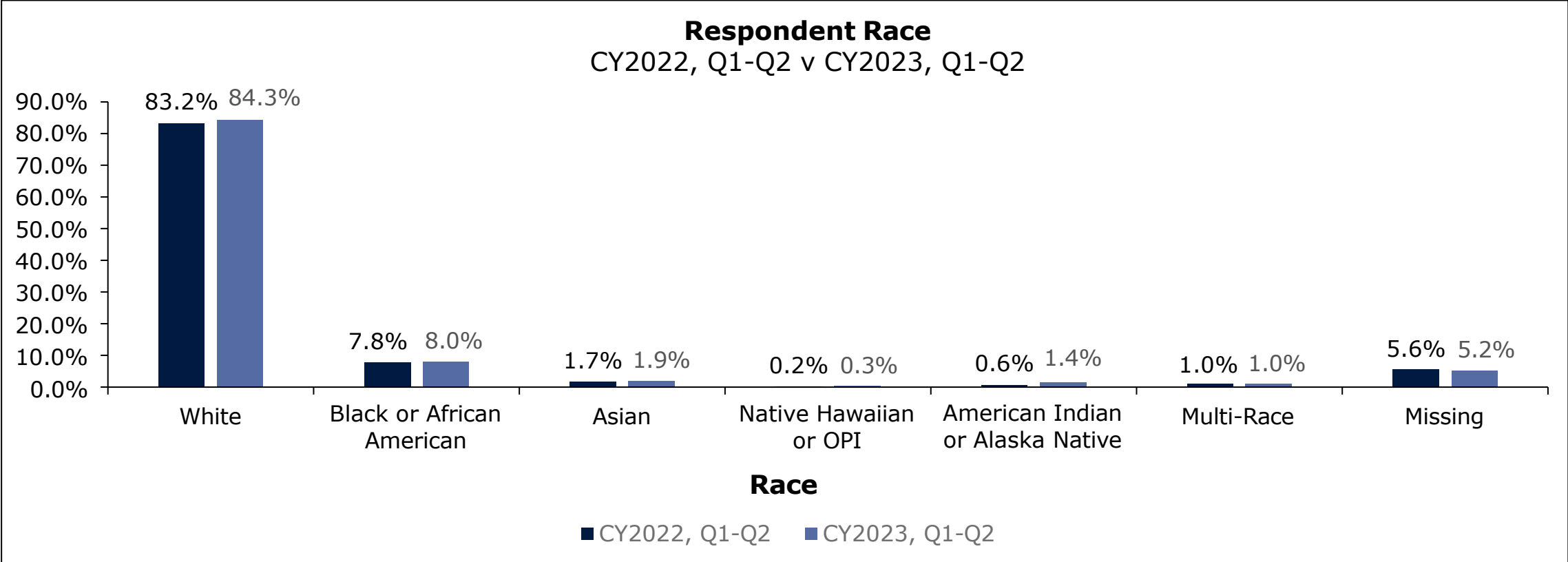


* CY2020, Q1&Q2 data were not publicly reported due to CMS's COVID-19 policy on data collected during this period.

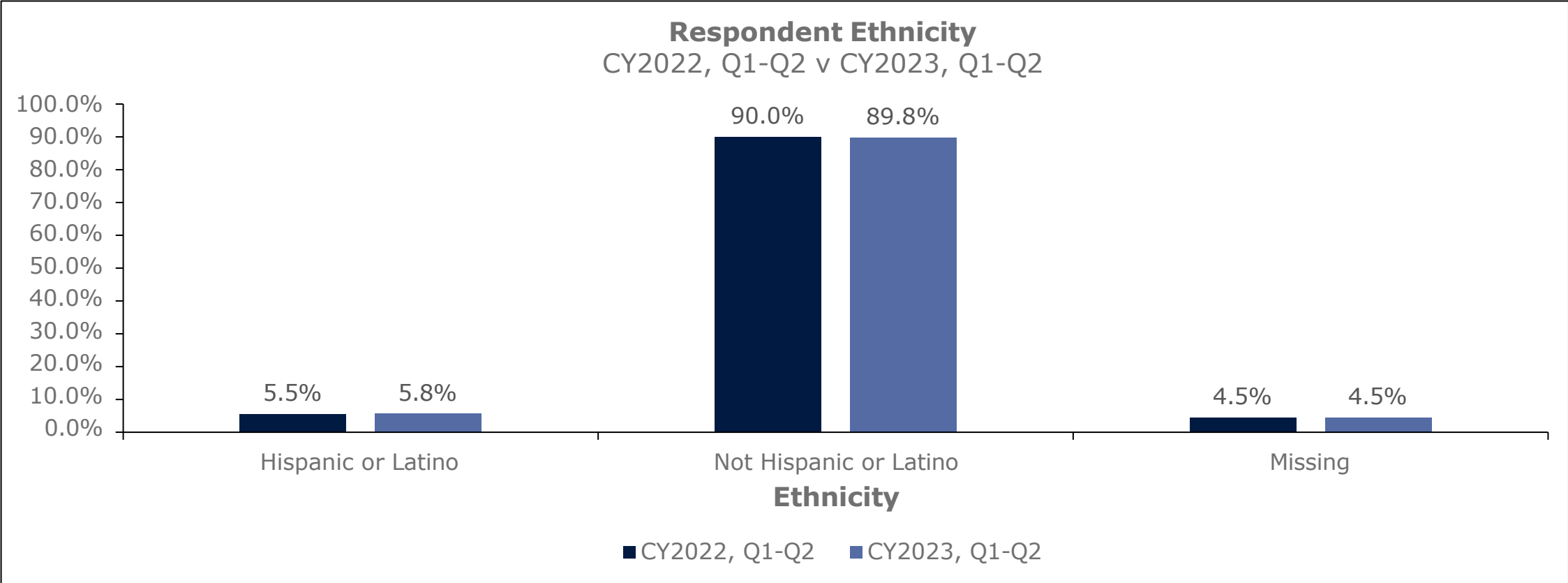
HHCAHPS Survey Respondent Characteristics



