

Table 1: Distribution of Number of Jurisdictions GENERAL Home Health Agencies Authorized to Serve in 2013

Number of Jurisdictions Authorized	Number of Agencies	Percent of Total Agencies	Cumulative Percent
24	5	10.0%	10.0%
14	1	2.0%	12.0%
12	1	2.0%	14.0%
11	2	4.0%	18.0%
8	1	2.0%	20.0%
7	1	2.0%	22.0%
6	3	6.0%	28.0%
5	4	8.0%	36.0%
4	7	14.0%	50.0%
3	7	14.0%	64.0%
2	8	16.0%	80.0%
1	10	20.0%	100.0%
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	50		

Table 2: Distribution of Number of Authorized Jurisdictions GENERAL Home Health Agencies Actually Served in 2013

Number of Jurisdictions Served	Number of Agencies	Percent of Total Agencies	Cumulative Percent
14	1	2.0%	2.0%
13	1	2.0%	4.0%
11	3	6.0%	10.0%
9	1	2.0%	12.0%
8	2	4.0%	16.0%
7	2	4.0%	20.0%
6	1	2.0%	22.0%
5	4	8.0%	30.0%
4	8	16.0%	46.0%
3	6	12.0%	58.0%
2	10	20.0%	78.0%
1	10	20.0%	98.0%
0	1	2.0%	100.0%
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	50		

Note: Includes all 50 licensed GENERAL HHAs

Includes:

41 freestanding agencies

6 hospital-based agencies: Carroll Home Care*, Frederick Memorial Hospital*, Health South Chesapeake, Meritus*,
Shore Home Care and Western Maryland Health System Home Care.

*Note: These 3 hospital-based HHAs have authority to follow patients upon discharge regardless of their county of residence.

1 Nursing Home-based agency: Stella Maris

2 County-based agencies: Baltimore County and Garrett County

NOT included are:

6 Specialty HHAs: Charlestown Community, Comprehensive Home Health Services, Health at Home, Home Health Connection,
Oak Crest Village and Riderwood Village Home Health Agencies

MGH Home Health is not included as this agency was removed from the HHA inventory August 26, 2013.

Southern Maryland Home Health Services is not separately listed as it ceased operating under its own license in April 2013;
its 2013 utilization is included with MedStar Health Visiting Nurse Association (Calverton), which acquired SMHHS in 2012.

Source: Maryland Health Care Commission; Home Health Agency Surveys Fiscal Year 2013

**Table 3: Number of HHAs* Authorized & Actually Served, and Number of Clients & Average Caseload by Jurisdiction:
Maryland, 2013**

Jurisdiction	Number of Agencies Authorized to Serve	Number of Agencies Actually Serving at Least 1 Client	Number of Agencies Actually Serving at Least 10 Clients	Total Number of Clients Served	Range of Number of Clients Served	Average Caseload
ALLEGANY	6	1	1	2,345	2345	2345.0
ANNE ARUNDEL	19	16	13	8,513	4 - 1629	532.1
BALTIMORE	23	21	21	17,525	24 - 4061	834.5
BALTIMORE CITY	18	16	16	13,381	23 - 3038	836.3
CALVERT	12	9	7	1,090	1 - 713	121.1
CAROLINE	7	3	2	696	1 - 421	232.0
CARROLL	16	13	13	3,675	20- 1576	282.7
CECIL	9	6	3	1,838	4 - 1325	306.3
CHARLES	11	7	6	2,101	1 - 714	300.1
DORCHESTER	8	3	3	859	175 - 366	286.3
FREDERICK	14	12	10	4,441	1 - 2,674	370.1
GARRETT	7	2	2	447	34 - 413	223.5
HARFORD	15	14	13	5,341	1 - 1744	381.5
HOWARD	20	17	15	4,255	6 - 902	250.3
KENT	7	2	1	400	3-397	200.0
MONTGOMERY	23	18	18	14,900	48-3536	827.8
PRINCE GEORGE'S	19	16	13	11,659	2 - 1,762	728.7
QUEEN ANNES	9	6	4	905	1 - 500	150.8
SAINT MARY'S	9	5	5	1,208	63 - 707	241.6
SOMERSET	8	3	3	512	41 - 236	170.7
TALBOT	8	3	3	1,056	232 - 520	352.0
WASHINGTON	10	4	4	3,089	13-2085	772.3
WICOMICO	9	4	4	2,570	128 - 1470	642.5
WORCESTER	9	4	4	1,814	83 - 914	453.5
				104,620	1- 4,061	

*Home Health Agencies (HHAs) include general agencies; six specialty agencies are not included

Source: MHCC, Annual Home Health Agency Survey, FY 2013

**Table 4: Home Health Agency Client Use Rates per 1,000 Population and
Number of Home Health Agencies, by Jurisdiction and Region: Maryland, 2013**

Jurisdiction of Client Residence	Number of HHA Clients (All Ages)	Population Estimates (All Ages)	Client Use Rate per 1,000 Population (All Ages)	Number of HHAs Authorized to Serve	Number of HHAs Actually Serving
Western Maryland					
Allegany County	2,345	73,521	31.90	6	1
Carroll County	3,676	167,564	21.94	17	14
Frederick County	4,441	241,409	18.40	14	12
Garrett County	447	29,889	14.96	7	2
Washington County	3,090	149,588	20.66	10	4
Total	13,999	661,971	21.15		
National Capital Area					
Montgomery County	15,294	1,016,677	15.04	25	20
Southern Maryland					
Calvert County	1,090	90,484	12.05	12	9
Charles County	2,101	152,864	13.74	11	7
Prince George's County	11,660	890,081	13.10	20	17
St. Mary's County	1,208	109,633	11.02	9	5
Total	16,059	1,243,062	12.92		
Baltimore Metropolitan Area					
Anne Arundel County	8,551	555,743	15.39	20	17
Baltimore County	18,440	823,015	22.41	27	25
Baltimore City	13,439	622,104	21.60	20	17
Harford County	5,559	249,215	22.31	16	15
Howard County	4,327	304,580	14.21	22	19
Total	50,316	2,554,657	19.70		
Eastern Shore					
Caroline County	696	32,693	21.29	7	3
Cecil County	1,895	101,913	18.59	10	7
Dorchester County	859	32,660	26.30	8	3
Kent County	400	19,944	20.06	7	2
Queen Anne's County	905	48,517	18.65	9	6
Somerset County	512	26,273	19.49	8	3
Talbot County	1,056	37,931	27.84	8	3
Wicomico County	2,570	100,896	25.47	9	4
Worcester County	1,814	51,620	35.14	9	4
Total	10,707	452,447	23.66		
Maryland TOTAL	106,375	5,928,814	17.94		

Sources: Maryland Health Care Commission, Maryland Home Health Agency Annual Survey, FY 2013;

Maryland State Department of Planning, Total Population Projections, updated 11/20/2013

Number of clients is based on an unduplicated count of clients as reported by the agencies.

