



Health Care Quality Performance (HCQP) Program

HOME HEALTH SUBCOMMITTEE

8-9am, August 25, 2010

Quality Partners of Rhode Island

Goals/Objectives

- To advise the Department on home health reporting and implement agreed-upon policies

Invitees

T Rosa Baier (Chair)	G Judy Maher	G Amy Roode
T Jeanne Brockway	G Stephanie Mello	T Colleen Rose
T Cathy Cranston	T Karen Mercer	G Raymond Rusin
T Karen D'Antonio	T Ann Messier	T Kathleen Shatraw
T Meredith Eckel	T Cathy Mimnaugh	G Darlene Skorski
G John Folan	T Barbara Novak	T Sheila Turner
G Michelle Fournier	T Margaret Nugent	T Samara Viner-Brown
G Ann Ganung	G Mary Onyejose	
T Debbie Giordano	G Louis Paolino	

Time Topic/Notes

8:00am	<p>Welcome & Administrative Updates <i>Rosa Baier, MPH, Chair</i></p> <ul style="list-style-type: none"> - Rosa opened the meeting and reviewed the meeting objectives. - She reminded the group about the Partnership for Homecare meeting with Press Ganey, which is open to all agencies, and will be held from the same day (Wednesday, 8/25) at the Warwick Public Library from 1-2pm. - Rosa quickly reviewed the previous meeting's action items: <ul style="list-style-type: none"> • Share feedback about customer support with Press Ganey (Rosa, Sam) – complete • Contact vendors about including other skilled patients in HH-CAHPS (Barbara, Rosa) – complete • Resend Press Ganey and Fazzi pricing estimates from 8/09 (Rosa) – complete • Add report format and methodology to upcoming agenda (Rosa) – pending • Schedule Subcommittee meeting for next week (Rosa) – complete • Schedule Partnership meeting with Press Ganey (Cathy) – complete
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8:15am

Patient Satisfaction Surveys

Rosa Baier, MPH, Chair

Samara Viner-Brown, MS

- At the previous meeting, the group recommended:
 - Researching administering HH-CAHPS to all Medicare and commercial patients
 - Reconvening to finalize skilled patient recommendations
- Today’s discussion now focuses on recommendations for commercial and private-pay patients at Medicare-certified and non-Medicare-certified agencies (highlighted below):

Possible Patient Populations	Certification	
	Medicare	Non-Medicare
Non-Skilled Patients	X	X
Skilled Patients:		
• Medicare/Medicaid	X	
• Commercial/Private Pay	X	X

- Medicare-certified agencies:
 - Rosa and Barbara contacted Deyta, Fazzi, and Press Ganey (Rosa) and SHP (Barbara) to research including commercial and private-pay skilled patients. All vendors indicated that Medicare FFS, Medicare Advantage, and Medicare Managed Care patients were already included in the Federal mandate and that they could add commercial and private-pay patients at a per-survey cost:

HH-CAHPS Vendor	Patients <i>already</i> included in HH-CAHPS?			
	Medicare FFS	Medicare Advantage	Medicare Managed Care	Non-Medicare
Deyta	Yes	Yes	Yes	No – Can add
Fazzi	Yes	Yes	Yes	No – Can add
Press Ganey	Yes	Yes	Yes	No – Can add
SHP	Yes	Yes	Yes	No – Can add

- Although they have the capability and experience to add commercial and private-pay skilled patients, there are cost and logistical issues in requiring agencies to expand their HH-CAHPS administration to this population.
- Rosa asked meeting participants to estimate the proportion of their total census affected; participants estimated anywhere from 5-30%. Cathy asked what threshold makes a difference statistically, with Rosa indicating that ~15% would be a valid statistical cut-point. The group agreed they would need additional time to gather data from meeting participants and other Medicare agencies.
- Discussion continued on the pros/cons of including commercial and private-pay skilled patients, with the group ultimately focusing on the late date (approximately one month before the survey’s administration), desire to mirror what Medicare will publicly report in 2012, and desire to compare like patient populations (Medicare/Medicaid skilled patients) from one agency to another.
- **Recommendation:** The Subcommittee unanimously recommended that the 2010 state requirement for HH-CAHPS be limited to Medicare/Medicaid patients (using any Medicare-certified vendor, and notifying HEALTH of the vendor).