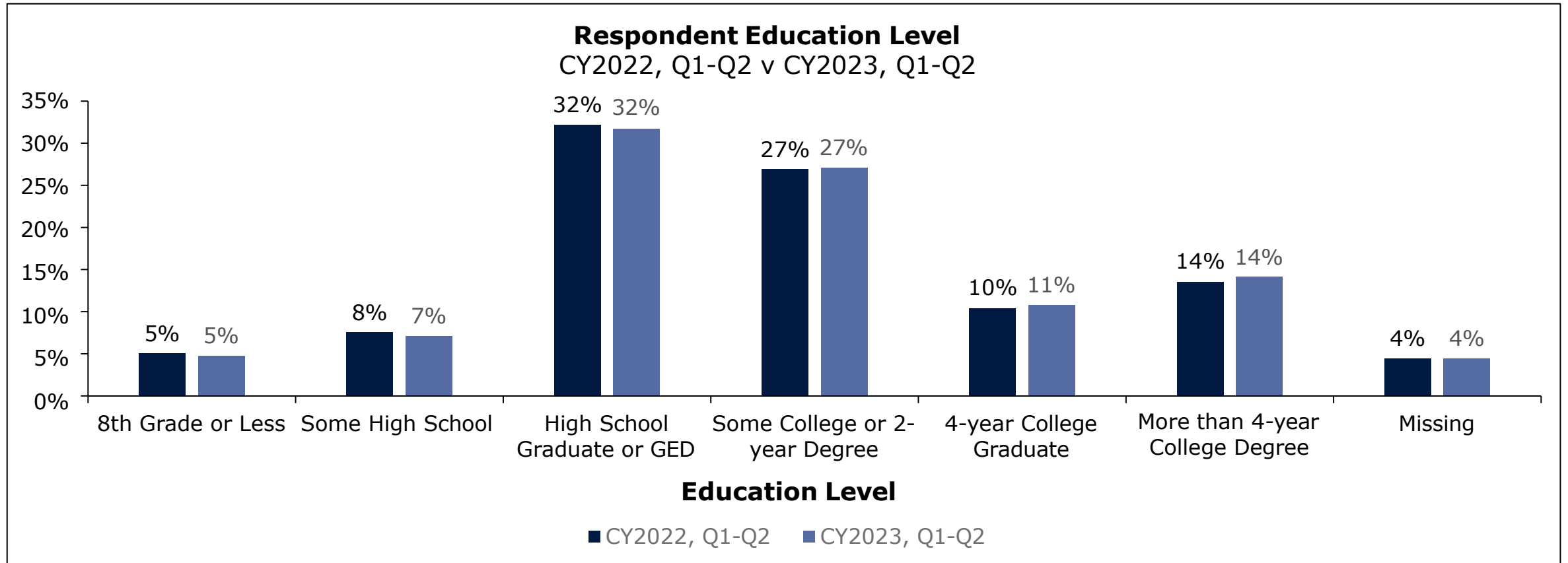
Respondent Characteristics (cont'd)



