



Health Care Quality Performance (HCQP) Program

HOME HEALTH SUBCOMMITTEE

8:00-9:00 am, August 19, 2009
Quality Partners of Rhode Island

Goals/Objectives

- Plan for the next patient satisfaction survey (Sept-Nov 2009)

Members

- | | |
|-------------------------------|-----------------|
| ✓ Rosa Baier (<i>Chair</i>) | ✓ Ann Messier |
| ✓ Maria Barros | ✓ Barbara Novak |
| ✓ Jeanne Brockway | ✓ Peggy Nugent |
| ✓ Karen D'Antonio | ✓ Kathy Shatraw |
| ✓ John Falon | ✓ Joanne Smith |
| ✓ Deborah Giordano | ✓ Alan Tavares |
| ✓ Karen Mercer | ✓ Sheila Turner |

Time

Topic/Notes

- | | |
|--------|--|
| 8:00am | <p>Welcome & Meeting Objective
<i>Rosa Baier, MPH (Chair)</i></p> <ul style="list-style-type: none"> – Rosa welcomed participants and let them know that Press Ganey and Fazzi would be joining the meeting at 8:15 and 8:40am, respectively, to answer questions. – As a follow-up to the 8/5 meeting, Rosa let meeting participants know that the HH CAHPS 2nd wave mailing (at 21 days) is, in fact, mandatory once CMS implements HH CAHPS. Medicare agencies should take this into account when planning for 2010. |
| 8:10am | <p>Patient Satisfaction Data Collection
<i>Rosa Baier, MPH</i></p> <ul style="list-style-type: none"> – The group previously recommended: <ul style="list-style-type: none"> • Continuing to use the Press Ganey survey instrument • Reviewing the instrument to make any additional edits • Identifying ways to increase response rates – Rosa provided brief updates on the 7/30 and 8/5 meetings' action items: <ul style="list-style-type: none"> • HH CAHPS will be available as early as our anticipated timeline (Sept-Nov 2009); pricing information was included as handouts and the group discussed these proposals during conference calls with Press Ganey and Fazzi (see below). • Rosa shared the non-Medicare survey instrument edits with Press Ganey, whose staff are currently reviewing them. She will share their feedback on the edits, as well as responses to the questions about what's included in the roll-up, as soon as she receives information from Press Ganey. |

- The group briefly discussed this year’s changes:
 - For this survey period, agencies with Medicare patients are allowed to choose either Press Ganey or Fazzi, since both vendors can offer the HH CAHPS instrument. The data can then be merged.
 - Agencies with both Medicare and non-Medicare patients may find it most convenient and cost-effective to use Press Ganey for both surveys, rather than Press Ganey for non-Medicare patients and Fazzi for Medicare patients.
 - Agencies participating in RTI’s test phase for HH CAHPS this Fall may be able to share those data with HEALTH rather than survey their patients twice during the same time period, using the same instrument.
- The group participated in Q&A calls with both vendors:
 - Press Ganey (see handout and slides):
 - Press Ganey staff gave a brief presentation of their products and services, and also provided detailed information about the CMS timeline for HH CAHPS:
 Voluntary implementation – Fall 2009
 Dry run – Quarter 1 (Jan-Mar), 2010 (*at least one month is mandatory*)
 National Implementation – April 2010
 - Their pricing varies by agency, but reflects a 4% increase over previous rates. The base fee reflects a 12-month period and the per-survey costs are additional. The HH CAHPS first-wave mailing will be \$1.70 per survey; the second-wave mailing, \$1.40. The second-wave mailing is estimated at ~80% of the initial sample.
 - Press Ganey has ~ 500 clients, reflecting ~880 agencies.
 - Their PhD research staff are currently reviewing the non-Medicare survey instrument suggestions and expect to share responses with Rosa by close of business today, 8/19.
 - Fazzi (see handout):
 - Fazzi provided additional details on their HH CAHPS pricing (which differ from the handout provided). The base fee is \$1,800 for VNANE agencies and HH CAHPS will cost \$3.75 per patient (not per survey mailed), whether one or two surveys are mailed to that patient.
 - Fazzi has ~250 providers in ~310 locations, resulting in more than 130,000 satisfaction surveys annually.
- After talking with the vendors, the group discussed changing the survey time period for both Medicare and non-Medicare agencies to align with the CMS dry run (since it’s mandatory for Medicare agencies).
 - Pro: Eliminates the need to survey 2x (Nov-Sept 2009 and Jan, Feb, or Mar 2010)
 - Con: Dry run requires the second wave mailing, which increases costs
 - Con: The HEALTH time frame (3 months) is longer than the mandatory one-month dry run, which increases costs
- **Recommendation:** The overall consensus was to postpone the HEALTH survey time frame until Jan-Feb 2010, but since there are cost considerations, Subcommittee members will check with their agency staff and provide feedback to Rosa via a SurveyMonkey link by close of business on Friday, 8/21.

