



Health Care Quality Performance (HCQP) Program

HOME HEALTH SUBCOMMITTEE

8:00-9:00 am, July 22, 2009

Quality Partners of Rhode Island

Goals/Objectives

- To continue planning for the next data patient satisfaction survey (Sept-Nov 2009)

Attendees

- | | |
|-------------------------------|--------------------------|
| ✓ Rosa Baier (<i>Chair</i>) | ✓ Barbara Novak |
| ✓ Jeanne Brockway | ✓ Lou Paolino |
| ✓ John Folan | ✓ Colleen Rose |
| ✓ Ann Ganung | ✓ Alan Tavares |
| ✓ Judy Maher | ✓ Samara Viner-Brown, MS |
| ✓ Karen Mercer | |

Time

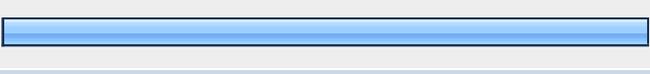
Topic/Notes

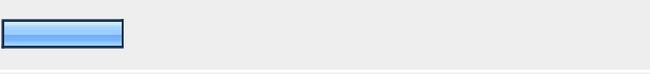
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|--------|---|
| 8:00am | <p>Welcome & Meeting Objective
<i>Rosa Baier, MPH (Chair)</i></p> <ul style="list-style-type: none">– Rosa opened the meeting and welcomed meeting participants.– The action items from the last meeting were to:<ul style="list-style-type: none">• Share suggestions for the non-skilled tool and process (Lou) - Complete• Confirm HH CAHPS details with Press Ganey (Rosa) - Complete• Speak with Karen Voll about Lou's concerns (Rosa and Sam) - Complete• Identify venue to obtain other non-skilled agencies' input (Sam) - Pending• Identify pricing options with Press Ganey and Fazzi (Rosa) - Pending– Details on these action items are embedded in the below discussion summary. |
| 8:10am | <p>Patient Satisfaction Data Collection
<i>Samara Viner-Brown, MS</i>
<i>Rosa Baier, MPH</i></p> <ul style="list-style-type: none">– Previously recommended:<ul style="list-style-type: none">• Obtain Medicare agencies' input on the use of HH CAHPS• Identify opportunities to improve non-Medicare agencies' surveys• Discuss pricing with Press Ganey and Fazzi– Today's discussion/recommendations:<ul style="list-style-type: none">• Medicare agencies (skilled care/home health services):<ul style="list-style-type: none">○ Sam and Rosa surveyed the 20 Medicare agencies, asking them about staying with Press Ganey's instrument or switching to HH CAHPS. Among 11 respondents, 9 (81.2%) wanted to use HH CAHPS. |

Time	Topic/Notes
	<ul style="list-style-type: none"> ○ Press Ganey and Fazzi are both anticipating the release of HH CAHPS by September, but are aware that Medicare’s plans are subject to change: <ul style="list-style-type: none"> ● Fazzi is finishing a beta test using the draft HH CAHPS instrument, and said that the RI agencies could use the latest draft (if no final version is available) in September, but anticipates a final version then. ● Rosa is awaiting more information from Press Ganey about which survey—their instrument or HH CAHPS—they would offer to agencies surveying in that time frame. ● To use both vendors, HH CAHPS would need to be in place for both and the survey time periods would need to align. ○ Rosa is in the process of obtaining information from both vendors about their pricing options, and—in light of the low denominator/low response rate agencies—asking for pricing with and without reminders. ○ Recommendations: <ul style="list-style-type: none"> ● Switch to HH CAHPS ● Allow use of either Press Ganey or Fazzi ● Clarify/confirm Press Ganey’s anticipated timeline ● Use a survey start date (Sept or delayed) depending on the vendors’ input about HH CAHPS availability ● Allow agencies to choose whether or not to send reminders ● At a future meeting, discuss the process for Medicare-certified agencies that have both skilled and non-skilled services: Should they use HH CAHPS for some patients and Press Ganey’s instrument for others? ● Non-Medicare agencies (long-term care in the home/personal care services): <ul style="list-style-type: none"> ○ Lou shared his suggested edits, such as eliminating nursing questions, and Rosa had a preliminary discussion with Press Ganey. Press Ganey is open to editing the instrument based on the Subcommittee’s feedback. ○ Rosa suggested that we devote an upcoming meeting to non-Medicare agencies, to (1) ensure the opportunity for input from all whose surveys would be affected and (2) finalize recommendations. ○ Recommendations: <ul style="list-style-type: none"> ● Allow agencies to choose whether or not to send reminders ● Devote the next meeting to customizing the Press Ganey instrument ● Obtain additional information from Press Ganey about proxy responses
	<ul style="list-style-type: none"> – Action items: <ul style="list-style-type: none"> ● Clarify/confirm Press Ganey’s anticipated timeline (Rosa) ● Obtain pricing information from Press Ganey and Fazzi (Rosa) ● Coordinate timeline, including start-date and length (Rosa) ● Specifically invite the non-Medicare agencies to next meeting (Rosa/Alan) ● Send Alan questions for the non-Medicare agencies (Rosa and Sam)

Time	Topic/Notes
8:35am	<p data-bbox="358 144 678 178">Action Items & Next Steps</p> <p data-bbox="358 182 558 216"><i>Rosa Baier, MPH</i></p> <ul data-bbox="358 233 1377 508" style="list-style-type: none"><li data-bbox="358 233 688 266">– See above action items.<li data-bbox="358 283 651 317">– Upcoming meetings:<ul data-bbox="407 321 873 392" style="list-style-type: none"><li data-bbox="407 321 873 354">• August 5th in Room 401 at HEALTH<li data-bbox="407 359 829 392">• August 19th at Quality Partners<li data-bbox="358 409 1377 508">– Note: The Subcommittee’s recommendations will be brought to the Steering Committee for discussion and endorsement at the August 7th Steering Committee meeting , which will be from 8-9am in Room 401 at HEALTH.

Department of Health (HEALTH) Medicare Agency Survey

1. Is your home health agency Medicare certified?			
		Response Percent	Response Count
No		0.0%	0
Yes		100.0%	11
		<i>answered question</i>	11
		<i>skipped question</i>	0

2. Which survey instrument would you prefer to use during the next data collection period, in September?			
		Response Percent	Response Count
Press Ganey's instrument		18.2%	2
Medicare's new HH CAHPS instrument		81.8%	9
		<i>answered question</i>	11
		<i>skipped question</i>	0

3. Please use this space to provide HEALTH with comments about your preferred survey instrument.		
		Response Count
		6
		<i>answered question</i>
		6
		<i>skipped question</i>
		5

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Please use this space to provide HEALTH with comments about your preferred survey instrument.

#	Response Date	Response Text
1	Jul 9, 2009 4:59 PM	We use Fazzi for our surveys and they too have been developing an instrument for the new CAHPS
2	Jul 9, 2009 5:00 PM	This tool has been used previously and while it would be a good idea to use the Medicare chosen form, it is very new and for our purposes, we may want to stick with what is known.
3	Jul 9, 2009 5:12 PM	Will be required in future. Better to be proactive than reactive.
4	Jul 10, 2009 2:38 PM	Lets move foreward to keep up with the rest of the nation
5	Jul 16, 2009 12:06 PM	may as well get used to it if it is coming next year. maybe it will act as an additional pilot for the government.
6	Jul 16, 2009 1:31 PM	The Press Ganey instrument will measure all required HH CAHPS information.