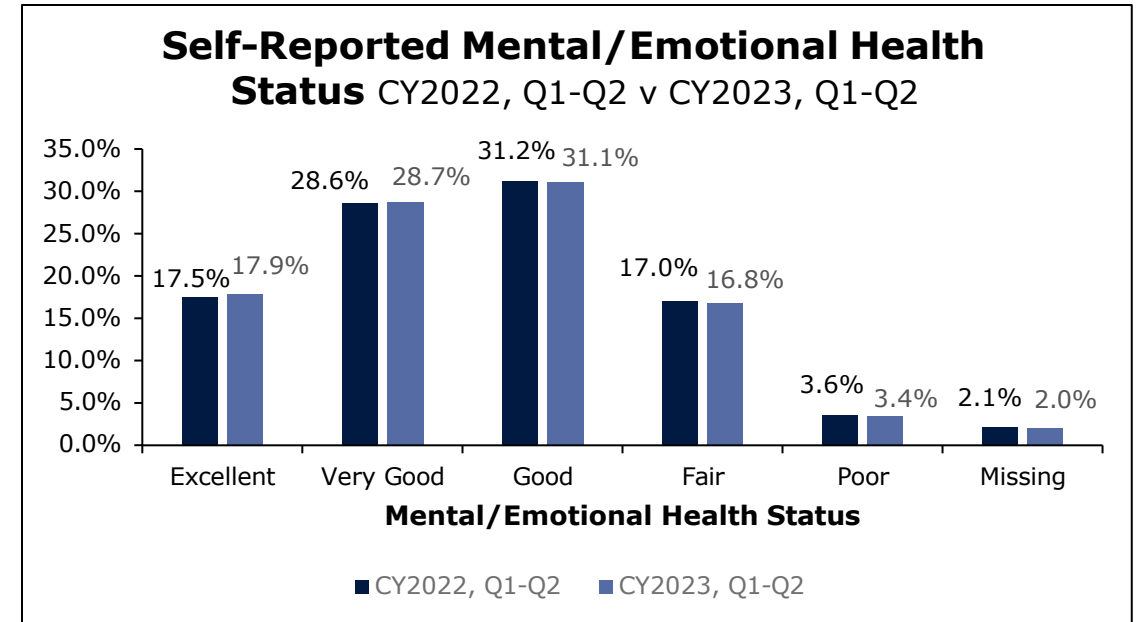
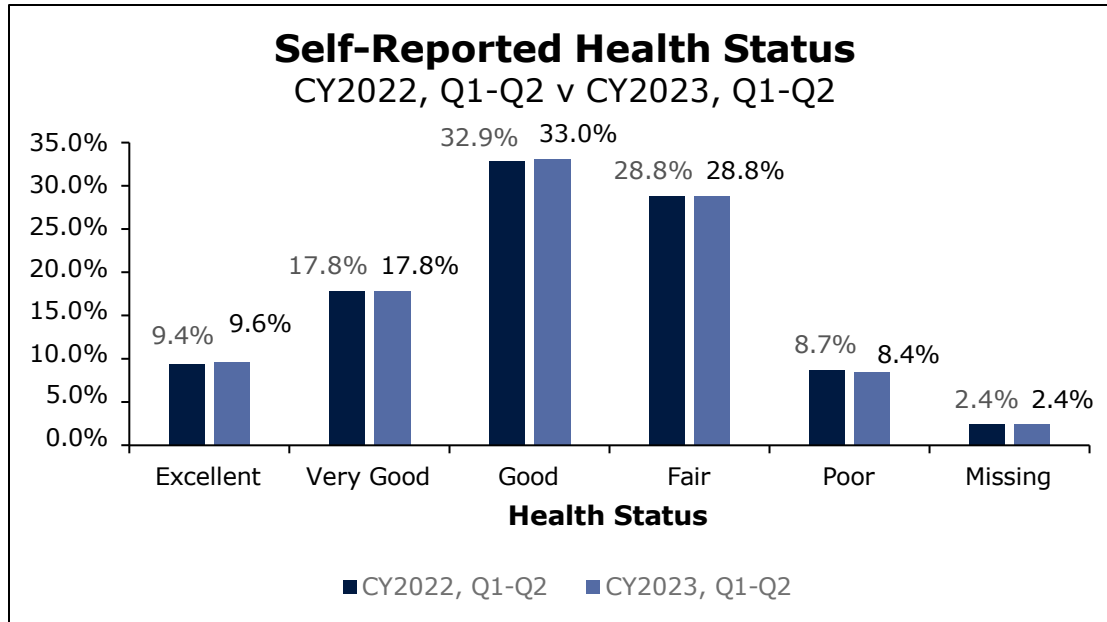
Respondent Characteristics (cont'd)



