



HOME HEALTH AND HOSPICE

CAHPS Top 5 Report: Using survey data to your advantage

Turn CAHPS data into better performance and optimized patient care

HEALTHCARE *first*
by ResMed

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey was created to measure the patient experience within Medicare-certified home health and hospice organizations — but it's more than just another CMS requirement. CAHPS was designed to collect your organization's performance data. **But without the right vendor, organizations lack the tools to use that data to their advantage.**



When it comes to data analysis, organizations share similar struggles. How to improve scores, how to identify areas to address, and what to focus on are common questions — which is why *HEALTHCAREfirst*

developed a complete survey program, with a Top 5 Report that helps organizations better understand CAHPS scores and identify which measures are the most advantageous.

This eBook details how to use the report and how *HEALTHCAREfirst* can enhance your organization's CAHPS survey process.

The Top 5 Report



The top 5 drivers of satisfactions

This section highlights the five questions that have the closest relationship or strongest correlation with each of the global measures. The strength of the relationship is determined through statistical analysis of your organization's performance scores and is based on the parameters or reporting options that you select when you generate the report.

Top 5 drivers of satisfaction

39 Rating of care (9 or 10)

- 9 Kept informed about patient's condition (Always)
- 11 Patient was treated with dignity and respect (Always)
- 6 Kept informed about when team would arrive (Always)
- 14 Listened carefully about problems with care (Always)
- 7 Received help as soon as wanted (Always)

40 Willingness to recommend (Definitely yes)

- 9 Kept informed about patient's condition (Always)
- 5 Received help during evenings, weekends or holidays (Always)
- 11 Patient got as much help with pain as needed (Yes, definitely)
- 6 Kept informed about when team would arrive (Always)
- 16 Patient got as much help with pain as needed (Yes, definitely)

Relationship strength  Large  Medium  Small

In the top five drivers of satisfaction section, different colors are used to show relationship strength between questions and global measures.

The top 5 opportunities for improvement

A question we're often asked by clients is: "Can you tell me what I need to focus on?" That's exactly what this section of the report is intended to do.

It identifies the five questions with the greatest opportunity for improvement by comparing your organization's performance scores with the HEALTHCAREfirst top performers benchmark score — a stretch goal based on the top performing organizations in our data set.

Top 5 opportunities for improvement

CMS complete surveys: 103		National	Top performers	Your score	Difference
9	Kept informed about patient's condition (Always)	84.3%	89.9%	57.9%	31.0%
11	Patient was treated with dignity and respect (Always)	76.1%	100.0%	69.7%	30.3%
6	Kept informed about when team would arrive (Always)	84.8%	95.8%	71.9%	23.9%
14	Listened carefully about problems with care (Always)	82.9%	95.4%	72.7%	22.7%
7	Received help as soon as wanted (Always)	73.1%	91.9%	77.2%	14.7%

Performance categories ■ >80th percentile ■ 40th - 80th percentile ■ 20th - 40th percentile ■ < 20th percentile

In the top five opportunities for improvement, different colors are used to show performance categories for how your score compares to top performers.

Comparative benchmarks

Two comparative benchmarks are included in the report:

1. HEALTHCARE*first* national score: This includes HEALTHCARE*first* client data that meets the reporting parameters selected by you.
2. HEALTHCARE*first* top performers: This is a stretch performance target for each measure, and is updated monthly.

HEALTHCARE*first* reporting makes all the difference

As with all reports offered in the HEALTHCARE*first* survey program, the Top 5 Report is an expert look at satisfaction and quality measurement. It is designed by experts, who are available to our customers to provide direction and consultations on the survey data collected.





Dissecting the data

Organizations versus data: Find CAHPS success with HEALTHCARE*first*

How can scores be improved? This is a common question. There are many different variables that can impact performance scores for your global measures, which can make it challenging to address directly as part of your performance improvement efforts.

With the HEALTHCARE*first* survey program, your organization can transform CAHPS data from a simple requirement into a competitive advantage.

HEALTHCARE*first* reports are a differentiator

For our customers who look to us to guide them toward survey success, our reporting makes all the difference. Here's what to expect from our complete survey program's robust reports — each designed by experts and tailored to your organization's needs:

- > Easy-to-interpret results to empower users
- > Real-time access to results as they are processed
- > Customized reporting hierarchy
- > Comparative reporting
 - Period over period: month, quarter, year
 - Internal: teams, location, region, overall
 - External: state, national
- > Patient-level drill-down menu
- > Verbatim comment reporting with email alert notifications
- > Easy exporting to Excel
- > Role-based user security

Customers can receive real-time feedback about missing data elements and unmatched or incomplete records in their monthly survey administration data. From there, HEALTHCARE*first* handles all the survey stress, while guiding you toward better performance.



HEALTHCARE*first* complete survey program: How it works

For MatrixCare and HEALTHCARE*first* customers, we automatically sweep CAHPS files every month. Other clients can easily upload a file from their EHR to our secure portal. Customers can also now receive real-time feedback about missing data elements and unmatched or incomplete records in their monthly survey administration data. This improves the efficiency around file processing and strengthens CAHPS compliance.

Other program features include:

- > CAHPS dashboard includes all quality measures reported by CMS, and provides a quick snapshot of response distribution, trend line and state/national comparisons
- > Customized survey and cover letter includes your organization's name and logo for better response rates
- > Comment transcription, categorization, and alert notifications
- > Responsive service team of survey experts dedicated to your success
- > Ongoing training and support with industry best practices



How to get started

Let us help improve your CAHPS Survey

HEALTHCARE*first* has one goal: to make your organization successful. Using tools, expertise, and experience, HEALTHCARE*first* can help your organization to surpass your performance expectations.

When it comes to the data, we understand the numbers, what they mean, and how your organization can use them to your advantage. If you're overwhelmed with CAHPS data and how to put it into action, we're here to guide you toward better performance and optimized patient care.

HEALTHCARE*first's* exclusive tools are key to achieving these goals. Our customers use the Top 5 Report to differentiate themselves in the market. Don't get left behind simply because the data is overwhelming.

HEALTHCARE*first* is a trusted partner

As survey administration experts for over 25 years, we're more than just a survey program — we're a true partner to the organizations that trust us with their CAHPS success. We offer verbatim commentary to drive better actionable insights — providing in-depth drilldowns of what drives performance and opportunities for improvement.



Visit www.healthcarefirst.com or call
1.800.841.6095 for more information.