



HOME HEALTH

HONORS



2023 HHCAHPS Honors

Award Program Methodology

Overview

The HHCAHPS Honors and Honors **Elite** award program is a prestigious annual review that recognizes agencies that continuously provide quality care as measured from the patient's experiences and perspectives. The award acknowledges the highest performing agencies by analyzing the performance of Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) satisfaction measures. They are an exclusive recognition for home health agencies that have selected HEALTHCAREfirst as their home health survey partner.

Methodology

Award criteria is based upon HHCAHPS survey results for an evaluation period of April 2022 through March 2023. To be eligible for consideration, a home health agency must be currently partnered with HEALTHCARE *first* for HHCAHPS survey administration and must have had at least one survey returned in each of the four quarters of the evaluation period. HEALTHCARE *first* 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 HEALTHCARE *first*'s HHCAHPS database.

Evaluation Measures

For a home health agency to be considered for the award, the agency must have scored above the HEALTHCARE *first* 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 HEALTHCARE *first* National Average. HHCAHPS Honors recipients include those agencies scoring above the HEALTHCARE *first* National Average on at least eighty-five percent, or seventeen, of the evaluated questions. HEALTHCARE *first* holds a special recognition, HHCAHPS Honors **Elite**, to honor home health agencies scoring above the HEALTHCARE *first* National Average on one hundred percent, or all nineteen, of the evaluated questions.

**HEALTHCARE first 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.*