Do You Hear What Your Patients Are Saying?

Presented by:

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Today’s Discussion

• What Patients Are Telling Us
  – Using the results
• Five Management Strategies for Improvement
• Three Score Improvement Recommendations that can be done immediately
• Summary of What Patients Are Telling Us
What Patients are Telling Us

CMS Objectives for HHCAHPS

- Produce comparable data
- Create incentives for agencies to improve quality
- Enhance public accountability.
What is HHCAHPS Measuring?

• 5 publically reported scores on HHC
  – 2 Global and 3 Composite Questions
• Perception of the clinicians' ability to deliver
  – Details on home care services, visits and timing
  – Safety and falls prevention
  – Medication instructions
  – Pain management
  – Sensitivity to patient needs
  – Courtesy and respect
  – Listening
• Perception of the HHA's responsiveness
  – Inquiries for assistance
  – Time to respond
### Q3 2011 "A" Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>16: How often did providers treat you as gently as possible? (% Always)</td>
<td>95.5%</td>
</tr>
<tr>
<td>19: How often did providers treat you with courtesy and respect? (% Always)</td>
<td>94.4%</td>
</tr>
<tr>
<td>24: Did you have any problems with the care you got? (% No)</td>
<td>95.0%</td>
</tr>
<tr>
<td>2: Did someone tell you what care and services you would get? (% Yes)</td>
<td>96.4%</td>
</tr>
<tr>
<td>22: When you contacted office did you get the help/advice needed? (% Yes)</td>
<td>92.8%</td>
</tr>
<tr>
<td>4: Did someone talk about all Rx and OTC medicines you were taking? (% Yes)</td>
<td>90.5%</td>
</tr>
<tr>
<td>10: Did you and a home health provider talk about pain? (% Yes)</td>
<td>90.0%</td>
</tr>
</tbody>
</table>

### "A" Questions Trend

- 16: How often did providers treat you as gently as possible? (% Always)
- 19: How often did providers treat you with courtesy and respect? (% Always)
- 24: Did you have any problems with the care you got? (% No)
- 2: Did someone tell you what care and services you would get? (% Yes)
- 22: When you contacted office did you get the help/advice needed? (% Yes)
- 4: Did someone talk about all Rx and OTC medicines you were taking? (% Yes)
- 10: Did you and a home health provider talk about pain? (% Yes)
Q3 2011 "B" Questions

17: How often did providers explain things...easy to understand? (% Always)
18: How often did providers from listen carefully to you? (% Always)
2: Did someone talk about how to set up your home and move safely? (% Yes)
12: Did providers talk about purpose for new/changed Rx medications? (%Yes)
20: What number (0-10)...rate your care from this agency? (% 9 or 10)

"B" Questions Trend

17: How often did providers explain things...easy to understand? (% Always)
18: How often did providers from listen carefully to you? (% Always)
2: Did someone talk about how to set up your home and move safely? (% Yes)
5: Did someone ask to see all the Rx and OTC medicines you were taking? (% Yes)
12: Did providers talk about purpose for new/changed Rx medications? (%Yes)
20: What number (0-10)...rate your care from this agency? (% 9 or 10)
Q3 2011 "C" Questions

9: Did providers seem informed/up-to-date on care or treatment? (% Always)
11: How often did providers inform you when you arrive at your home? (% Always)
15: How long did it take to get the help/advice you needed? (% Same Day)
23: Did you and a home health provider talk about when to take meds? (% Yes)
25: Would you recommend this agency to family/friends? (% Definitely yes)

"C" Questions Trend

9: Did providers seem informed/up-to-date on care or treatment? (% Always)
11: How often did providers inform you when you arrive at your home? (% Always)
15: How long did it take to get the help/advice you needed? (% Same Day)
23: Did you and a home health provider talk about when to take meds? (% Yes)
25: Would you recommend this agency to family/friends? (% Definitely yes)
14: Did providers talk about side effects of these medicines? (%Yes)