Client use rate is determined based on the number of clients per 1,000 population (all ages)

Number of agencies authorized to serve by jurisdiction based on Commission records.

Number of agencies actually serving includes those reporting having served at least one client within the jurisdiction; includes general and specialty agencies.

Table 5. Comparison of Home Health Agency Client Profiles:

Maryland, Fiscal Years 2004 and 2013

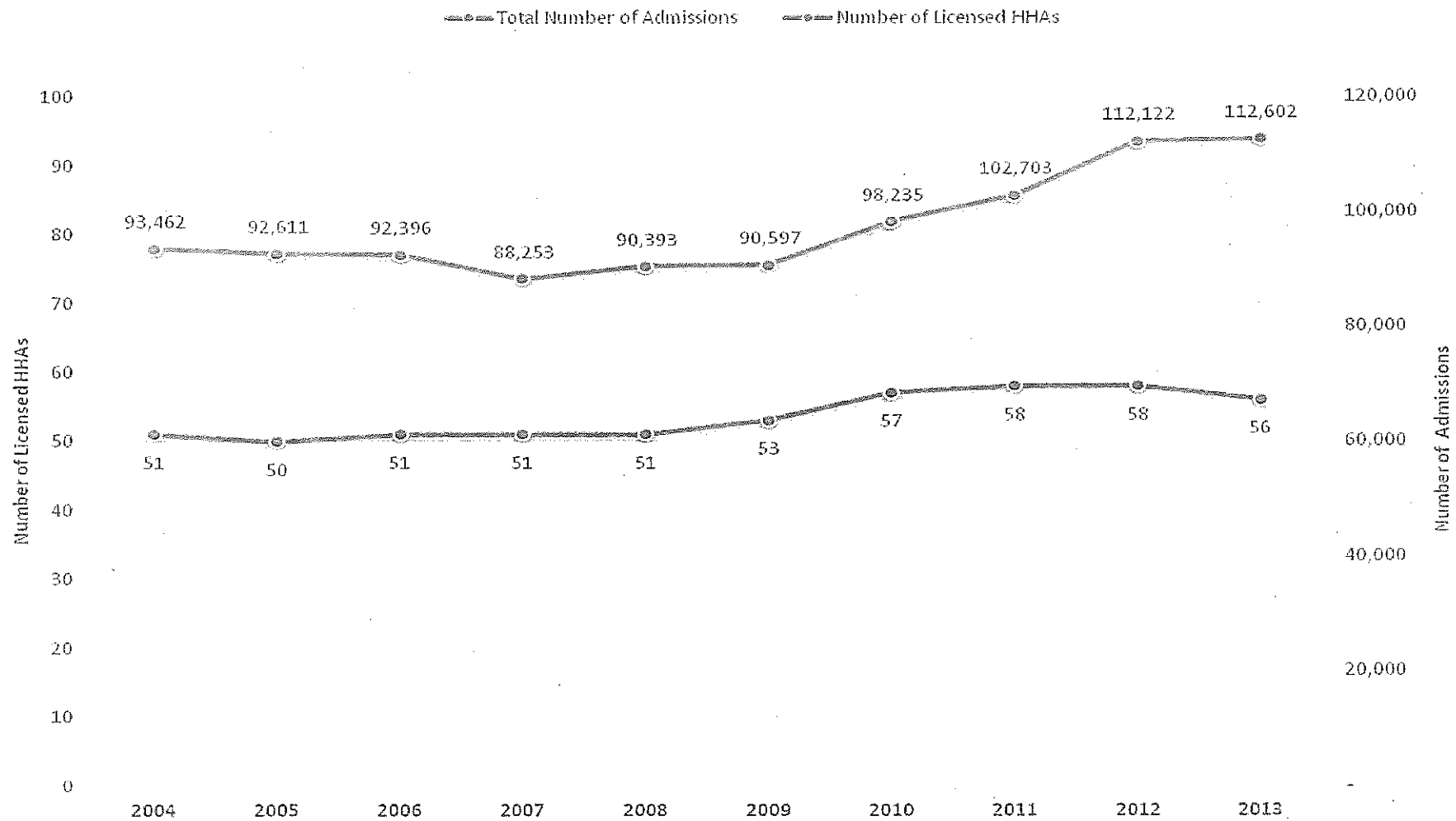
Characteristic		Home Health Agency Client	
		2004	2013
Age	under 4 Years	5.4%	3.2%
	5-14 Years	0.8%	0.2%
	15-24 Years	2.1%	0.6%
	25-44 Years	7.5%	3.5%
	45 - 64 Years	20.7%	21.4%
	65 - 74 Years	18.8%	22.6%
	75 - 84 Years	26.9%	24.9%
	85+ Years	15.2%	22.5%
	Unknown	2.5%	1.0%
Gender	Male	38.8%	40.2%
	Female	61.2%	59.8%
Race*	White	47.1%	58.7%
	Non-White	18.5%	24.1%
	Other & Unknown	34.4%	17.2%
Source of Admission	Hospital	54.8%	53.6%
	Private Physician	14.0%	18.7%
	Nursing Home	11.9%	13.6%
	HMO	8.0%	2.0%
	Other and Unknown	11.3%	12.1%
Discharge Destination	Goals Met	69.6%	69.2%
	Transferred to Acute Hospital	7.6%	9.7%
	Transferred to Another Institutional Setting	2.2%	2.0%
	Transferred to Hospice	1.2%	1.8%
	Transferred to Another HHA	0.5%	0.5%
	Death	1.5%	1.0%
	Client No Longer Meets Criteria	9.1%	8.0%
	Client Non-Compliant/Refuses Services	3.3%	5.1%
Payer Source**	Other	4.9%	2.7%
	Medicare	63.2%	72.1%
	Medicaid	4.7%	4.7%
	Private Insurers	13.9%	17.8%
	HMO	11.9%	4.3%
Principal Diagnosis	Other	6.2%	1.1%
	Circulatory System	14.2%	15.5%
	Respiratory Diseases	5.5%	6.4%
	Musculoskeletal System	6.0%	6.3%
	Injuries	6.3%	3.8%
	Neoplasms	3.9%	2.4%

Sources: Maryland Health Care Commission; Home Health Agency Annual Surveys, Fiscal Years 2004 and 2013

*Notes: Questions on Race are collected differently on the HHA Surveys for FY 2004 and 2013. For FY 2004 Survey, Non-White category is not broken down by specific race categories. For FY 2013 Survey, specific race categories are identified; for purposes of this comparison Table, Non-White includes the subcategories of Black or African-American (22.0%) and Hispanic (2.1%).

