

A serene landscape with misty mountains and a calm lake reflecting the scene. The mountains are layered, creating a sense of depth and atmosphere. The water is still, acting as a perfect mirror for the sky and the surrounding greenery.

Service Excellence

Tufts Medicine Care at Home



Why Service Excellence

For You

For Your Patients

For Your Organization

Tufts Medicine Care at Home

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VNA NH Scorecard May-July

HCAHPS Quality Measures			Provider		Your Org	SHP State (NH)			SHP National		
			Eligible	Score		Avg	75th Pct	90th Pct	Avg	75th Pct	90th Pct
HCAHPS Rollup*		+	14	75.4%	75.4%	85.9%	88.4%	88.6%	86.4%	90.3%	93.4%
Care of Patients	✓	ⓐ	54	75.9%	75.9%	88.1%	90.6%	92.7%	89.5%	93.4%	96.9%
Comm Between Providers & Patients	✓	ⓐ	61	75.4%	75.4%	85.8%	87.4%	91.0%	87.4%	91.8%	96.0%
Specific Care Issues	✓	ⓐ	56	73.2%	73.2%	85.1%	87.1%	89.4%	84.8%	89.8%	94.2%
Overall Rating of 9 or 10	✓	ⓐ	14	85.7%	85.7%	84.0%	85.2%	93.6%	85.1%	92.1%	100.0%
Would Recommend the HHA	✓	ⓐ	14	71.4%	71.4%	83.3%	85.2%	90.0%	79.3%	87.5%	100.0%

VNA Survey Questions

When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?

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?

In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand?

In the last 2 months of care, how often did home health providers from this agency listen carefully to you?

In the last 2 months of care, when you contacted this agency's office did you get the help or advice you needed?

When you contacted this agency's office, how long did it take for you to get the help or advice you needed?

Exceptional Patient Experience

- Connection
- Competence
- Coordination



Pathways to Excellence

- Friendliness and Professionalism
- Establishing Expectations
- Communication
- Privacy and Safety
- Continuity of Care and Scheduling
- Ending your visit

Friendliness

- Building positive, long-term relationships with patients and their families begins with friendliness.
- Treating people like people--not cases or conditions--affirms the patient's basic dignity and self-respect.
- Spend time talking with patients before beginning the clinical work.
- Take five minutes prior to performing duties to find out how they are feeling, what they have been doing, what they are worried about, etc. Ask questions that demonstrate your interest in the patient as a person

Professionalism

- The professionalism of the staff reflects the competency of our organization as perceived by the patient.
- Never speak negatively about other patients, staff, physicians, or the organization in front of patients or their family members.
- Do not talk about negative aspects of your personal life. Patients are already burdened. You are there to ease their burdens, not to share yours.
- In addition, do not talk about how busy you are. This takes away from their importance as an individual and indicates that you may be rushed while providing care. Some patients may even feel bad for you and look at themselves as a hardship for you. We want to convey that we are caring for them with delight.

Very Satisfied with
all that came into
my home.

Claudia Hartman was
my PT from Home Health
UNA a few years ago,
after surgery for a urolith.
I liked her so much that
I requested her specifically
when contacted about PT
after my hip replacement.
She is 100% the best!

He had good care
from all therapists
home health aides
No problem —
Now he is getting
out of the hospital
from a very severe
STROKE — he is
doing well but has
a long way to go
Will probably need
services again!

Thank you.

I received excellent
service from all of the
personnel that provided
me with the help
and assistance needed
while I recovered.

ALL STAFF WERE GREAT-
INFORMATIVE, COMPASSION
RESPECTFUL AND INTERACTIVE
GREAT JOB.

“People may not remember exactly what you said or did, but they will always remember how you made them feel.”

MAYA ANGELOU