Time	Topic/Notes
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- **Action Items:**
 - Share Press Ganey’s input on the non-Medicare instrument revisions (Rosa)
 - Share Fazzi’s revised HH CAHPS pricing structure (Rosa)
 - Collect Subcommittee’s input on the survey time frame (Rosa)
 - Obtain HEALTH’s input on a delayed time frame (Rosa)
 - Resend the five HH CAHPS measures (Rosa) (*below*)

- HH CAHPS measures (endorsed by the National Quality Forum, or NQF):

<u>Measure:</u>	<u>Question(s):</u>
1. Care of patients	9, 16, 19, 24
2. Communications between providers and patients	2, 15, 17, 18, 22, 23
3. Specific care issues	3, 4, 5, 10, 12, 13, 14
4. Care from the agency’s home health providers	20
5. Recommend this agency to friends or family	25

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

Rosa Baier, MPH

- See above action items.
- There are currently no upcoming meetings scheduled. **Action item:** Rosa will schedule a meeting once the survey time frame is established via agency input and HEALTH approval; if the survey is deferred until Jan 2010, the Subcommittee meeting will occur later in the Fall.



This proposal has been prepared for the Rhode Island Department of Health based on your request for pricing information regarding patient satisfaction surveys. It contains explanations regarding survey methodology, reporting, service options, and annual charges. Questions can be directed to Dave Daggy, Sales Manager, 888-773-7742 ext. 509; ddaggy@pressganey.com.

Fees for the surveying are comprised of an annual contract fee and the InfoTurn fee based on the number of surveys mailed. The total contract fee investment represents a 67% discount from Press Ganey's current pricing structure. In addition, the price per mailed survey reflects a 15% discount from the standard list price.

Home Health Patient Satisfaction Survey Proposal

Single Agency Fee Schedule	Press Ganey Standard List	Rhode Island Department of Health
Contract Fee - Single Agency	\$4,500.00	Variable (\$1478 Avg.)
Number of Contracts	50	50
Total	\$225,000.00	\$ 73,900.00
Survey Fee		
Sample Size	TBD	TBD
Cost per survey	\$2.00	\$1.70
CMS-HH-CAHPS 2nd wave mailing (at 21 days)		
Sample Size (80% of initial mailing)	TBD	TBD
Cost per survey	TBD	TBD
Estimated Survey Fees	TBD	TBD
Total Investment (contract only)	\$225,000.00	\$73,900.00



FEES QUOTED INCLUDE:

- 1.) **Press Ganey prints and mails** the questionnaire, personalized cover letter, 1st class envelope and business reply envelope.
- 2.) **Clients transmit patient record files** daily or weekly (see InfoTurn Transmission Instructions document).
- 3.) **Survey volumes and sampling percentages are established and can be modified** by client at any time. Surveys are normally conducted on a continuous basis throughout the year.
- 4.) **Database comparative reports** including custom comparative peer groups for each survey, allow facilities to benchmark results to select groups of other facilities.
- 5.) Report fees include **breakout level analysis** for each department/unit.
- 6.) **Access to the InfoEDGE on-line data analysis tool for up to 200 users.** InfoEDGE allows users to analyze survey results as Press Ganey receives and processes completed questionnaires.
- 7.) **Survey customization**, including designing multiple versions of each survey.
- 8.) **Scanned images of all processed questionnaires** posted to the eCompass Web site for each completed survey. Scanned Images give quick access to comments, which can be read from the scanned image, stored and emailed to various departments for follow-up (no additional fee).

