

HHCAHPS

HONORS

2017 HHCAHPS Honors Program Overview & Methodology

Overview

HHCAHPS Honors is a landmark compilation of home health agencies providing the best patient experience. Established by Deyta Analytics, now a part of HEALTHCAREfirst, this prestigious annual review recognizes agencies that continuously provide quality care as measured from the patient's point of view. HHCAHPS Honors acknowledges the highest performing agencies by analyzing the performance of Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) satisfaction measures. The awards are an exclusive recognition for home health agencies that have selected HEALTHCAREfirst as their home health survey partner.

Methodology

Award criteria were based upon HHCAHPS survey results for an evaluation period of April 2016 through March 2017. To be eligible for consideration, a home health agency must be currently partnered with HEALTHCAREfirst for HHCAHPS survey administration and must have had at least one survey returned in each of the four quarters of the evaluation period. HEALTHCAREfirst identified award recipients by evaluating performance on a set of 19 satisfaction indicator measures. The set of questions included only indicator measures, omitting qualifying, leader, and demographic questions. Individual agency performance scores were aggregated for the evaluation period and were compared on a question-by-question basis to a national average score calculated from partnering home health agencies contained in HEALTHCAREfirst's HHCAHPS database.

Evaluation Measures

For a home health agency to be considered for the award, the agency must have scored above the HEALTHCAREfirst National Average on the HHCAHPS Willingness to Recommend question (Q25). With Q25 as a qualifier for award consideration, the remaining questions evaluated for the period included: Q2, Q3, Q4, Q5, Q9, Q10, Q12, Q13, Q14, Q15, Q16, Q17, Q18, Q19, Q20, Q22, Q23, and Q24. Agencies were given one point for each question where the percent favorable score was above the HEALTHCAREfirst National Average. HHCAHPS Honors recipients include those agencies scoring above the HEALTHCAREfirst National Average on at least eighty-five percent, or seventeen, of the evaluated questions. HEALTHCAREfirst holds a special recognition, HHCAHPS Honors Elite, to honor home health agencies scoring above the HEALTHCAREfirst National Average on one hundred percent, or all nineteen, of the evaluated questions.

**HEALTHCAREfirst does not intend to assert the superiority of one home health agency over another but rather to recognize top performing home health agencies for their hard work and dedication.*

About HEALTHCAREfirst

HEALTHCAREfirst provides cloud based technologies and services to improve business and clinical operations for over four thousand home health and hospice providers across the United States. Based in Springfield, MO and one of the fastest growing providers of its kind, the company provides agency and clinical management software, outsourced revenue cycle management services (billing, coding and OASIS review), CAHPS surveys, and advanced analytics, in any combination. HEALTHCAREfirst's breadth of solutions offers agencies a single source to improve patient care, create operational efficiencies, increase profitability and simplify CMS compliance. With HEALTHCAREfirst, agencies can focus on patients instead of paperwork. For more information call 800.841.6095 or visit the company's website at www.healthcarefirst.com.

