



Healthcare Quality Reporting Program

HOME HEALTH SUBCOMMITTEE

8-9am, October 2, 2013

Healthcentric Advisors, 235 Promenade Street, Suite 500

Goals/Objectives

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

Invitees

- Home health agencies (skilled and non-skilled) and stakeholders

Time

Topic/Notes

8:00am

Welcome & Update Updates

Rosa Baier, MPH, Chair

Samara Viner-Brown, MS

– **Welcome**

Sam and Rosa welcomed participants and asked everyone to take a minute to introduce themselves, and then outlined today's meeting objectives to: 1) share an update regarding what we've learned from patients and hospital case managers, and 2) ask for your input on the information agencies can add to this application (services, languages spoken, etc.).

– **Program updates**

Rosa provided brief program updates regarding home health reporting activities since the subcommittee last met:

- Press Ganey satisfaction survey process

As emailed to the group in February, the program officially adopted the subcommittee's July 2012 recommendation to eliminate the Press Ganey satisfaction survey requirement for non-skilled patients. We will continue to link to HH CAHPS data for Medicare patients, via Home Health Compare--but this will not require a contract or designated data collection time period.

Although Sam and Rosa brought this recommendation to the Steering Committee in July 2012, in advance of the previously-scheduled September-December 2012 survey period, the committee's endorsement was delayed by a series of discussions between July 2012 and January 2013. These discussions focused primarily on Medicaid's current and anticipated need for satisfaction data. In January 2013, we urged the committee to make a final policy recommendation, enabling us to officially communicate back to you—but recognizing that this policy may change in the future as state priorities (like Medicaid's) change.

- Employee influenza vaccination report (handout)

Rosa then reviewed a copy of the 2012-2013 Home Health Employee Influenza Vaccination Report (see handout), which is the first published flu report. (The previous year was a pilot, where data was provided back to each agency, but not published.) This is currently the only report generated locally for home health agencies, and is calculated using data already required by HEALTH.

Despite the fact that submitting these data is a long-standing requirement from HEALTH's immunization program, more than half of the agencies failed to submit data in 2012-2013. Rosa guessed that this was due to lack of awareness about the requirement, not lack of compliance.

Because Facilities Regulations could issue state citations as a result of noncompliance, Rosa asked for the Partnership's help ensuring everyone is aware of the requirement. Nicholas asked if there were data submission guidelines that could be disseminated. Rosa explained that the immunization program emails annual notices regarding the requirement to each agency's licensure applications.

8:10am **"Building the Science of Public Reporting"**

Rosa Baier, MPH

Emily Cooper, MPH

– **Overview of the grant**

Early this year, Rosa outreached to agencies and the Partnership regarding a grant that Healthcentric Advisors received. The grant complements what we have accomplished together in the Home Health Subcommittee, by taking the next step: gathering information about what patients want and need to make decisions about their home care, and then creating a new web application that addresses these needs. Our goal is to ensure that the information we publish is both useful and used. This supports both patient choice and the public reporting program's goal, which is to provide comparative information that informs consumer decision making.

Healthcentric Advisors has just completed the first phase of the grant, learning how hospital case managers and patients make decisions, and is now beginning to work on a HEALTH web application that reflects this input. Today's meeting will provide additional feedback about what should be included in the web application.

– **Key findings (handout)**

Rosa reviewed key findings from the first phase of the grant (see handout), which involved interviewing case managers and conducting focus groups with patients and family members.

A key finding was the importance of patient choice, and how this strongly influenced case managers' interactions with patients being discharged to home care. Often patients ask which agency they should choose. The case managers limit themselves to providing a list of agencies, not providing any additional information that could be construed as a recommendation (and go against patient choice). Colleen asked if case managers refer patients to Home Health Compare; but Rosa responded that many were not aware of it. Others seemed to feel that that quality did not vary greatly between agencies or that home care (vs. nursing home placement) was low risk.

Rosa went on to explain that the patients and family members were comparatively more interested in quality and satisfaction measures; many had done their own research before selecting an agency, including using Home Health Compare, visiting the Department of Health's website and making phone calls. Some of the information

they requested, we may not be able to provide (how someone would come, what exactly they would do, what would be covered, etc.), but we can suggest questions to ask the agency.

– **Next steps for the grant**

With the first phase of the project complete, Healthcentric Advisors and the HEALTH are beginning to create the web application. Although the application will eventually be “scalable” to other healthcare settings, we are beginning with home care because of the increasing importance of home and community-based services—and out of desire to add additional focus on home care back into the public reporting program, after dropping the satisfaction requirement. After developing the web application, we will test it with hospitalized patients in a randomized, controlled trial, so it will be 1-2 years before it is publicly accessible as part of the public reporting program.

Nicholas mentioned that the Partnership has a similar tool (homecarematchkiosk.com) now completing its second year of use. He explained that Partnership members can elect to participate in this website, and that it provides consumers with information about the agencies.

– **Discussion of information HEALTH will ask agencies to provide (handout)**

Before developing the web application, we are assessing all of the data that currently exist (e.g., in licensure, from Home Health Compare) and determining what additional information patients would find helpful. Today’s meeting will help us determine what agencies want patients to know.

Rosa reviewed a draft list of questions (see handout) that would be merged with other data sources, asking for feedback. The group provided input on the information to be collected, the phrasing of the questions and the response choices provided.