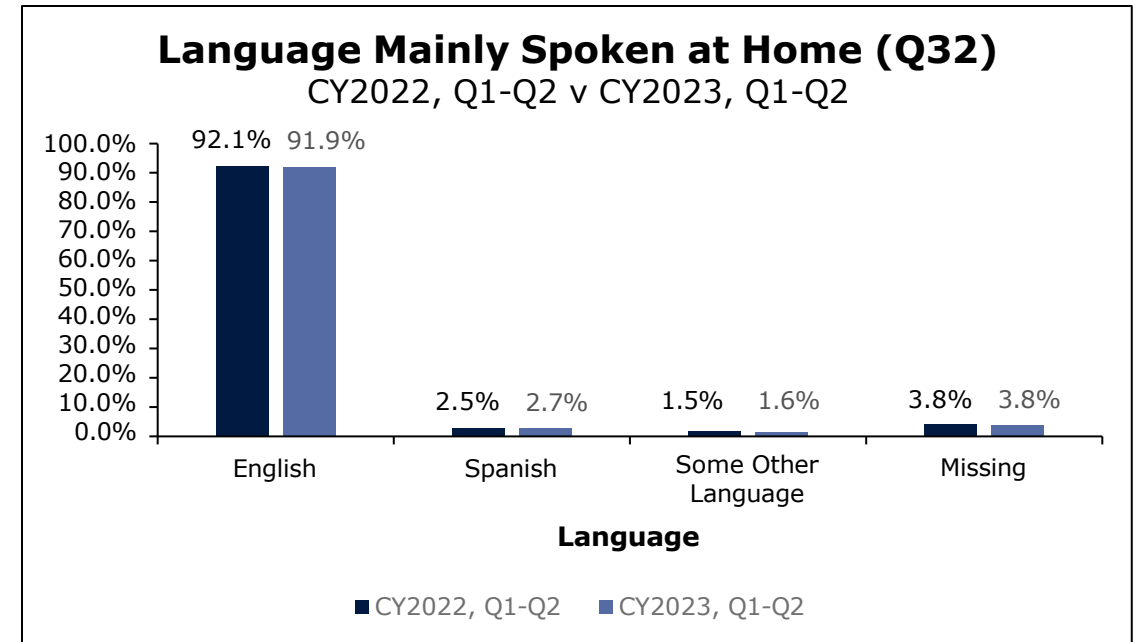
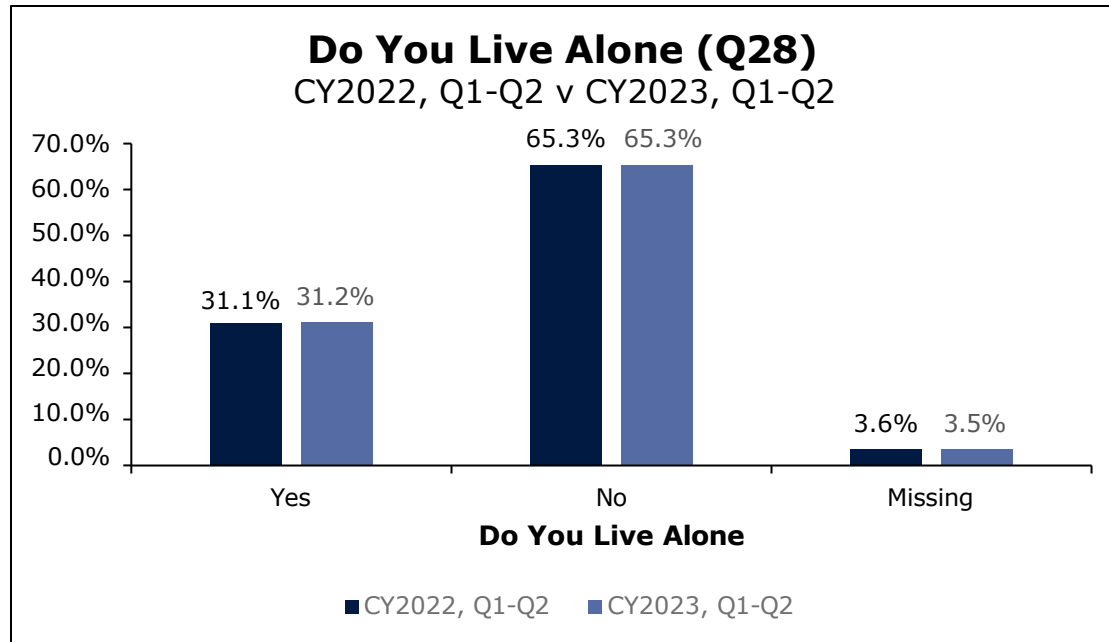
Respondent Characteristics (cont'd)