**Notes: Medicare category combines Traditional Medicare and Medicare Advantage; Medicaid category combines Traditional Medicaid and Medicaid +Health Choice. Private Insurance category includes Blue Cross, commercial and private insurance. Other category includes Other Government, Self Pay and Unknown.

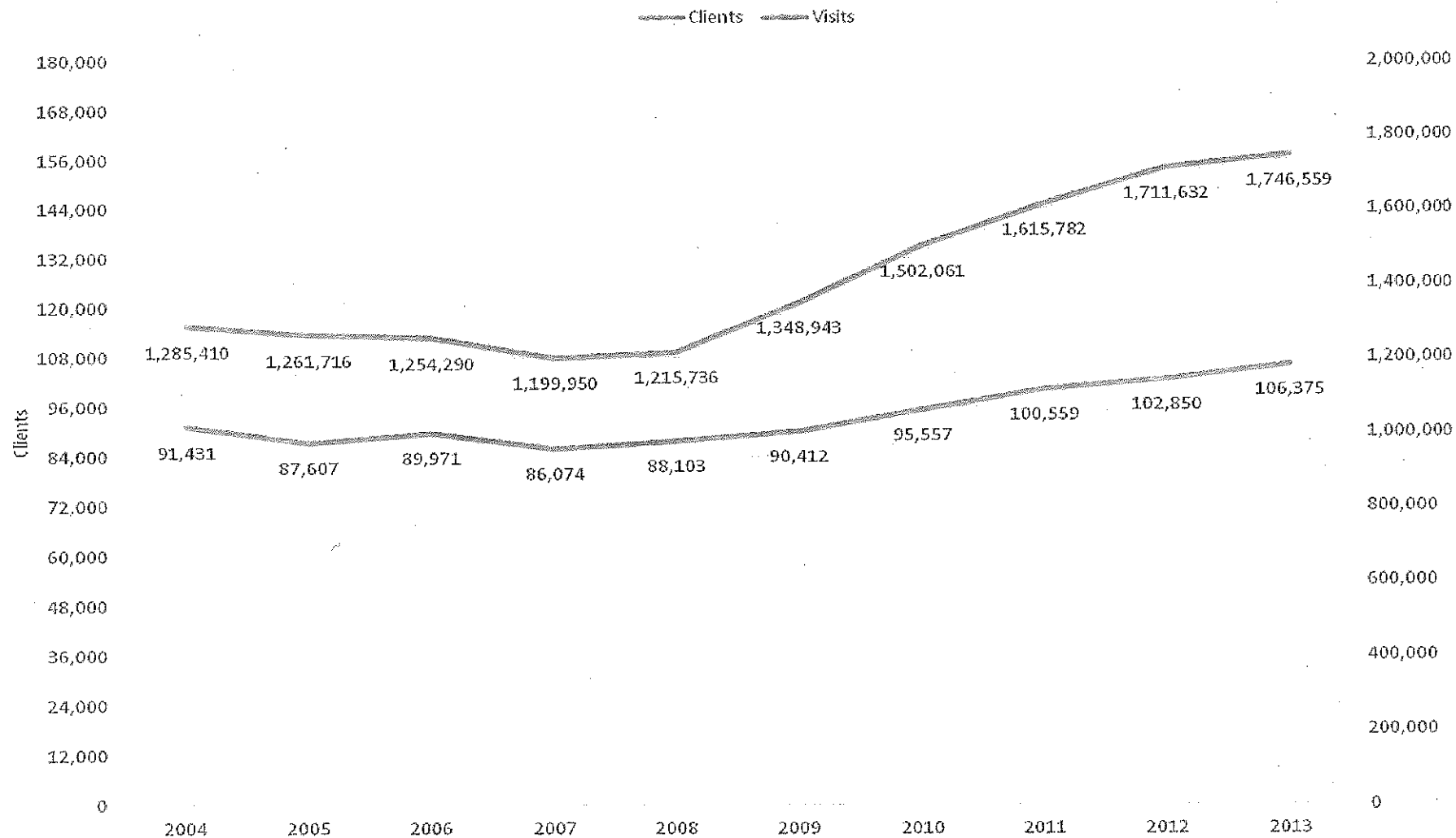
Figure 1. Total Number of Home Health Agency Admissions and Licensed Agencies: Maryland, Fiscal Years 2004-2013



Source: Maryland Health Care Commission, Maryland Home Health Agency Annual Surveys, Fiscal Years 2004-2013

Note: Fiscal years reflect the 12-month reporting period for each HHA

**Figure 2. Total Number of Home Health Agency Clients (Unduplicated) and Visits:
Maryland, Fiscal Years 2004-2013**



**Table 6. Percent Distribution of Home Health Agency Admissions by Agency Type:
Maryland, Fiscal Years 2004-2013**

Agency Type	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Freestanding	69.5%	72.3%	72.3%	73.4%	82.8%	82.5%	84.3%	85.9%	85.9%	85.9%
Hospital-Based	17.9%	16.2%	15.6%	15.4%	14.2%	14.2%	13.1%	9.8%	10.4%	10.4%
HMO-Based	10.0%	8.8%	9.1%	8.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gov't Health Department	1.2%	1.2%	1.2%	1.3%	1.2%	1.2%	1.0%	1.0%	0.8%	0.8%
Other*	1.3%	1.4%	1.7%	1.7%	1.7%	2.1%	1.5%	3.3%	2.9%	2.9%

*Other category includes nursing home-based and CCRC-based home health agencies

Source: Maryland Health Care Commission, Home Health Agency Annual Surveys, Fiscal Years 2004 - 2013

**Table 7. Percent Distribution of Home Health Agency Admissions by Referral Source:
Maryland, Fiscal Years 2004-2013**

Type of Referral Source	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Hospital	54.8%	59.9%	59.1%	55.3%	60.1%	52.1%	54.7%	54.4%	56.6%	53.6%
Private Physician	14.0%	12.9%	12.0%	12.9%	13.3%	21.3%	21.1%	20.8%	19.6%	18.7%
HMO	8.0%	3.1%	2.6%	3.2%	3.1%	2.9%	2.7%	2.1%	1.5%	2.0%
Nursing Home	11.9%	12.1%	13.2%	13.9%	12.4%	12.3%	11.7%	11.7%	12.4%	13.6%
Family/Self	1.3%	1.6%	1.4%	1.0%	1.1%	1.0%	1.0%	0.9%	0.9%	0.7%
Other	8.3%	9.2%	10.6%	12.7%	8.8%	8.7%	16.5%	9.9%	8.8%	11.2%
Unknown	1.6%	1.1%	1.2%	0.9%	1.1%	1.6%	0.3%	0.3%	0.2%	0.3%

