The patient satisfaction or experience of care report shows how patients and families rated the care received from Maryland home health agencies. The Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS®) survey is used. HHCAHPS® is a national survey required by the Centers for Medicare and Medicaid (CMS) for all Medicare certified Home Health Agencies.

HHCAHPS reports two overall measures of patient satisfaction:

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.

HHCAHPS also reports three composite measures (a composite summarizes several questions into a single score). The composites are:

How often the home health team gave care in a professional way (four questions make up this composite)

How well home health team communicated with patients and family (six questions make up this composite)

How often the home health team care discussed medications, pain, and home safety (seven questions make up this composite)

All Medicare-certified home health agencies who serve 60 or more patients during a year must participate in HHCAHPS®.

HHCAHPS® Survey results are based on adult (except for maternity) patients who received home health care in the most recent 12 months. Results for a specific agency are not posted until four quarters of HHCAHPS® results are available.