LETTER OF ENGAGEMENT

Press Ganey utilizes a letter of engagement and schedule of requested services form to execute and implement new survey services. Our Client Reference Manual specifies our performance standards. The annual contract fee and database reporting is required for each facility.

In Summary:

We are honored to provide this recommendation to Rhode Island Department of Health. We are well prepared to handle the proposed project. Our employees are dedicated to dealing with all aspects of survey administration and solution development. Our service support, functionality, and benchmarking abilities provide solutions to identify and fix areas in need of quality improvement.

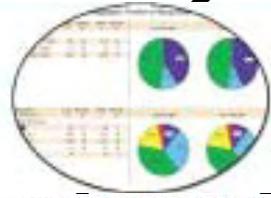


Rhode Island Department of Health

- The Press Ganey Home Health Solutions
 “Focus your Resources-Maximize your Performance”
- CMS and Public Reporting: HH-CAHPS Update
- Pricing Proposal
- Q&A

Mailing Process

Data available for reporting;
scanned surveys available
on line



Client uploads names, addresses,
and other demographics

InfoTurn



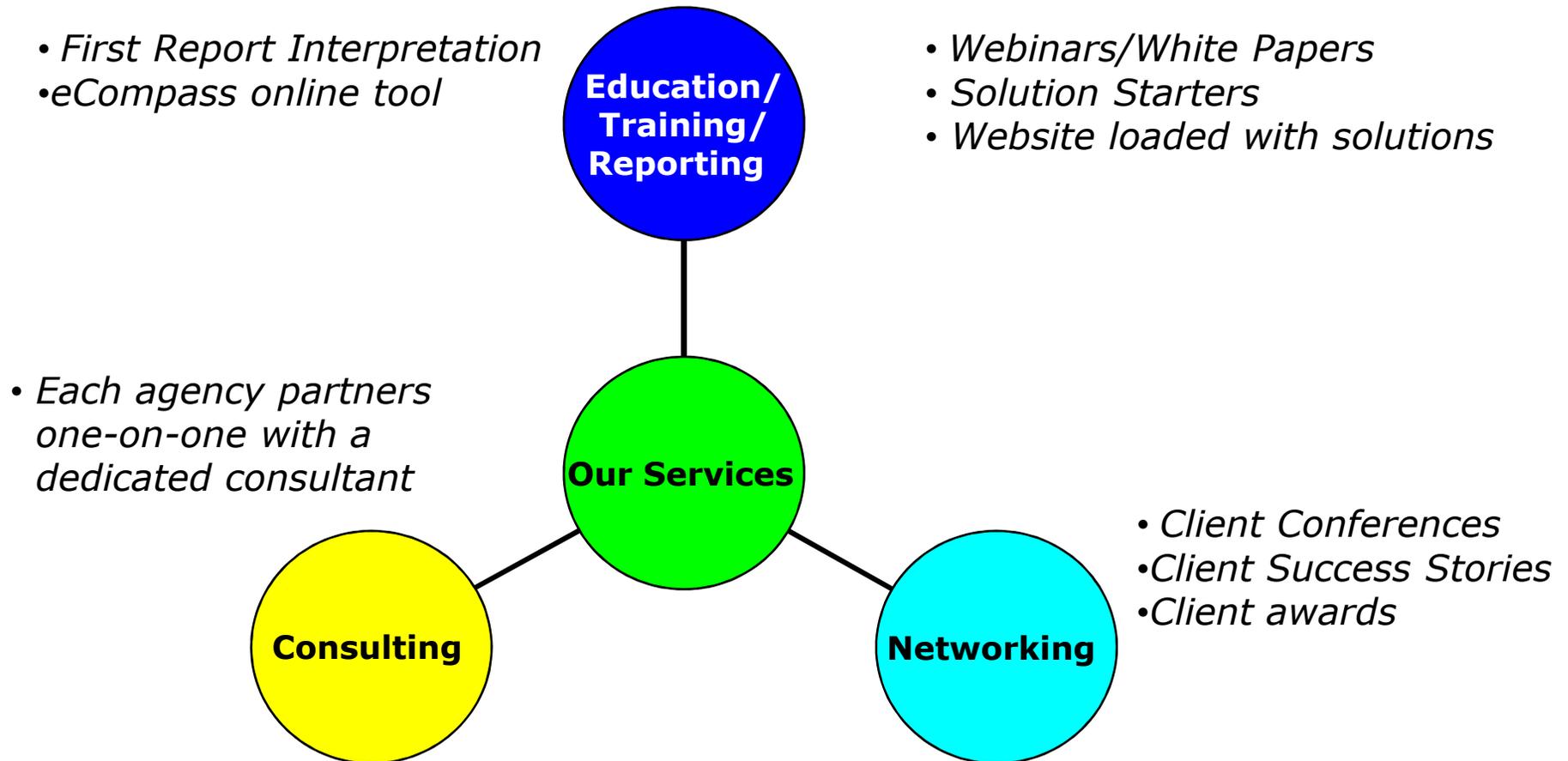
Press Ganey verifies
addresses, prints,
and mails surveys