*Other Definition: 2004 includes Subacute Program and Other; 2005-2011 includes Subacute, Rehabilitation Hospital, Other HHA, and Other;

Source: Maryland Health Care Commission, Home Health Agency Annual Surveys, Fiscal Years 2004 - 2013

**Table 8. Percent Distribution of Home Health Agency Discharges by Disposition
Maryland, Fiscal Years 2004-2013**

Discharge Disposition	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Goals Met	69.6%	69.7%	68.8%	68.2%	72.8%	73.4%	71.6%	71.7%	72.6%	69.2%
Transferred to Acute Hospital	7.6%	8.5%	8.3%	8.1%	8.2%	9.1%	9.3%	10.0%	9.5%	9.7%
Transferred to Another Institutional Setting*	2.2%	1.8%	1.8%	2.6%	2.0%	1.8%	1.7%	1.7%	1.8%	2.0%
Transferred to Hospice	1.2%	1.2%	1.3%	1.5%	1.6%	1.6%	1.7%	1.6%	1.9%	1.8%
Transferred to Another Home health Agency	0.5%	0.4%	0.7%	0.5%	0.5%	0.5%	0.5%	0.4%	0.6%	0.5%
Death	1.5%	1.3%	1.4%	1.4%	1.3%	1.4%	1.2%	1.1%	0.9%	1.0%
No longer Meet Reimbursement Criteria	9.1%	8.3%	7.9%	6.6%	5.6%	5.3%	7.9%	6.2%	6.5%	8.0%
Non-Compliance or Client Refused Services	3.3%	3.7%	4.1%	3.9%	3.5%	3.8%	3.3%	3.6%	3.2%	4.0%
Other**	4.9%	5.1%	5.8%	7.3%	4.5%	3.1%	2.7%	3.6%	3.1%	3.8%

*Another institutional setting includes comprehensive care or extended care facilities, chronic hospital or rehabilitation facility;

** Other is its own category for 2004. For 2005 -2012, Other includes Other, Relocated/Moved and Client Unable to Reach Goals.

Source: Maryland Health Care Commission, Home Health Agency Annual Surveys, Fiscal Years 2004 - 2013

**Table 9. Medicare's Percentage of Total Home Health Clients (Unduplicated) and
Total Home Health Visits: Maryland, Fiscal Years 2004-2013**

Fiscal Year	No. of Medicare Clients (% of Maryland)	Total Maryland No. of Clients	No. of Medicare Visits (% of Maryland)	Total Maryland No. of Visits
2004	57,750 (63.2%)	91,431	958,437 (74.6%)	1,285,410
2005	55,341 (63.2%)	87,607	957,898 (75.9%)	1,261,716
2006	58,179 (64.7%)	89,971	972,593 (77.5%)	1,254,290
2007	57,470 (66.8%)	86,074	949,651 (79.1%)	1,199,950
2008	58,308 (66.2%)	88,103	958,764 (78.9%)	1,215,736
2009	64,663 (71.5%)	90,412	1,114,439 (82.6%)	1,348,943
2010	67,337 (70.5%)	95,557	1,223,121 (81.4%)	1,502,061
2011	71,343 (70.9%)	100,559	1,313,277 (81.3%)	1,615,782
2012	73,165 (71.1%)	102,850	1,395,464 (81.5%)	1,711,632
2013	76,693 (72.1%)	106,375	1,448,916 (83.0%)	1,746,559

Source: Maryland Health Care Commission, Home Health Agency Annual Surveys,
Fiscal Years 2004 - 2013

**Table 10. Comparison of Average Visits Per HHA Client by Payment Source:
Maryland, Fiscal Years 2004-2013**

Payer Source	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Medicare	16.6	17.3	16.7	16.5	16.4	17.2	18.2	18.4	19.1	18.9
Medicaid	9.8	8.6	7.8	7.2	6.9	8.1	8.6	9.9	11.0	9.2
Private Insurance*	9.2	9.5	9.2	8.5	9.1	9.4	10.3	10.4	11.2	10.3
HMO	8.1	8.6	7.9	8.4	8.0	8.1	8.6	8.3	8.1	9.5
Other**	13.3	9.4	7.5	8.2	9.3	7.2	7.0	7.8	9.7	6.0
TOTAL	14.1	14.4	13.9	13.9	13.8	14.9	15.7	16.1	16.6	16.4

*Private Insurance category includes Blue Cross, commercial, and private insurance.

** Other category includes unknown payment source

Note: Medicare is Traditional +Choice(Advantage for 2010+); Medicaid is Traditional + Health Choice; and Other Government and Self Pay are not represented; and total includes all categories.

Source: Maryland Health Care Commission, Home Health Agency Annual Surveys, Fiscal Years 2004 - 2013

**Table 11. Number of Home Health Clients (Unduplicated) and Visits by Payment Source:
Maryland, Fiscal Years 2004-2013**