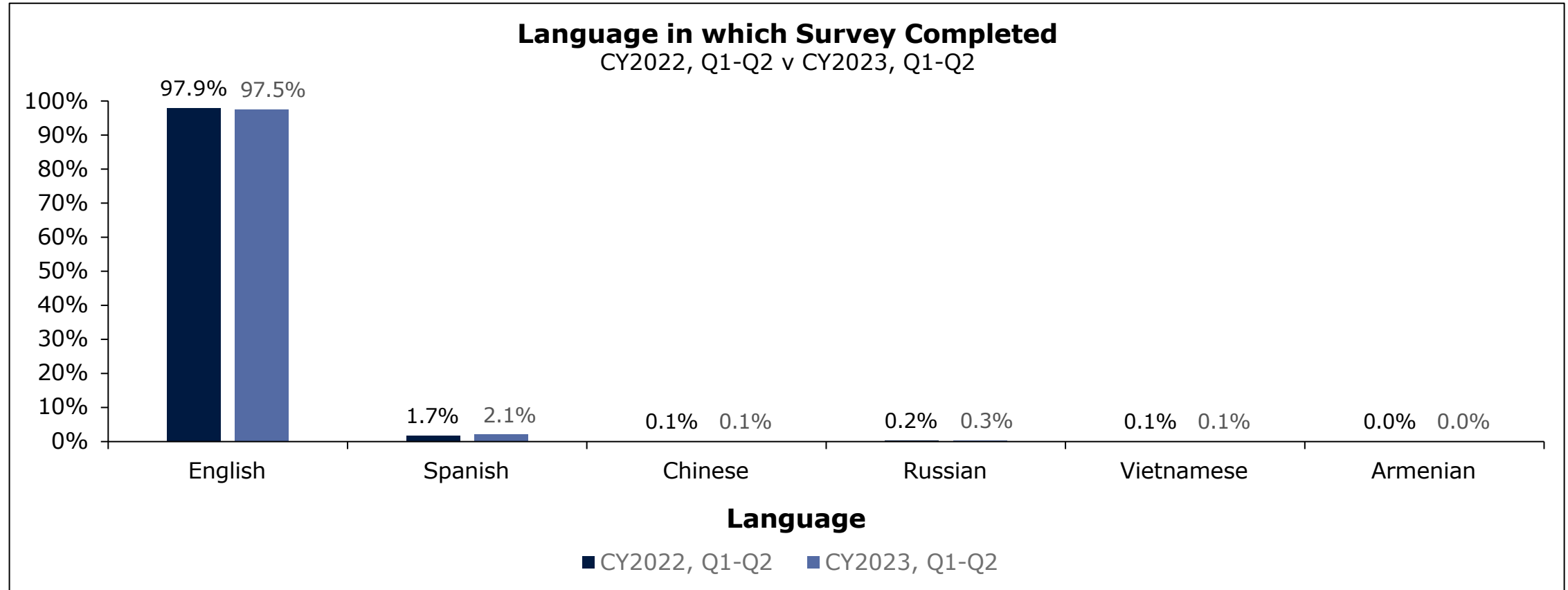
Respondent Characteristics (cont'd)



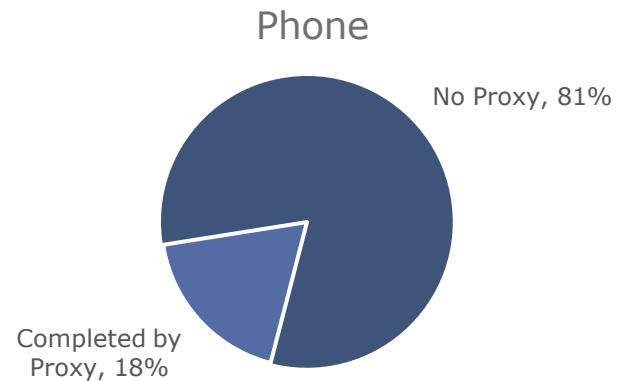
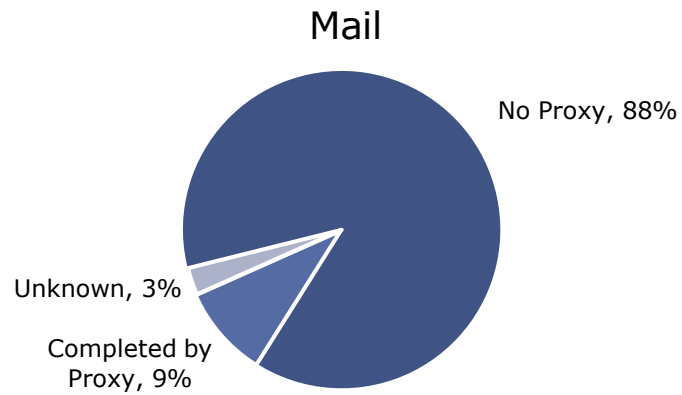
Respondent Characteristics (cont'd)



