

Maryland Home Health Agency (HHA) Consumer Survey results released

For the first time consumers seeking services from a home health agency can review how patients and families rated the care received from Maryland Home Health Agencies.

Background

The Centers for Medicare and Medicaid (CMS) and the Agency for Healthcare Research and Quality (AHRQ) developed the survey called the Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS®) to gather the consumer perspective of their experiences with the home health agency.

All Medicare-certified home health agencies who serve 60 or more patients during a year beginning April 1 and ending March 31, are required to participate in Home Health Survey (HHCAHPS). Home health agencies that served 59 or fewer patients may apply for an exemption from participating in the HHCAHPS®.

HHCAHPS® Survey results are based on patients who received home health care in the most recent 12 months. Results are updated each quarter by replacing the oldest quarter with the most recent one. Results for a specific agency are not posted until four quarters of HHCAHPS® results are available. Results are also adjusted for certain patient characteristics.

What measures are reported?

Two overall measures:

- Overall Rating of Care – the percent of patients who gave a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).
- Likelihood to Recommend – the percent of patients reporting YES, they would definitely recommend the HHA to friends and family.

Three composite measures:

- How often the home health team gave care in a professional way (four questions make up this composite)
- How well the home health team communicated with patients and family (six questions make up this composite)
- How often specific care discussed (medications, pain, and home safety) (seven questions make up this composite)

Review of Maryland Home Health Agency Results

Fifty-four (54) Maryland HHAs were eligible to report HHCAHPS® results during this period; six (6) HHA had no survey results (these are new Maryland HHA within the last 18 months). An agency with no report is most likely due to having less than four quarters of data. In addition, four agencies had fewer than 100 patients complete the survey.

- Over 12,000 surveys were completed for Maryland HHA
- Response rate ranged from 18-59% with a median response rate of 33%
- Maryland average ratings are very similar to the national average ratings
 - The lowest average rating was for the item “Percent of patients reporting they would definitely recommend the HHA to friends and family”. Maryland HHA had a 78% rating; nationally the rating for this item was 80%
 - The highest rating in Maryland was 87% for the composite “Percent of patients reporting their home health team communicated well with them”; the national rating for this item was also 87%

The results that are shown on the next three pages are from patients that received services between October 2010 and September 2011.

If you have questions about the survey results please contact Carol Christmyer at cchristmyer@mhcc.state.md.us or by phone at 410-764-3575.

To view other performance information that the MHCC reports for Home Health Agencies, use the “Services Search” section of this web site.

Maryland HHCAHPS Survey Data Released April 19, 2012

Name	% of patients reporting their home health team communicated well with them	% of patients reporting their home health team gave care in a professional way	% of patients reporting their home health team discussed medicines, pain, and home safety with them	% of patients who gave a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	% of patients reporting YES, they would definitely recommend the HHA to friends and family	Number of completed Surveys	Response rate
Maryland Average Rating	87%	85%	81%	83%	78%	12286	
Range of Ratings in Maryland	75-96%	67-91%	66-92%	61-92%	45-90%	22-805	18-59%
National Average	87%	86%	83%	84%	80%		
ADVENTIST HOME HLTH SERV	87	88	84	83	79	351	31%
AMEDISYS HOME HEALTH	87	84	83	82	76	221	39%
AMEDISYS HOME HEALTH	91	90	84	88	82	371	32%
AMEDISYS HOME HEALTH	91	90	86	89	85	585	33%
AMEDISYS HOME HEALTH	88	87	86	84	82	322	37%
AMEDISYS HOME HEALTH CARE	82	79	73	71	65	247	34%
AMEDISYS HOME HEALTH OF BALTIMORE	88	85	80	79	72	357	31%
AMEDISYS HOME HEALTH OF MARYLAND	89	87	81	82	82	518	34%
AMERICARE IN HOME NURSING	78	82	81	83	68	127	27%
BALTO. CO. DEPT OF HEALTH	92	89	89	87	87	136	59%
BAYADA NURSES	90	87	85	86	82	805	36%
CARROLL HOME CARE	93	91	84	90	90	394	45%
CELTIC HEALTHCARE	No survey results are available for this period.						
CELTIC HEALTHCARE OF MARYLAND	No survey results are available for this period.						
CHARLESTOWN COMMUNITY HHA	87	85	78	77	71	146	48%
CHESAPEAKE POTOMAC HHA	89	89	84	85	85	389	40%
CHESTER RIVER HOME CARE	90	87	85	89	90	234	45%
COMMUNITY HOME HEALTH OF MD*	87	80	73	81	74	44	28%
COMPREHENSIVE HOME HEALTH AGENCY	No survey results are available for this period.						
FREDERICK MEMORIAL HOSP HHA	90	89	80	88	85	550	41%
GARRETT CNTY HLTH DEPT	85	89	83	90	90	147	43%
GENTIVA CERTIFIED HEALTHCARE	84	86	77	85	79	380	27%

*Four (4) agencies had fewer than 100 patients complete the survey. Use the scores shown with caution for these agencies.

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HEALTH AT HOME*	76	67	79	61	45	30	24%
HEALTHSOUTH CHESAPEAKE HOME HEALTH*	91	88	78	86	87	82	39%
HOLY CROSS HOME CARE AND HOSPICE	88	85	83	85	80	433	35%
HOME CALL - ANNAPOLIS	90	86	79	88	85	491	33%
HOME CALL - FREDERICK	89	85	79	82	83	485	28%
HOME CALL INC WESTMINSTER	89	83	75	79	77	265	23%
HOME CALL OF BALTIMORE	85	82	76	69	75	156	27%
HEMOCARE MARYLAND*	84	80	83	81	73	98	24%
JOHNS HOPKINS HOME CARE GROUP	92	91	87	90	87	334	32%
LUTHERAN HOME CARE & HOSPICE, INC	87	87	77	86	77	137	42%
MARYLAND HOME HEALTH LLC	No survey results are available for this period.						
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MBL ASSOCIATES	No survey results are available for this period.						
MEDSTAR HEALTH VNA	88	83	77	82	78	431	26%
MEDSTAR HEALTH VNA, INC	84	82	70	75	71	278	25%
MERITUS HOME HEALTH	91	91	86	88	80	453	41%
MGH HOME HEALTH	88	89	80	83	82	226	27%
OAK CREST VILLAGE	90	89	81	85	82	175	50%
P- B HEALTH HOME CARE	87	84	82	82	71	197	28%
PENINSULA HOME CARE, LLC	91	89	86	87	86	469	39%
PERSONAL TOUCH HOME CARE OF BALTIMORE	88	86	81	85	76	165	28%

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POTOMAC HOME HEALTH CARE	86	84	69	80	74	350	34%
PROFESSIONAL HEALTHCARE	78	74	76	73	59	209	18%
PROFESSIONAL HEALTHCARE RESOURCES OF MARYLAND	75	73	66	74	60	153	19%
REVIVAL HOMECARE AGENCY	78	80	71	74	59	101	24%
RIDERWOOD, INC	82	79	76	74	66	140	47%
SHORE HOME CARE HOME HEALTH	95	91	85	92	90	391	37%
SO MD HOME HEALTH SRVCS, INC	91	86	85	86	83	312	30%
STELLA MARIS INC HOME HLTH AGE	96	88	92	85	90	22	36%
VISITING NURSE ASSOCIATION OF MD	89	85	86	85	78	350	32%
WESTERN MARYLAND HEALTH SYSTEM HOME CARE	93	91	90	91	88	522	43%

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