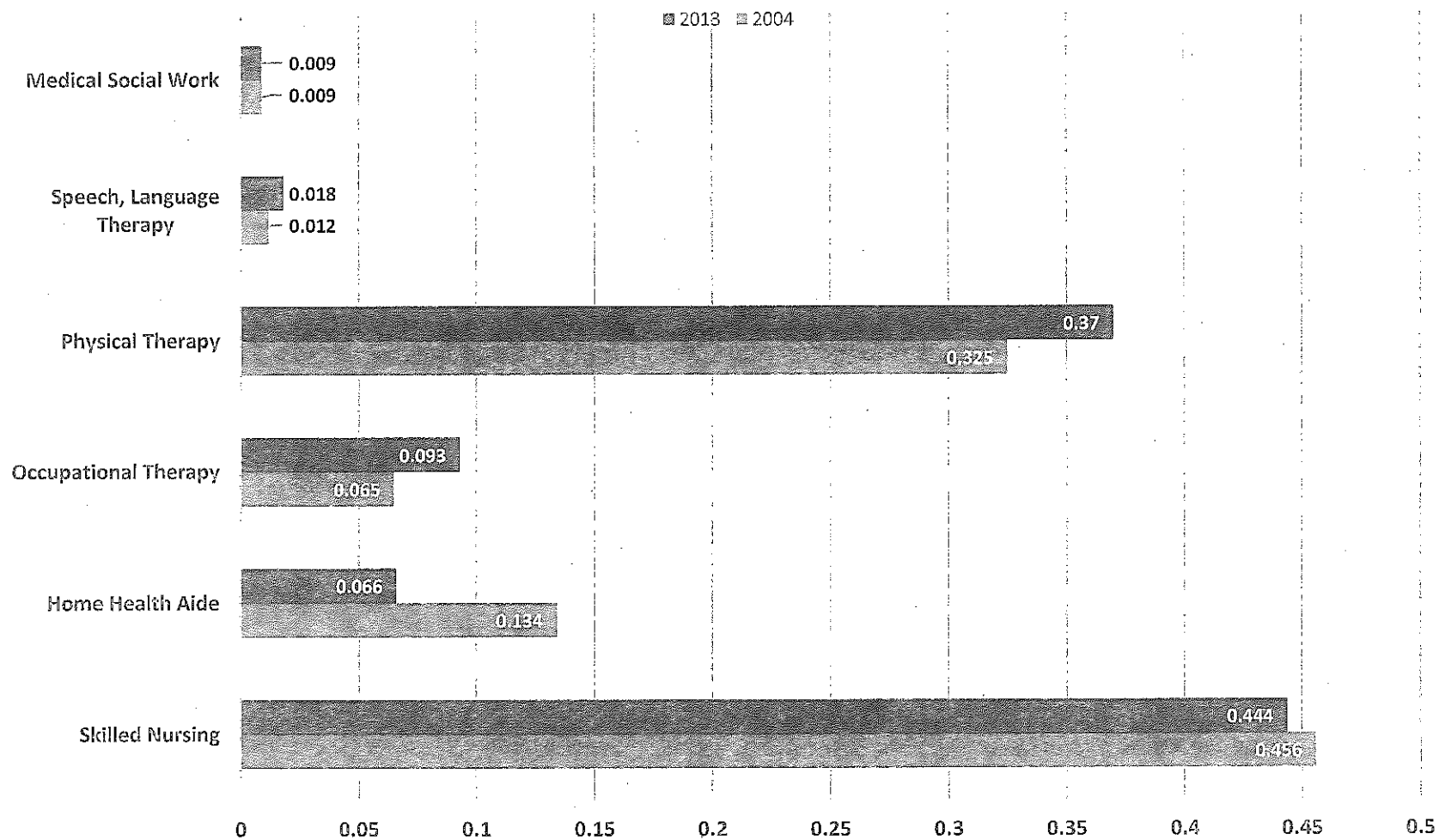
Payer Source	2004		2005		2006		2007		2008		2009		2010		2011		2012		2013	
	No. Clients	No. Visits	No. Clients	No. Visits	No. Clients	No. Visits	No. Clients	No. Visits	No. Clients	No. Visits	No. Clients	No. Visits	No. Clients	No. Visits	No. Clients	No. Visits	No. Clients	No. Visits	No. Clients	No. Visits
Medicare	57,750	958,437	55,341	957,898	58,179	972,593	57,470	949,651	58,308	958,764	64,663	1,114,439	67,337	1,223,121	71,343	1,313,277	73,165	1,395,464	76,693	1,448,916
Medicaid	4,278	41,811	5,473	46,818	4,975	38,609	4,417	31,702	4,743	32,799	4,310	35,044	4,351	37,364	4,468	44,127	4,501	46,184	5,005	45,918
Private Insurance*	12,725	117,144	13,889	132,372	14,306	130,937	15,857	135,000	17,409	158,082	15,615	147,131	18,287	188,401	19,830	206,378	19,977	223,739	18,958	195,865
HMO	10,942	89,045	10,016	85,714	9,284	73,154	6,043	50,945	5,585	44,933	3,922	31,961	3,837	33,007	2,536	20,934	3,559	28,697	4,537	43,083
Other**	3,004	39,803	1,256	11,764	1,552	11,625	745	6,130	474	4,407	440	3,177	478	3,369	821	6,431	266	2,577	142	849
TOTAL	91,431	1,285,410	87,607	1,261,716	89,971	1,254,290	86,074	1,199,950	88,103	1,215,736	90,412	1,348,943	95,557	1,502,061	100,559	1,615,782	102,850	1,711,632	106,375	1,746,559

*Private Insurance category includes Blue Cross, commercial, and private insurance. ** Other category includes unknown payment source

(Note: Medicare is Traditional +Choice(Advantage for 2010+), Medicaid is Traditional + Health Choice, and Other Government and Self Pay are not represented resulting in Total being greater than sum of listed values)

Source: Maryland Health Care Commission, Home Health Agency Annual Surveys, Fiscal Years 2004 - 2013