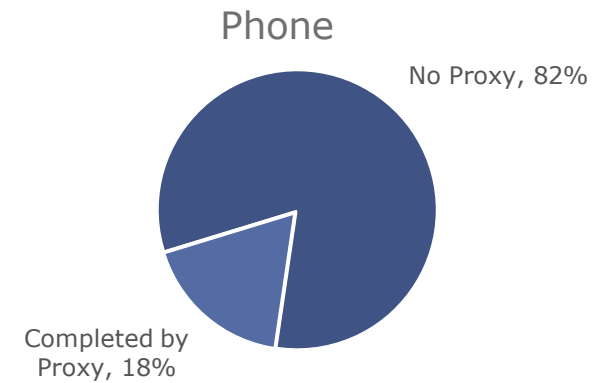
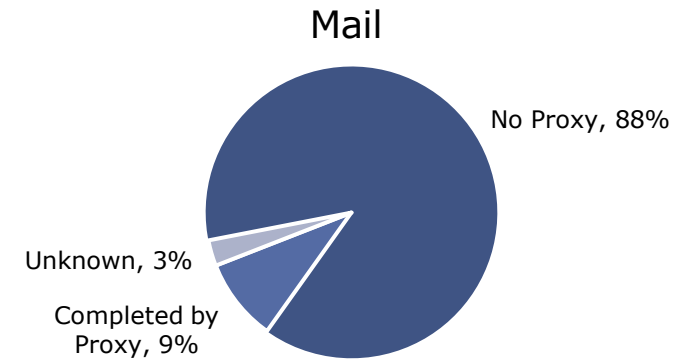
Language in Which the HCAHPS Survey Was Completed



Proxy Rates



CY2022, Q1-Q2



CY2023, Q1-Q2

Table 1. “Top Box” HHCAHPS Patient-Mix Adjustment Factors (Four-Quarter Average for the April 2024 Public Reporting Period, October 2022 through September 2023 Home Health Patients)

Patient Mix Characteristic Patient Mix Level	Overall Rating	Willingness to Recommend	Care of Patients	Communication	Specific Care Issues
Proxy Proxy	0.002	0.003	-0.004	-0.004	0.006
Non-English survey response Non-English survey response	-0.060	-0.055	0.002	-0.001	-0.039
Age					
18–49	0.058	0.042	0.029	0.018	0.027
50–64	0.025	0.011	0.015	0.007	0.005
65–74	RC	RC	RC	RC	RC
75–84	0.001	0.010	0.003	0.010	0.019
85+	0.010	0.028	0.010	0.025	0.033
Education					
< 8th grade	-0.001	-0.006	0.004	0.002	-0.023
Some high school	-0.009	-0.008	-0.001	-0.001	-0.018
High school graduate/GED	RC	RC	RC	RC	RC
Some college	0.019	0.010	0.009	0.009	0.017
College graduate or more	0.041	0.021	0.019	0.021	0.045
Residence status					
Patient lived alone	0.028	0.036	0.023	0.025	0.025
Self-reported health status					
Excellent	-0.094	-0.123	-0.047	-0.049	-0.065
Very good	-0.016	-0.003	-0.005	-0.004	-0.010
Good	RC	RC	RC	RC	RC
Fair	0.009	0.004	0.005	0.006	0.003
Poor	0.033	0.018	0.020	0.019	0.009
Mental/emotional status					
Excellent/very good	-0.038	-0.042	-0.023	-0.025	-0.004
Good	RC	RC	RC	RC	RC
Fair/poor	0.023	0.020	0.012	0.017	0.008
Diagnoses					
Schizophrenia	0.042	0.032	0.036	0.035	0.032
Dementia/cerebral degeneration	0.006	0.004	0.004	0.013	0.008

