

Home Health Care CAHPS Survey

(The Consumer Assessment of Healthcare Providers and Systems)

Home Health Care CAHPS Survey is designed to measure the experiences of people receiving home health care from Medicare-certified home health care agencies.

The survey is designed to meet the following goals:

- To produce comparable data on the **patient's perspective**
- Create incentives for agencies to **improve quality of care**
- **Increases the transparency** of the quality of care provided

Survey results are used by:

- Consumers to choose a health care provider
- Referral sources to choose a provider
- Providers to improve the quality of care and monitor their performance

The survey includes questions about **access to care and communication and interactions with agency staff.**

The following patients are eligible to receive a survey:

- Have Medicare or Medicaid as a payer
- Are at least age 18 at the end of the sample month
- Have at least one visit for skilled care in the sample month and two skilled visits during the lookback period
- Are not known to be deceased
- Are not currently receiving hospice care
- Received home visits for reasons other than only routine maternity care

The survey results are publicly reported using a star rating and posted with the comparable state and national averages on the Home Health Compare Website.

