

HHCAHPS Spotlight Report

Service Dates From Oct 1, 2019 to Sep 30, 2020

https://catalyst.nrcpicker.com/duncanreg/hhcahps/default.aspx

September 20, 2020



Overall	CAHPS Dimensions	Improvement Planning	Benchmarks		Rolling Averages up to 7/1/2020		HHCAHPS	
			NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
<p>We want to know your rating of your care from this agency's home health providers.</p>								
<p>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?</p>			90.7% (n=36,123)	93.8% (n=36,123)	92.3% PR=83 (n=39)	92.4% PR=84 (n=144)	75.0%μ (n=4)	95.8% (n=48)

Key Drivers		NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
In the last 2 months of care, how often have you had confidence and trust in home care providers from this agency?		88.6% (n=26,618)	90.9% (n=26,618)	84.6% PR=45 (n=39)	89.7% PR=85 (n=146)	50.0%μ (n=6)	93.5% (n=46)
In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?	Care of Patient	97.1% (n=36,580)	98.3% (n=36,580)	95.2% PR=46 (n=42)	98.0% PR=86 (n=150)	100.0%μ (n=6)	95.9% (n=49)
In the last 2 months of care, how often did home health providers from this agency listen carefully to you?	Provider Communication	89.6% (n=36,540)	93.1% (n=36,540)	90.2% PR=77 (n=41)	88.6% PR=65 (n=149)	83.3%μ (n=6)	87.5% (n=48)

Highest Scores		NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
In the last 2 months of care, did you and a home health provider from this agency talk about pain?	Specific Care Issues	95.4% (n=36,318)	96.8% (n=36,318)	100.0% PR=100 (n=42)	98.7% PR=99 (n=149)	100.0%μ (n=6)	100.0% (n=49)
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?	Provider Communication	88.0% (n=36,495)	90.2% (n=36,495)	88.1% PR=75 (n=42)	88.7% PR=81 (n=150)	100.0%μ (n=6)	87.8% (n=49)
In the last 2 months of care, how often did home health providers from this agency do things the way you like them done?		81.0% (n=26,475)	85.2% (n=26,475)	78.0% PR=54 (n=41)	77.7% PR=53 (n=148)	100.0%μ (n=5)	77.6% (n=49)

Lowest Scores		NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 3 2020‡	Qtr 2 2020
Has someone from this home health agency talked with you about how your home care services would be paid for?		45.3% (n=26,202)	52.6% (n=26,202)	40.5% PR=56 (n=37)	39.9% PR=55 (n=143)	0.0%μ (n=5)	42.2% (n=45)
In the last 2 months of care, how often did home health providers from this agency do everything they could to help control your pain?		78.9% (n=17,582)	82.8% (n=17,582)	51.7%μ PR=1 (n=29)	72.0% PR=38 (n=100)	0.0%μ (n=4)	62.5% (n=32)
In the last 2 months of care, did home health providers from this agency talk with you about the side effects of these medicines?	Specific Care Issues	75.0% (n=13,145)	81.7% (n=13,145)	57.1%μ PR=16 (n=14)	76.0% PR=77 (n=50)	0.0%μ (n=4)	83.3%μ (n=12)

■ Blue - score is significantly greater than the NRC 75th Percentile
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 ■ Yellow - score is less than the NRC 75th Percentile, but may not be significantly
 ■ Red - score is significantly less than the NRC 75th Percentile

μ - Warning: n-size is low! ‡ - Data is not final and subject to change. * - Benchmark that is used to determine the color on each line. PR=Percentile Rank

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Overall	HHCAHPS	
	Qtr 1 2020	Qtr 4 2019
We want to know your rating of your care from this agency's home health providers.		
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?	95.0% (n=40)	93.1% μ (n=29)

Key Drivers	Qtr 1 2020	Qtr 4 2019
In the last 2 months of care, how often have you had confidence and trust in home care providers from this agency?	90.2% (n=41)	96.7% (n=30)
In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?	97.6% (n=41)	100.0% (n=30)
In the last 2 months of care, how often did home health providers from this agency listen carefully to you?	85.4% (n=41)	96.7% (n=30)

Highest Scores	Qtr 1 2020	Qtr 4 2019
In the last 2 months of care, did you and a home health provider from this agency talk about pain?	97.6% (n=41)	96.6% μ (n=29)
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?	82.9% (n=41)	96.7% (n=30)
In the last 2 months of care, how often did home health providers from this agency do things the way you like them done?	73.2% (n=41)	82.8% μ (n=29)

Lowest Scores	Qtr 1 2020	Qtr 4 2019
Has someone from this home health agency talked with you about how your home care services would be paid for?	42.5% (n=40)	50.0% (n=30)
In the last 2 months of care, how often did home health providers from this agency do everything they could to help control your pain?	81.5% μ (n=27)	84.2% μ (n=19)
In the last 2 months of care, did home health providers from this agency talk with you about the side effects of these medicines?	92.3% μ (n=13)	90.9% μ (n=11)

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