RC = reference category

Patient Mix Adjustment Factors

Large Cohort– No HHCAHPS

Measure Scorecard

Measure	Your HHA's Care Points	Maximum Possible Points	Measure Weight [a]	Your HHA's Weighted Measure Points [b]
OASIS-based Measures				
Discharged to Community	0.000	10.000	8.333	0.000
Improvement in Dyspnea	3.281	10.000	8.333	2.734
Improvement in Management of Oral Medications	0.994	10.000	8.333	0.828
Total Normalized Composite (TNC) Change in Mobility	4.328	10.000	12.500	5.410
Total Normalized Composite (TNC) Change in Self-Care	4.113	10.000	12.500	5.141
Sum of OASIS-based Measures	12.716	50.000	50.000	14.114
Claims-based Measures				
Acute Care Hospitalizations	3.412	10.000	37.500	12.795
Emergency Department Use Without Hospitalization	8.500	10.000	12.500	10.625
Sum of Claims-based Measures	11.912	20.000	50.000	23.420
HHCAHPS Survey-based Measures				
Care of Patients	-	10.000	0.000	0.000
Communications Between Providers and Patients	-	10.000	0.000	0.000
Specific Care Issues	-	10.000	0.000	0.000
Overall Rating of Home Health Care	-	10.000	0.000	0.000
Willingness to Recommend the Agency	-	10.000	0.000	0.000
Sum of HHCAHPS Survey-based Measures	0.000	50.000	0.000	0.000
Sum of All Measures	24.628	120.000	100.000	37.534

Small Cohort – No HHCAHPS, No Claims

Measure Scorecard

Measure	Your HHA's Care Points	Maximum Possible Points	Measure Weight [a]	Your HHA's Weighted Measure Points [b]
OASIS-based Measures				
Discharged to Community	0.000	10.000	16.667	0.000
Improvement in Dyspnea	4.341	10.000	16.667	7.235
Improvement in Management of Oral Medications	2.670	10.000	16.667	4.450
Total Normalized Composite (TNC) Change in Mobility	2.251	10.000	25.000	5.628
Total Normalized Composite (TNC) Change in Self-Care	2.588	10.000	25.000	6.470
Sum of OASIS-based Measures	11.850	50.000	100.000	23.783
Claims-based Measures				
Acute Care Hospitalizations	-	10.000	0.000	0.000
Emergency Department Use Without Hospitalization	-	10.000	0.000	0.000
Sum of Claims-based Measures	0.000	20.000	0.000	0.000
HHCAHPS Survey-based Measures				
Care of Patients	-	-	-	-
Communications Between Providers and Patients	-	-	-	-
Specific Care Issues	-	-	-	-
Overall Rating of Home Health Care	-	-	-	-
Willingness to Recommend the Agency	-	-	-	-
Sum of HHCAHPS Survey-based Measures	-	-	-	-
Sum of All Measures	11.850	70.000	100.000	23.783

#2 Issue — Getting The Best Responses

Composite 1: Care of Patients

Care of Patients Composite ("Patients who reported that their home health team gave care in a professional way.")	Response Categories
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?	Never, Sometimes, Usually, Always
Q16. In the last 2 months of care, how often did home health providers from this agency treat you as gently as possible?	Never, Sometimes, Usually, Always
Q19. In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?	Never, Sometimes, Usually, Always
Q24. In the last 2 months of care, did you have any problems with the care you got through this agency?	Yes, No

Informed, Gentle, Courtesy, Respect, Any Problems

Composite 2: Communication btw pts & providers

Communications Between Providers and Patients Composite ("Patients who reported that their home health team communicated well with them.")	Response Categories
Q2. When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?	Yes, No
Q15. In the last 2 months of care, how often did home health providers from this agency keep you informed about when they would arrive at your home?	Never, Sometimes, Usually, Always
Q17. In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand?	Never, Sometimes, Usually, Always
Q18. In the last 2 months of care, how often did home health providers from this agency listen carefully to you?	Never, Sometimes, Usually, Always
Q22. In the last 2 months of care, when you contacted this agency's office did you get the help or advice you needed?	Yes, No
Q23. When you contacted this agency's office, how long did it take for you to get the help or advice you needed?	Same day, 1 to 5 days, 6 to 14 days, More than 14 days

Were services explained, arrival updates, easy to understand, listen carefully, did you get help needed, how long did it take to get help

Patient Scenario

Patient calls the office: “My nurse, Lilly, said to call the agency whenever the doctor gives me new medications. He gave me two today. I’m not sure what one of them is.”

What is the best response?

- A. OK, I’ll let Lily know. She’ll call you if she needs to.
- B. Let me take down the names of the medications and let Lilly know.
- C. I’m going to have one of the nurses call you back right away. We may need to schedule an extra visit so that we can make sure you know all about those new medications.
- D. OK, thanks for letting us know. You have a good day.

