



Health Care Quality Performance (HCQP) Program

HOME HEALTH SUBCOMMITTEE

8:00-9:00 am, August 5, 2009
Rhode Island Department of Health

Goals/Objectives

- Plan for the next patient satisfaction survey (Sept-Nov 2009) by bringing together non-Medicare agencies to review the Press Ganey instrument and discuss any recommended changes

Voting Members

- | | |
|-------------------------------|--------------------------|
| ✓ Rosa Baier (<i>Chair</i>) | ✓ Ann Messier |
| ✓ Bob Caffrey | ✓ Barbara Novak |
| ✓ Karen D'Antonio | ✓ Margaret Nugent |
| ✓ Laurie Ellison | ✓ Lou Paolino |
| ✓ Paula Foster | ✓ Colleen Rose |
| ✓ Ann Ganung | ✓ Alan Tavares |
| ✓ Karen Mercer | ✓ Samara Viner-Brown, MS |

Time	Topic/Notes
8:00am	<p>Welcome & Meeting Objective Rosa Baier, MPH (<i>Chair</i>)</p> <ul style="list-style-type: none"> – Rosa opened the meeting and welcomed meeting participants. – Today’s meeting focused primarily on non-Medicare agencies. For those who are new to the process: <ul style="list-style-type: none"> • The Subcommittee is open to all interested participants and meeting notices are posted on the state’s Open Meetings site: http://www.sec.state.ri.us/etowncrier/ • The Subcommittee makes recommendations about how HEALTH reports home health agency data— which measures are reported, including how the data are collected, and what the report format looks like. • Policy decisions based are made by the program’s Steering Committee, which has 19 voting members and is chaired by Dr. David Gifford, Director of HEALTH. Steering Committee meetings are also open to the public. – With questions, please contact Rosa (rbaier@riqio.sdps.org) or Sam Viner-Brown, Chief of the Center for Health Data and Analysis (samara.viner-brown@health.ri.gov).
8:10am	<p>Patient Satisfaction Data Collection Samara Viner-Brown, MS Rosa Baier, MPH</p> <ul style="list-style-type: none"> – Previously recommended: <ul style="list-style-type: none"> • Continuing to use the Press Ganey survey instrument • Reviewing the instrument o make any additional edits • Identifying ways to increase response rates

- Meeting participants discussed ensuring that the survey is best suited for the non-Medicare population, and takes into account lessons learned from the last time we administered it (in 2007). Discussion included suggested edits to the survey instrument that tailor it to this patient population and the language they use for their care (e.g., “care plan,” “hours of care”).
- **Recommendations:**
 1. Background Q 1: Potentially add question asking if respondent (other than patient) has observed the patient’s home care services
 2. Background Q3: Change to: <3 months; 3-6 months; 6 months-1 year; >1 year
 3. A1: Rephrase to “How well the **initial care plan** ~~or treatment~~ met your needs.”
 4. A2: Rephrase to “How easy it was to schedule **hours** for the days and times...”
 5. A3: Rephrase to “Helpfulness of the person who made the ~~initial~~ arrangements for your **hours of services**.”
 6. B: Add questions re: notification of (1) schedule changes and (2) staff changes
 7. C2: Rephrase to “Aides’ concern for your privacy **and dignity**”; check if this needs to be separated into two questions
 8. C6: Move to Section B and rephrase to “**Agency** contacted you if **your aide** could not make it, or would be coming late.”
 9. E1: Eliminate question
 10. Patient/Client Q6: Add “other”
 11. Other questions to ask Press Ganey:
 - Differences for proxy respondents, particularly “other interested parties”
 - Appropriateness of framing in present tense
 - Whether it’s logical to ask who’s on managed care (and has restricted hours)
- Rosa will share the group’s recommendations with Press Ganey, and determine the feasibility of implementing them while maintaining the integrity of the tool and ability to compare with other agencies’ data.
- Rosa gave an update on Press Ganey’s pricing. Although pricing varies based on each agencies’ census, Press Ganey believes that the cost will be comparable to the 2007 survey, ranging from \$1,500-\$2,000 per agency. This includes a base cost and a cost of \$1.70 per survey. Press Ganey also indicated that HH CAHPS involves a 2nd wave mailing at an additional cost of \$1.40 per survey. Press Ganey will be on the phone for 10-15 minutes at the August 19th meeting to answer additional questions.
- **Action Items:**
 - Contact Press Ganey to discuss comments and concerns (Rosa & Sam)
 - Research which questions are included in roll-up (e.g., is E4?) (Rosa)
 - Determine whether HH CAHPS’ 2nd wave mailing is required or optional (Rosa)

8:55am **Action Items & Next Steps**

Rosa Baier, MPH

- See above action items.
- **Next meeting:** August 19th at Quality Partners
- **Note:** The Subcommittee's recommendations will be brought to the Steering Committee for discussion and endorsement. The next Steering Committee meeting is Friday, August 7th from 8-9am in Room 401 at HEALTH. Information is posted on the state's Open Meetings site: <http://www.sec.state.ri.us/etowncrier/>