**Figure 3. Percent Distribution of HHA Visits by Discipline:
Maryland, Fiscal Years 2004 and 2013**



**Figure 4. Percent Distribution of HHA Costs by Discipline:
Maryland, Fiscal Years 2004 and 2013**

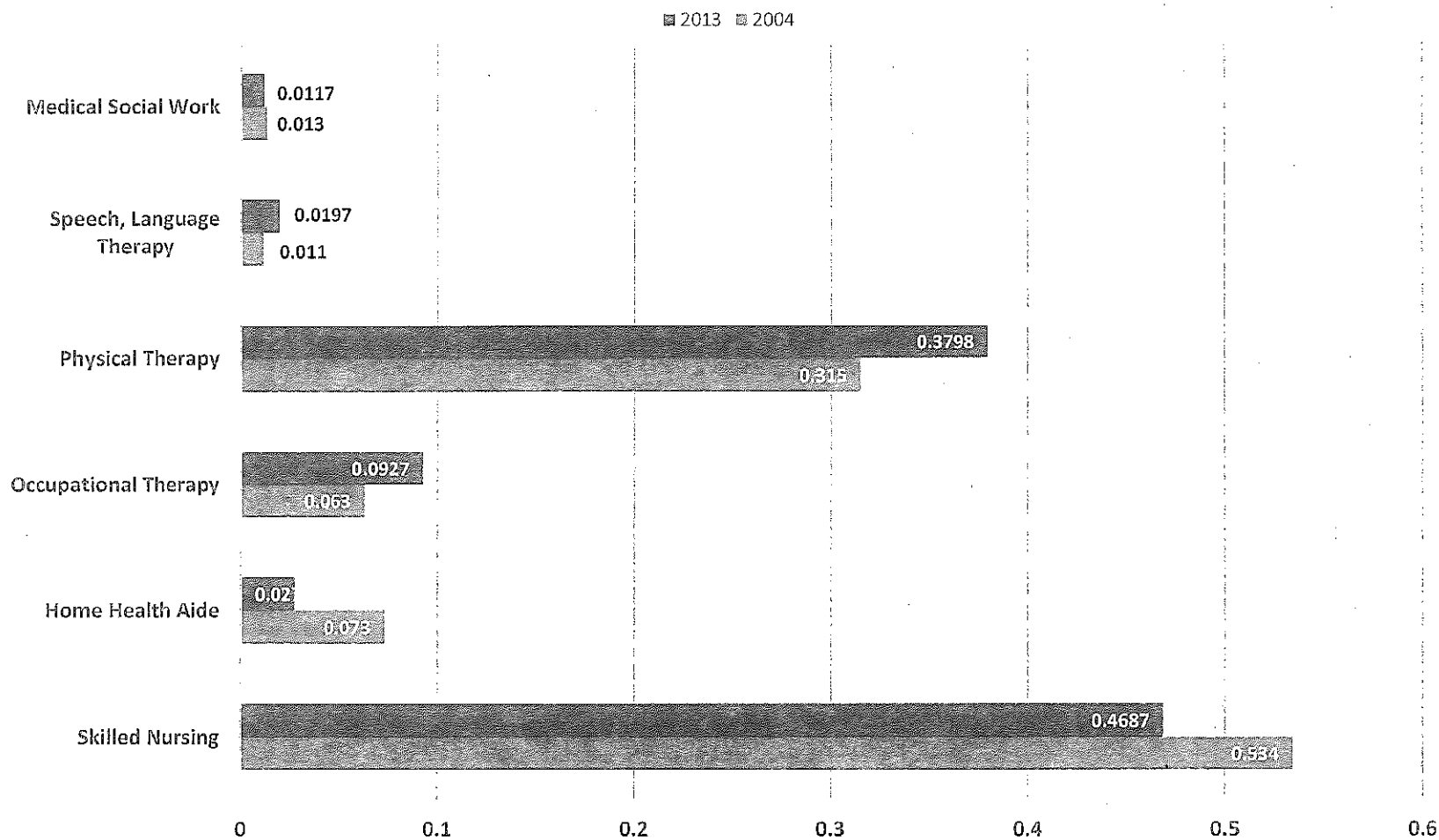


Table 12 Comparing HHA-Specific Scores for Process and Outcome Measures with Statewide and National Average Scores, 2012 and 2013																																													
Provider Name	How often patients got better at walking or moving around	How often patients got better at getting in and out of bed	How often patients got better at bathing	How often patients had less pain when moving around	How often patients' breathing improved	How often the home health team included treatments to prevent pressure sores (bed sores) in the plan of care	How often patients' wounds improved or healed after an operation	How often patients got better at taking their drugs correctly by mouth	How often patients needed urgent, unplanned care in the ER without being admitted	How often patients had to be admitted to the hospital	How often the home health team checked patients for pain	How often the team treated their patients' pain	How often the home health team began their patients' care in a timely manner	How often the team checked patients' risk of falling	How often the team checked patients for depression	How often the team determined whether patients received a flu shot for the current flu season	How often the team determined if patients received a pneumococcal vaccine	With diabetes, how often the team got doctor's orders, gave foot care, and taught patients about foot	How often the team treated heart failure (weakening of the heart) patients' symptoms	How often the team took doctor-ordered action to prevent pressure sores (bed sores)	How often the home health team taught patients (or their family caregivers) about their drugs	How often the team checked patients for the risk of developing pressure sores																							
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013																							
National Scores	61.7	61.7	57.8	61.3	67.7	67.8	68.8	67.1	71.7	72.9	98.1	96.6	90.3	89.5	52.7	53.9	11.5	11.4	16.8	16.3	99.1	98.6	98.5	98.0	89.6	90.4	95.1	97.7	98.1	98.0	75.8	76.8	75.8	76.6	93.8	93.3	98.5	97.3	95.3	95.8	91.2	92.2	99.3	99.4	
State of Maryland	59.7	61.7	57.8	61.3	67.7	67.8	68.8	67.1	71.7	72.9	98.1	96.6	90.3	89.5	52.7	53.9	11.5	11.4	16.8	16.3	99.1	98.6	98.5	98.0	89.6	90.4	95.1	97.7	98.1	98.0	75.8	76.8	75.8	76.6	93.8	93.3	98.5	97.3	95.3	95.8	91.2	92.2	99.3	99.4	
ADVENTIST HOME HEALTH SERVICES	64	67	66	68	71	74	74	76	75	76	100	100	88	89	53	56	11	10	14	16	100	100	100	100	95	98	96	100	99	100	84	83	85	86	100	100	96	100	100	99	99	99	100	100	
AMEDISYS HOME HEALTH	62	69	69	62	70	75	76	80	76	87	97	96	87	94	52	53	12	9	17	16	100	94	100	99	85	88	95	91	100	100	77	74	72	74	98	99	100	95	100	99	98	97	100	100	
AMEDISYS HOME HEALTH	60	59	57	62	63	64	66	66	69	69	97	96	89	87	55	54	10	11	16	20	100	83	98	99	89	91	96	85	100	99	67	69	64	64	94	98	98	100	97	90	64	90	100	100	
AMEDISYS HOME HEALTH	63	67	66	61	63	71	70	73	76	71	100	100	90	91	57	60	13	16	21	15	100	88	97	99	91	92	100	92	100	98	74	86	67	80	93	96	100	100	95	98	88	85	100	100	
AMEDISYS HOME HEALTH	64	65	69	60	71	71	72	74	72	75	97	90	92	93	58	58	15	14	16	16	99	86	99	98	92	94	97	95	100	98	76	69	72	71	94	92	100	99	98	98	88	88	100	100	
AMEDISYS HOME HEALTH CARE	61	64	62	58	63	64	73	71	73	71	95	90	82	89	58	59	9	17	18	17	100	82	95	99	63	87	98	84	100	98	68	65	65	66	86	90	100	97	92	94	86	86	100	100	
AMEDISYS HOME HEALTH OF BALTIMORE	55	67	59	65	66	74	68	72	69	73	98	98	91	83	53	57	9	11	19	19	99	98	99	96	85	78	88	77	100	98	73	73	73	81	93	94	95	85	97	98	79	82	100	100	