**Q3 2011 “D” Question**

**“D” Questions Trend**
Q3 2011 Care of Patients Composite

- Did providers seem informed up to date on care or treatment? (% Always)
  - Yes: 74.2%
- How often did providers treat you as gentle as possible? (% Always)
  - Yes: 91.5%
- How often did providers treat you with courtesy and respect? (% Always)
  - Yes: 94.4%
- Did you have any problems with the care you got? (% No)
  - No: 95.0%
- Care of Patients Composite Score
  - Total: 91.5%

Q3 2011 Communication Between Pro/Pats Composite

- Did someone tell you what care and services you would get? (% Yes)
  - Yes: 96.4%
- How often did providers explain things so you understood? (% Always)
  - Yes: 89.1%
- How often did providers from your office go to your home? (% Always)
  - Yes: 85.0%
- Where you contacted office did you get the help/advice you needed? (% Yes)
  - Yes: 83.1%
- How long did it take to get the help/advice you needed? (% Same Day)
  - Same Day: 75.3%
- Communications Between Providers and Patients Composite Score
  - Total: 92.8%
### Q3 2011 Specific Care Issues Composite

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Did someone talk about how to set up your home and move safely?</td>
<td>90.5%</td>
</tr>
<tr>
<td>4. Did someone show all of the Rx and OTC medicines you were taking?</td>
<td>85.8%</td>
</tr>
<tr>
<td>5. Did someone ask about your pain?</td>
<td>90.2%</td>
</tr>
<tr>
<td>10. Did you and a home health provider talk about Rx medicines?</td>
<td>86.4%</td>
</tr>
<tr>
<td>11. Did you and a home health provider talk about effects ofRx medicines?</td>
<td>74.3%</td>
</tr>
<tr>
<td>12. Did providers talk about purpose for new/changed Rx medicines?</td>
<td>60.0%</td>
</tr>
</tbody>
</table>

### Q3 2011 Global Questions Trends

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>20. What number [0-10]...rate your care from this agency?</td>
<td>85.6%</td>
</tr>
<tr>
<td>25. Would you recommend this agency to family/friends?</td>
<td>79.5%</td>
</tr>
</tbody>
</table>
Strategies to Improve Satisfaction Scores

Five Management Strategies

1. Build an educated team
   - Make sure they understand the public reporting scores
   - Understand the questions on which they are being rated
   - Library of materials the covering lifecycle of HHCAHPS
Two management strategies are highlighted:

**Five Management Strategies**

2. Create a “satisfaction culture” in the agency
   - Define satisfaction goals, expectations, and responsibilities for the agency and team(s).
   - Keep the focus simple on where and how to improve
   - Review the measures on which the agency and team(s) are rated
   - Celebrate success!

**Management Strategies for Improvement**

3. Set the expectation for quality care with the patient
   - Inform patients about the HHCAHPS survey
   - Use a standard process during intake - per the regulations
   - Make sure every patient receives the same information
Management Strategies for Improvement

4. Restructure the visit process workflow
   - Break down tasks into easier to accomplish
   - Make it less confusing for the patients to understand

5. Imbue “patient-centered care” approaches and align throughout the HHA
   - Try to see through the eyes of the patient
   - Office and home visit teams affect patient perception
   - Engage the patient and family as part of the care team
   - Review and refine policies and processes to optimize patient service (think of it as Customer Service)
Three Recommendations to Improve Scores

Immediate Improvement Recommendations

• “Take the test”
  – Have all staff read and complete the HHCHAPS survey
  – Allows them to understand patient evaluation criteria (the “patient lens”)
• Create a visit checklist of tasks to complete tied to improvement goal(s)
  – Include key items on which to concentrate for each visit
    • “medication regime” discussions
• Build communication skills in staff
  – Listening and encouraging dialog with the patient
  – Repetitive key words – “safely”
Patients Are Saying - Summary

- We are giving good care overall but several areas for improvement
- Clinicians do not seem informed on the treatment plans which causes cause for concern in the patient
- Much more attention is needed to medication regime management – when to take and side effects of meds

Patients Are Saying - Summary

- Setting appropriate visit timing expectations and keeping patient apprised of changes needs more attention
- Proactive communication back to the patient when they contact the office is needed – even if the answer is I don’t know just yet
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