Press Ganey receives
and scans surveys;
posts images, data,
and comments for
review



Your patients complete
surveys and return them
to Press Ganey

“Focus Your Resources... Make Something Happen”



Share with you the nation's largest healthcare database of best practices

- **HH-CAHPS**
 - Home Health–Consumer Assessment of Healthcare Providers
 - CMS -Center for Medicare and Medicare Services initiated Home Health survey to evaluate patient care
 - Following Hospital lead - HCAHPS
- **CMS Link HH-CAHPS to Pay for Reporting – April 2010**
 - HH-CAHPS Survey – Approved by OMB
 - CMS Dry Run - Q1 2010
 - Voluntary Participation – October 2009
 - CMS National Implementation – April 2010

Press Ganey clients consistently score higher than non-clients on HCAHPS surveys.

Focus Your Resources... Why Press Ganey?

- Leader in healthcare satisfaction in measurement and improvement
- CMS approved, experienced vendor
- *Health Care Only*
- 20+ years in providing statistically valid & reliable data
- Actionable solutions
- 7,000 clients, 600+ associates
- Process 12.0 million surveys annually
 - *In 2007...One of 10 American Households returned a Press Ganey Survey*
- Foundation for Success...
 - *Scientific integrity*
 - *Client responsiveness to changing needs*
 - *A passion to help clients succeed!*

Fazzi Associates, Inc.

Patient Satisfaction Subscription

Patient Satisfaction Service

Patient Satisfaction is a full service patient satisfaction program that allows online data entry and reporting. Reports are available on demand for each organization and/or branch. Subscription includes:

- Survey and Cover Letter
- Online Data Entry and Review
- Multiple Executive Benchmark Reports
- Custom Questions
- Insider Email Updates
- Best Practice Webinars
- User Trainings & Technical Support
- Consultation focused on improvement

First Year Cost: \$1,950.00

Annual Renewal Cost: \$2,200.00

Patient Satisfaction Data Collection Options

The Patient Satisfaction system provides three options for accomplishing timely and accurate data collection:

- Agency-based Mailing and Data entry. Fazzi Associates on-line data entry is quick and easy to use.
- Shared Data Collection. Both the agency and Fazzi Associates share data collection responsibilities with each handling different components. The cost is \$0.65 per survey.
- Fazzi Turnkey Collection. Fazzi Associates performs all data collection from printing through data input. The cost is \$2.05 per survey mailed.

Alternate pricing is available to networks and/or those using Fazzi's BestWorks® service. Please contact our Total Performance Director at 800-379-0361 to schedule a presentation and to discuss specific service and pricing options.



Your Partner for Positive Change.

243 King Street #246 Northampton, MA 01060
413.584.5300 fax: 413.584.0220 info@fazzi.com www.fazzi.com