AMEDISYS HOME HEALTH OF MARYLAND	60	66	61	63	64	71	67	74	70	75	100	100	90	96	51	54	12	12	20	16	100	99	100	100	89	92	100	95	100	96	84	88	81	90	96	96	96	97	99	100	97	98	100	100	
AMERICARE (IN HOME NURSING)	65	62	63	60	75	73	72	80	82	82	100	100	100	83	64	55	10	11	19	17	98	100	100	100	96	97	100	99	100	100	58	59	62	74	100	100	96	100	100	100	97	97	98	98	
BALTO, CO, DEPT OF HEALTH	68	70	64	63	75	70	61	72	71	66	96	95	89	72	58	15	12	16	14	100	89	99	99	97	94	100	100	100	100	98	80	77	86	87	92	98	91	95	93	100	99	100	100		
BAYADA HOME HEALTH, INC.	60	65	59	59	69	73	66	69	71	73	94	96	83	89	50	54	11	10	19	18	96	88	98	99	90	92	89	100	92	85	85	86	80	81	88	85	85	94	88	88	90	100	99	100	100
BAYADA HOME HEALTH (Montgomery)	62	64	49	53	64	73	57	68	60	80	100	99	87	91	57	11	15	15	15	100	99	100	100	94	86	94	100	100	95	79	88	70	83	96	98	100	98	87	76	85	100	98	100	100	
CARROLL HOME CARE	62	56	76	52	76	55	69	54	77	62	100	100	86	56	33	7	11	15	18	99	99	100	98	78	95	97	89	96	100	74	77	81	70	97	88	98	100	99	100	100	78	100	100	100	
CHARLESTOWN COMMUNITY HHA	61	42	42	63	75	71	67	42	81	68	100	66	94	90	55	60	14	14	18	11	100	100	100	100	86	97	97	100	100	89	87	83	89	99	99	100	100	99	99	99	99	100	100	100	100
CELTIC HEALTHCARE	37	54	64	58	60	69	55	58	76	76	100	100	40	36	13	17	20	24	100	100	95	100	73	86	96	98	97	100	52	89	38	89	80	100	89	100	99	99	99	99	100	100	100	100	
CELTIC HEALTHCARE OF MARYLAND	55	43	58	66	62	51	76	64	71	65	100	100	63	46	33	12	10	17	12	99	99	100	82	97	74	97	99	98	100	84	84	86	51	98	79	100	99	99	92	99	100	100	100	100	
CHESAPEAKE POTOMAC HOME HEALTH AGENCY	53	54	67	57	63	67	67	78	70	74	99	96	64	67	49	57	12	11	19	17	98	97	99	74	97	93	100	96	100	99	84	80	89	87	97	86	100	72	97	50	99	87	97	100	
CHESTER RIVER HOME CARE	63	58	58	53	66	60	65	71	74	81	99	100	84	88	54	48	11	12	15	21	99	99	98	89	87	85	99	100	95	99	63	79	61	87	92	97	97	100	94	88	75	88	97	99	
COMMUNITY HOME HEALTH OF MD	63	67	57	58	93	68	84	74	100	100	100	100	89	91	33	30	10	16	100	100	100	99	77	95	100	99	100	89	100	87	79	95	74	86	97	100	91	51	52	73	100	99	100	100	
COMPREHENSIVE HOME HEALTH AGENCY	64	75	73	73	70	74	100	100	88	51	11	8	15	11	99	100	89	93	98	99	97	99	98	92	99	97	99	98	99	65	77	77	81	97	94	98	100	99	96	99	98	100	100		
FREDERICK MEMORIAL HOSP HHA	63	62	62	70	70	68	62	59	84	70	100	99	94	84	53	46	13	10	17	16	100	99	100	99	88	82	99	97	99	98	65	77	77	81	97	94	98	100	99	96	99	98	100	100	
GARRETT CNTY HLTH DEPT	58	62	58	60	68	69	71	66	79	68	92	100	89	84	55	46	11	14	10	14	99	99	97	99	88	83	97	99	99	100	77	69	74	74	95	97	99	80	87	93	94	99	98		
GENIVA CERTIFIED HEALTHCARE	64	62	70	62	78	69	73	67	75	78	93	98	97	80	86	52	18	11	12	17	99	99	98	88	85	100	99	98	99	72	72	73	70	96	94	88	87	98	91	87	99	99	100	100	
HEALTH AT HOME	19	35	27	41	62	68	77	35	71	77	77	77	37	39	16	18	9	19	9	100	100	100	87	93	88	100	75	97	98	97	41	97	23	61	73	75	94	99	100	100	100	100	100	100	
HEALTHGOUTH CHESAPEAKE REHAB HOME LLC	59	63	51	59	65	71	65	82	65	78	100	98	86	46	58	10	13	19	11	99	99	100	100	98	91	91	100	99	100	83	87	87	61	98	63	97	99	100	98	68	100	100	100		
HOLY CROSS HOME CARE AND HOSPICE	60	65	45	63	67	69	64	78	67	76	96	100	93	87	54	49	13	12	17	15	99	100	96	100	77	94	91	100	94	100	62	69	65	92	83	98	100	99	81	100	78	99	100	100	
HOMECALL - ANAPOLIS	51	65	63	53	69	67	68	64	69	70	84	83	90	91	55	60	12	12	16	17	97	98	98	96	87	79	96	99	87	93	68	55	83	51	91	84	96	93	96	85	84	76	88	98	
HOMECALL - FREDERICK	58	64	47	60	60	69	58	72	60	70	95	95	98	91	45	66	10	12	18	14	97	97	97	85	83	85	86	99	93	91	67	64	63	56	83	89	95	87	91	94	85	77	99	98	
HOMECALL INC WESTMINSTER	63	64	47	58	63	60	64	68	62	71	94	91	80	85	54	53	7	11	18	15	98	98	96	98	83	85	85	99	93	94															