Composite 3: Specific Care Issues

All yes

Specific Care Issues Composite ("Patients who reported that their home health team discussed medicines, pain and home safety with them.")	Response Categories
Q3. When you first started getting home health care from this agency, did someone from the agency talk with you about how to set up your home so you can move around safely?	Yes, No
Q4. When you started getting home health care from this agency, did someone from the agency talk with you about all the <u>prescription and over-the-counter</u> medicines you were taking?	Yes, No
Q5. When you started getting home health care from this agency, did someone from the agency ask to see all the <u>prescription and over-the-counter</u> medicines you were taking?	Yes, No
Q10. In the last 2 months of care, did you and a home health provider from this agency talk about pain?	Yes, No
Q12. In the last 2 months of care, did home health providers from this agency talk with you about the purpose for taking your <u>new or changed prescription</u> medicines?	Yes, No
Q13. In the last 2 months of care, did home health providers from this agency talk with you about when to take these medicines?	Yes, No
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?	Yes, No

When you started

Last 2 months

Safety, Pain, Medicines: Why, when, and side effects

Patient Scenario

Patient: “Do you know when my nurse is coming? My dressing feels dry and it is uncomfortable.”


What is the best response?

- A. Therapist: I don't know. Have you checked your calendar?
- B. Therapist: Your calendar is probably wrong. We don't do a good job at keeping those up to date. You probably should call the office.
- C. Therapist: I'll call the office and have them call you.
- D. Therapist: If it's uncomfortable, let's call the nurse now and let her know.

Teach Back Meds

- At SOC/ROC ask to SEE all the medications.
- At each visit ask to SEE any new or changed medications
- Use Teach Back Method - Improve patient recollection of medication discussions and decrease medication errors.
- Reinforce why taking medication correctly is so important to patient comfort, healing and positive results. It also engages patients in their own care.
- What is the name of that medication? (This medication is called _____)
- Do you know WHEN you should be taking the medication? (This medication should be taken _____ times a day at _____ time)
- Do you know the purpose of the med? (The purpose of the med is to treat/improve _____ condition)
- What are the possible side effects of the medication? (The potential side effects are _____)

Global Ratings

Global Rating Measures	Response Categories
Q20. 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?	0-10 
Q25. Would you recommend this agency to your family or friends if they needed home health care?	Definitely no, Probably no, Probably yes, <u>Definitely yes</u>

POLL #2

When you see a provider, do you prefer that they:

- Sit at your level and make eye contact
- Stare at their computer the whole time and hardly look at you

Ideas

- Return rate – increase it
- Magnet
- Copy of envelope,
- Touch-base calls
- Competition to get names mentioned
- Can you give us a 10
- Stickers on computer
- Continuity of care, Tenured staff – biggest pattern in successful agencies
- Change survey vendor? Use mixed mode? Phone mode? Prob with data submission



Value-Based Purchasing Engagement—Phase I

- Agency Metric Overview—Identify KPI
- OASIS Based Measures
 - Audit a random sample of up to 10% of closed Medicare quality episodes focused on OASIS items pertinent to VBP in 2024 and 2025
 - Assessment of staff knowledge of OASIS
- Claims Based Measures
 - Acute Care Hospitalization
 - ED use, including Observation stays
 - Episode Management best practices
 - Discharged to Community
- Patient Experience Survey (HHCAHPS) Analysis of Methods and Responses
- Provide a summary report of recommendations for performance and process improvement based on VBP opportunities



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

Meet with us...



Michelle Horner

Post-Acute Education Manager

MichelleHorner@McBeeAssociates.com



Lisa Selman-Holman

VP of Education & Quality

LisaSelman-Holman@McBeeAssociates.com

We would love to meet with you! Set up a free consultation with us to...

- Identify key metrics to optimize quality and financial outcomes
- Review your Value-Based Purchasing Interim Performance Report (IPR)

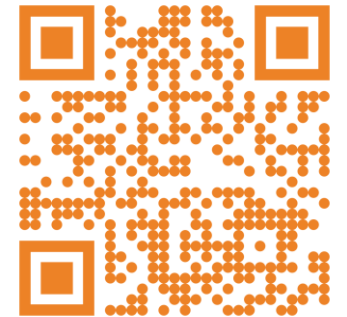


mcb Post-Acute Academy

Self-paced, on-demand
post-acute education to
maximize your potential.

ICD-10 Coding, OASIS, VBP & More

www.postacuteacademy.com



SimpleConnect™ for Home Health

One simple solution to analyze, scrub and submit OASIS-E files.



- Automated OASIS-E submission to CMS
- iQIES report center for all your agencies
- OASIS scrubbing for complete compliance
- Simple OASIS scrubber rule management



OASIS-E and
PDGM just got
simpler.

Scan the code to learn more
or visit SimpleHomeHealth.com
simple. a Netsmart solution





QUESTIONS

simple.
a Netsmart solution


Netsmart

mcbee
part of Netsmart

HOME HEALTH



THANK YOU!

Webinar recording & slides available at:
www.simpleltc.com/personalizing-care

simple.
a Netsmart solution


Netsmart

mcbee
part of Netsmart

HOME HEALTH