- Non-Medicare-certified agencies:
 - Rosa asked the group to formulate a recommendation for skilled patients at non-Medicare-certified agencies, too. Again, the group felt that additional information was needed to determine the proportion of the overall census and even whether these agencies self-identify their commercial and private-pay patients as “skilled.”
 - **Recommendation:** The Subcommittee unanimously recommended that the 2010 state requirement for non-Medicare-certified agencies be limited to non-skilled patients (using the Press Ganey survey instrument).
- Next steps:
 - In conclusion, Rosa asked if any additional statewide communication or education was necessary prior to the October start-date for the survey period. The group indicated that agencies had the information they needed, and should be working with their specific vendors to resolve logistical questions and contracting issues.
 - As a result, Rosa will schedule the next Subcommittee meeting after October, so that the group can begin discussion about the public report format and next steps.

8:55am

Open Forum & Next Steps

Rosa Baier, MPH, Chair

- Action items:
 - Verify HH-CAHPS vendors with Ann (Medicare agencies)
 - Share the recommendations with Dr. Gifford (Sam/Rosa)
- Next meeting: None currently scheduled (estimated 1-2 months)



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

Home Health Patient Satisfaction Services

Partnering with you from set up to reporting.

Fazzi's Patient Satisfaction Base Subscription		
Service Components	Basic	Premium
Customized HHCAHPS Survey	●	●
Customized HHCAHPS Cover Letter	●	●
On-demand Dashboard Report	●	●
Comprehensive Benchmark Report	Quarterly	On-demand
All Surveys Report (One Report, All Surveys)	Quarterly	On-demand
Outcomes Monitor (Track, Trend, Improve)	Quarterly	On-demand
Online Access to Surveys	●	●
Best Practice Webinar Presentations	●	●
New Research/Reports on Patient Satisfaction	●	●
Insider Email Updates	●	●
Multi-location Reporting		●
Personal CAHPS Consultant*		●
Custom and/or Supplemental Questions		●

***Personal CAHPS Consultant:** Real time support. A specialist dedicated to your agency and your scores. Call anytime. They will also call you if they discover any problems. Their goal for you: Top 1/3 on all CAHPS nationwide.

Basic Service HHCAHPS

Our *Basic* service is designed for smaller agencies. This HHCAHPS service includes quarterly reports, trainings, and more. \$875 per year

Premium Service HHCAHPS

Our *Premium* service is designed for growing moderate to large agencies and networks. This HHCAHPS service includes reports, consulting, trainings, and more. \$1500 per year



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Satisfaction Services Data Collection

Home Health CAHPS DATA COLLECTION OPTIONS

Mail Only

\$3.00 per patient sampled

Survey and cover letter are mailed within 3 weeks of the month end. A second survey is mailed 3 weeks later to those that did not respond to the first survey. Fazzi Associates performs all data collection functions for both mailings from printing through data input. The agency's only responsibility is to transmit accurate and complete data files containing patient information within three business days after each month end using Fazzi's HIPAA compliant, secure web upload service.

Telephone Only

\$18.00 per completed survey

The survey is administered as a telephone survey only. Telephone data collection begins no later than 3 weeks after the month end and is completed within 42 days/six weeks. Fazzi Associates performs all data collection functions from calling patients through data input. The agency's only responsibility is to transmit accurate and complete data files containing patient information within three business days after each month end using Fazzi's HIPAA compliant, secure web upload service.

Mixed-Mode

\$15.00 per completed survey

Mailed survey with telephone follow up. A survey and cover letter are mailed within 3 weeks of the month end. About 3 weeks after the survey is mailed, a telephone follow up contact is conducted for those that did not respond to the mailed survey. Fazzi Associates performs all data collection functions for both the mailing and telephone calls from printing through data input. The agency's only responsibility is to transmit accurate and complete data files containing patient information within three business days after each month end using Fazzi's HIPAA compliant, secure web upload service.

Hospice Family Satisfaction DATA COLLECTION OPTIONS

Agency-based Data Collection

All expenses are with the agency

Agency prints all surveys from camera-ready master provided at no cost by Fazzi Associates. Agency prepares and posts each survey mailing using their business and return envelopes. Agency receives and inputs survey data using Fazzi's web based on-line data entry.

Shared Data Collection

65¢ per survey purchased which covers both the data entry and printing

Both the agency and Fazzi Associates share data collection responsibilities with each handling different components. Agency purchases surveys from Fazzi Associates, prepares and posts mailing using their own stationary and envelopes. Fazzi Associates receives, screens, and data inputs surveys via scanning and data entry.

Fazzi Turnkey Collection

Full data collection is \$2.05 per survey mailed

Fazzi Associates performs all data collection from printing through data input. The agency's only responsibility is to transmit data files containing patient mailing information every one to two weeks using Fazzi Associates HIPAA compliant, secure web upload service.



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