Table 12 Comparing HHA-Specific Scores for Process and Outcome Measures with Statewide and National Average Scores, 2012 and 2013

Provider Name		Table 12 Comparing HHA-Specific Scores for Process and Outcome Measures with Statewide and National Average Scores, 2012 and 2013																																											
		How often patients got better at walking or moving around	How often patients got better at getting in and out of bed	How often patients got better at bathing	How often patients had less pain when moving around	How often patients' breathing improved	How often the home health team included treatments to prevent pressure sores (bed sores) in the plan of care	How often patients' wounds improved or healed after an operation	How often patients got better at taking their drugs correctly by mouth	How often patients needed urgent, unplanned care in the ER without being admitted	How often patients had to be admitted to the hospital	How often the home health team checked patients for pain	How often the team treated their patients' pain	How often the home health team began their patients' care in a timely manner	How often the team checked patients' risk of falling	How often the team checked patients for depression	How often the team determined whether patients received a flu shot for the current flu season	How often the team determined if patients received a pneumococcal vaccine	With diabetes, how often the team got doctor's orders, gave foot care, and taught patients about foot	How often the team treated heart failure (weakening of the heart) patients' symptoms	How often the team took doctor-ordered action to prevent pressure sores (bed sores)	How often the home health team taught patients (or their family caregivers) about their drugs	How often the team checked patients for the risk of developing pressure sores																						
National Scores	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013					
State of Maryland	59.7	61.7	57.8	61.3	67.7	67.8	68.8	67.1	71.7	72.9	98.1	96.6	90.3	89.5	52.7	53.9	11.5	11.4	16.8	16.3	99.1	98.6	98.5	98.0	89.6	90.4	95.1	96.7	98.1	98.0	75.8	76.8	75.8	76.6	93.8	93.3	98.5	97.3	95.9	95.8	91.2	92.2	99.3	99.4	
MARYLAND HOME HEALTH, LLC	58	50	70	58	70	73	62	66	62	68	97	100			42	45	10	7	19	14	100	100	100	100	99	99	100	100	100	100	63	69	66	78	99	100	100	100	100	100	100	100			
MBL ASSOCIATES	55	64	71	67	65	59	65	61	74	58	99	100			54	51	14	12	13	17	100	99	95	98	98	98	98	100	100	99	92	85	69	78	86	84		99	100	69	87	99	100		
MEDSTAR HEALTH VNA, INC	61	61	61	64	68	70	65	65	73	73	100	100	94	91	57	59	10	9	17	16	100	100	99	100	89	90	99	100	100	100	79	81	63	61	95	98	100	98	95	90	100	98			
MEDSTAR HEALTH VNA	64	64	60	62	69	68	70	68	79	76	100	100	94	90	56	56	8	11	16	17	99	99	98	98	85	86	98	99	100	99	80	81	75	81	93	92	90	98	95	97	94	88	100	100	
MERTUS HOME HEALTH	53	54	50	50	59	57	58	63	63	63	99	100	87	84	38	41	14	12	17	15	98	98	98	98	94	85	98	99	100	99	67	64	65	87	86	97	98	98	98	99	87	97	99	99	
OAK CREST VILLAGE	70	77	77	77	84	89	93	77	76	83	100	93	100	87	68	79	12	11	15	12	100	100	100	100	100	99	99	100	100	100	91	100	94	86	100	100	100	100	100	100	100	100	100	100	
P+B HEALTH HOME CARE	64	64	62	65	72	73	77	81	85	81	92	97	97	94	64	67	11	12	22	21	99	99	96	96	80	76	98	98	92	85	75	69	74	88	81	87	99	98	70	85	81	92	99	100	
PENINSULA HOME CARE, LLC	57	62	54	57	59	64	74	71	59	58	100	100	80	84	46	45	15	15	16	16	99	99	100	100	96	96	94	99	100	99	80	78	77	77	89	98	100	99	99	96	96	100	100		
PERSONAL TOUCH HOME CARE OF SA	55	55	50	48	61	66	66	66	62	64	100	100	89	93	46	41	11	11	18	20	100	100	100	100	89	90	100	100	98	97	74	76	72	73	99	100	100	100	100	100	100	100	100	100	
PHR OF BALTIMORE, INCC	62	62	84	80	71	68	64	71	76	73	98	100	93	89	62	63	12	11	15	18	99	99	100	98	95	98	100	95	100	98	81	78	74	80	99	94	100	94	99	97	97	99	100		
POTOMAC HOME HEALTH CARE	63	65	65	68	70	72	78	68	81	78	100	99	99	92	58	66	11	11	15	14	100	99	98	100	87	94	81	100	99	98	70	82	67	77	99	99	100	98	98	99	98	98	100	99	
PROFESSIONAL HEALTHCARE	60	60	58	58	67	68	74	76	69	78	100	100	91	97	52	62	11	10	16	17	99	100	97	98	89	95	87	96	98	99	80	78	81	77	93	98	91	97	94	99	96	99	100	100	
PHR OF MARYLAND, INC	49	51	53	50	50	54	56	55	74	72	100	100	90	91	40	45	12	8	14	14	98	98	100	97	81	93	87	96	97	99	73	78	67	78	97	86	100	100	100	87	94	97	99	100	
REVIVAL HOMECARE AGENCY	58	58	43	56	66	66	69		74		100	100	100		59		8	7	16	16	100	100	97	100	97	97	100	100	100	100	83	97	85	95	97	97			96	99	94	99	100	99	
RIDERWOOD, INC	68	72	68	74	82	87	65	72	71	84	100	84	100		59	65	10	8	15	14	100	99	100	100	100	89	98	100	98	96	97	98	97	98	100	89	100	100	100	100	100	100	100	100	100
SHORE HOME CARE	63	68	61	65	67	66	70	67	67	64	94	89	96	92	55	51	12	12	17	17	97	99	99	99	97	87	97	100	96	98	80	77	84	88	95	95	100	96	97	93	94	93	94		
SOUTHERN MARYLAND HOME HEALTH SERVIC	62		63		72		75		75		93		90		62		11		19		98		97		83		71		99		79		80		93		99		96		98		99		
STELLA MARIS INC HOME HLTH AGE	51	58	53	63	61	63	65	60	68	70	97	99	93	91	53	68	13	11	18	17	98	98	95	99	92	89	98	97	98	84	79	81	80	79	88	98	85	83	83	80	90	94	95		
VISITING NURSE ASSOCIATION OF MD	60	61	64	56	72	72	73	71	80	78	100	100	93	91	60	59	10	12	18	17	99	99	100	100	90	81	92	99	98	98	71	71	73	89	99	99	97	98	100	100	95	97	100	100	
WESTERN MARYLAND HEALTH SYSTEM HOME	63	67	62	68	67	67	61	61	68	71	98	98	88	88	56	54	13	11	16	17	99	99	96	96	83	85	99	99	99	98	73	72	73	75	89	92	97	99	93	93	94	97	100	99	
Statewide Average Score	59.7	61.7	57.8	61.3	67.7	67.8	68.8	67.1	71.7	72.9	98.1	96.6	90.3	89.5	52.7	53.9	11.5	11.4	16.8	16.3	99.1	98.6	98.5	98.0	89.6	90.4	95.1	96.7	98.1	98.0	75.8	76.8	75.8	76.6	93.8	93.3	98.5	97.3	95.9	95.8	91.2	92.2	99.3	99.4	
Min	19	35	27	41	50	51	55	35	59	56	92	66	63	80	31	33	7	7	9	11	95	92	95	74	69	64	67	75	87	88	49	41	38	23	79	61	91	72	70	50	52	68	83	94	
Max	93	77	83	80	93	89	93	82	86	93	100	100	100	97	72	79	18	18	22	24	100	100	100	100	100	99	100	100	100	100	97	100	97	98	100	100	100	100	100	100	100	100	100	100	100
1st quartile	58	59	52	57	63	65	64	63.25	67	69.25	97	96	88	87.25	47.5	51	10	10	15	15	99	98	97	98	85	86	94	96	98	98	70.75	70.5	67	71	92	91	97	97	94.5	96.5	88	88	99	99	
2nd quartile	61	64	58	62	68	68	68.5	68	71.5	73	100	99	90.5	89.5	54	54	11	11	17	16	99	99	99	99	89	92	98	99	99	99	76.5	78	75	78	96	96	100	98	98	99	95	96	100	100	
3rd quartile	63	66.5	64	65.5	71	71.5	73.25	72.75	76	77.75	100	100	94	91.75	57.25	58	13	12	18	17	100	100	100	100	96	95	100	100	100	100	83.25	83.5	85	86.5	98	99	100	100	100	99.5	98	99	100	100	

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	85	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 I	93	94	86	89	85	82	91	86	87	95
HOLY CROSS HOME CARE AND HOSPICE	88	86	86	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	85	88	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	88	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	62	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