

Table 13 Comparing Maryland's HHA-Specific CAHPS Scores with Statewide and National Scores, 2012 and 2013.

Provider Name	Percent of patients who reported that their home health team gave care in a professional way		Percent of patients who reported that their home health team communicated well with them		Percent of patients who reported the home health team discussed medicines, pain, and home safety with them		Percent of patients who gave their home health agency a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)		Percent of patients who reported YES, they would definitely recommend the HHA	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
National Scores		88		85		83		84		79
State of MD	87.9	87.9	85.5	85.0	81.9	80.7	82.9	82.1	77.5	77.2
ADVENTIST HME HLTH SERV	90	86	88	83	85	81	82	79	81	76
AMEDISYS HOME HEALTH	92	90	89	85	85	83	86	85	83	84
AMEDISYS HOME HEALTH	88	87	88	85	81	84	80	82	75	78
AMEDISYS HOME HEALTH	92	92	90	89	87	87	91	86	84	84
AMEDISYS HOME HEALTH	87	89	87	87	86	88	84	86	81	82
AMEDISYS HOME HEALTH CARE	80	84	80	79	80	80	70	72	62	68
AMEDISYS HOME HEALTH OF BALTIMORE	88	90	88	87	86	83	87	86	81	83
AMEDISYS HOME HEALTH OF MARYLAND	90	89	89	88	83	84	87	87	83	79
AMERICARE IN HOME NURSING	86	85	85	84	83	81	81	82	67	70
BALTO. CO. DEPT OF HEALTH	92	92	89	92	82	84	86	89	82	85
BAYADA HOME HEALTH	89	90	88	87	81	82	86	86	81	81
BAYADA HOME HEALTH (Mont)	88	N/A	92	N/A	94	N/A	84	N/A	88	N/A
CARROLL HOME CARE	90	92	89	89	85	81	86	85	82	84
CHARLESTOWN COMMUNITY HHA	89	87	84	84	87	83	82	68	75	69
CELTIC HEALTHCARE	N/A	81	N/A	82	N/A	75	N/A	80	N/A	65
CELTIC HEALTHCARE OF MARYLAND	88	82	88	79	76	66	86	88	79	68
CHESAPEAKE POTOMAC HHA	88	90	86	86	83	81	85	87	82	86
CHESTER RIVER HOME CARE	91	93	89	91	81	90	86	90	84	85
COMMUNITY HOME HEALTH OF MD	87	86	86	83	77	76	83	76	71	73
COMPREHENSIVE HOME HEALTH AGENCY	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
FREDERICK MEMORIAL HOSP HHA	90	89	88	89	79	82	88	89	85	85
GARRETT CNTY HLTH DEPT	91	93	90	92	83	83	89	92	89	89
GENTIVA CERTIFIED HEALTHCARE	89	88	87	84	81	82	84	83	79	78
HEALTH AT HOME	77	72	76	70	67	52	77	59	53	51
HEALTHSOUTH CHESAPEAKE REHAB HOME H	93	94	86	89	85	82	91	86	87	95
HOLY CROSS HOME CARE AND HOSPICE	88	86	86	83	83	83	87	83	81	77
HOME CALL - ANNAPOLIS	89	88	84	84	79	80	85	83	83	79
HOME CALL - FREDERICK	88	89	84	85	75	78	83	84	80	78
HOME CALL INC WESTMINSTER	89	91	82	90	80	81	84	86	80	82
HOME CALL OF BALTIMORE	90	92	84	85	82	82	82	84	75	75
HOMECARE MARYLAND	87	84	85	82	86	82	78	77	66	68
JOHNS HOPKINS HOME CARE GROUP	93	92	90	89	88	86	91	89	90	83
LUTHERAN HOME CARE & HOSPICE, INC	89	91	88	92	82	81	91	92	88	84
MARYLAND HOME HEALTH, LLC	88	88	89	86	90	92	78	90	80	86
MBL ASSOCIATES	N/A	93	N/A	81	N/A	62	N/A	57	N/A	75
MEDSTAR HEALTH VNA	87	92	82	85	81	79	80	87	78	81
MEDSTAR HEALTH VNA, INC	85	87	84	83	74	75	78	80	72	75
MERITUS HOME HEALTH	90	88	88	91	85	86	86	85	79	80
OAK CREST VILLAGE	93	87	91	88	87	82	89	88	83	80
P- B HEALTH HOME CARE	84	86	81	81	80	76	78	75	71	65
PENINSULA HOME CARE, LLC	89	91	88	89	89	88	86	86	86	84
PERSONAL TOUCH HOME CARE OF BA	89	91	86	90	83	88	81	85	75	80
POTOMAC HOME HEALTH CARE	85	85	84	83	77	72	78	77	73	73
PROFESSIONAL HEALTHCARE	82	85	77	78	76	85	73	75	62	67
PROFESSIONAL HEALTHCARE RESOURCES OF	84	84	79	80	78	80	75	77	65	70
PROFESSIONAL HEALTHCARE RESOURCES OF	79	77	72	66	68	69	64	63	55	56
REVIVAL HOMECARE AGENCY	75	79	73	75	68	67	67	68	48	55
RIDERWOOD, INC	85	86	84	86	85	86	81	76	73	75
SHORE HOME CARE HOME HEALTH	94	94	90	90	87	85	91	90	89	88
SOUTHERN MARYLAND HOME HEALTH SERV	88	N/A	84	N/A	82	N/A	80	N/A	79	N/A
STELLA MARIS INC HOME HLTH AGE	87	88	81	87	78	84	79	86	76	83
VISITING NURSE ASSOCIATION OF MD	89	89	87	86	86	86	90	86	84	75
WESTERN MARYLAND HEALTH SYSTEM HOM	92	91	90	91	89	88	89	91	88	86

Note: some HHA had fewer than 100 survey responses

Statewide Average	87.9	87.9	85.5	85.0	81.9	80.7	82.9	82.1	77.5	77.2
Min	75	72	72	66	67	52	64	57	48	51
Max	94	94	92	92	94	92	91	92	90	95
Quartiles										
25%	87	86	84	83	79.3	80	80	78	74	73
50%	88.5	89	87	85.5	83	82	84	85	80.0	79
75%	90.0	91	88.8	89	86	84.8	86.8	87	83.0	84