Recommendations included:

- How to request agencies’ unique identifiers, which are alphanumeric, which are necessary to merge different data sources. John mentioned that all agencies should have their license numbers on file and should be able to enter them without a problem.
- Giving agencies the opportunity to enter their addresses, as Ann, Nicholas and Colleen agree that many agencies have satellite offices in addition to their main administrative offices.
- Using Rhode Island’s 39 towns and cities to define service areas.
- Adding additional services to be listed. Nicholas offered to share the list his organization used when surveying agencies for their web application.

Suggestions and edits are reflected in tracked changes in the handout included with the meeting minutes.

8:55am

Open Forum & Next Steps

Rosa Baier, MPH, Chair

– **Action items:**

- Follow-up with Nicholas regarding flu vaccination data submission (Rosa)
- Update today’s handout to reflect discussion (Rosa)
- Email any additional comments/suggestions to Rosa/Emily (All)

– Next steps

BACKGROUND

In Fall 2012, Healthcentric Advisors and Brown University received a grant to create a Rhode Island Department of Health web application to help patients make informed decisions about home health care.

Because they routinely help patients choose agencies, we interviewed hospital case managers in early 2013. We wanted to understand case managers' (1) experiences with helping patients choose agencies and (2) needs and workflow, so that the web application is helpful for both patients and discharge planning.

We also conducted focus group discussions with home health consumers (i.e., patients and family members with home health experience). Key findings from both case manager interviews and consumer focus groups are below. These findings are based on consensus among the researchers about themes identified.

CASE MANAGER FINDINGS

We interviewed 28 hospital case managers at five Rhode Island Hospitals.

At a Glance: Case Manager Requirements

Key requirements for case managers include (but are not limited to):

- Ability to search for agencies based on various criteria, such as services, agency name or service area
- Printer-friendly options, including an option for grey-scale printing and the ability to display all agencies
- Ensuring that inclusion or exclusion criteria are on printed materials
- Up-to-date information that shows the date updated

Logistics

Case managers report rarely, if ever, having access to computers in patients' rooms or on the floors. They rely heavily on pre-printed materials or past experience; therefore, they may not be able to customize a report to a patient's needs.

Most case managers provide patients with a list that includes all agencies and basic agency information (e.g., agency name, address and phone number). The list may include insurance, but rarely lists services and does not include patient outcomes or satisfaction.

Case managers frequently direct patients to web-based resources, although this occurs more often for nursing homes than home health agencies. They recognize that online information may not be up-to-date, and that patients may not have time to research agencies prior to discharge; often, agency choice must be made in minutes or hours.

Some departments maintain lists with information about insurances accepted, services provided, languages spoken, etc., by agency. These lists take time and resources; they would value up-to-date, centrally-maintained information.

Patient Choice

Medicare and Social Security laws (as well as some hospital bylaws or policies) require providers to ensure that patients have the ability to choose freely among all Medicare providers ("patient choice"). However, case managers report that patients rarely have a preference, unless they have previously received services or recognize an agency name. They often ask for a recommendation. While patient choice prohibits case managers from making a *recommendation*, they can *inform* the patient's choice. However, most do not have information to inform choices. Some case managers choose agencies at random if patients do not express a preference.

To fully comply with patient choice, case managers want materials to list all facilities in the state or all facilities that meet patients' needs (insurance, services, service area, etc.). They also prefer that any inclusion or exclusion criteria (search terms) be listed on printed materials, so that it is clear they have not omitted an agency from patient choice.

Quality of Care

Most case managers indicate that they do not believe quality of care varies substantially between agencies, although they also say they would not necessarily know if a patient had a poor experience or outcome after hospital discharge. Few are aware that Medicare publishes information about home health agencies on Home Health Compare, which is similar to Hospital Compare and Nursing Home Compare, or that the state publishes information.

CONSUMER FINDINGS

We conducted two focus group discussions with 13 patients and family members with home health experience.

At a Glance: Consumer Requirements

Key requirements for consumers include (but are not limited to):

- Information about services, insurance, quality and satisfaction
- Inclusion of data from multiple sources as a “one-stop shop” for information about an agency
- Information written at no higher than a sixth-grade reading level, with key terms defined in layperson’s terminology
- User-friendly and simple navigation, with a limited number of choices presented at one time
- Accessibility to the sight-impaired and users on mobile devices

Logistics

Consumers may have low literacy, low health literacy or low computer literacy. If hospitalized, they often have only a few minutes or hours to choose an agency. They may not be feeling well and may feel overwhelmed or stressed. These feelings may affect their ability to assimilate information.

Patients are also unlikely to have access to a hospital computer, although they or their family members may have their own computers, tablets or smart phones. Ensuring that information is accessible to the sight-impaired is also important.

Consumers want easy ways to determine whether an agency will accept their insurance, what is covered, and how much a service (such as non-skilled care) will cost. They also want details about what the agency will do and when.

Quality of Care

Consumers express concern about quality, which they define largely related to experience and satisfaction, not clinical outcomes. However, when presented with a list of options for clinical quality measures, they want to see all of these measures, too. They are also interested in other patients’ experience ratings, and in any deficiencies or licensure issues.

NEXT STEPS

The case manager interviews and consumer focus groups were the first phase of a three-phase study.

The second phase (beginning in Fall 2013) involves developing a web application that meets the above needs. Case managers who participated in interviews will have an opportunity to review the tool before it is final.

The third phase (beginning in Summer 2014) involves enrolling patients in a study where they receive either the usual information (a handout listing agencies) or a printout from the new web application. This will be done by research staff and will not affect the regular discharge process. We will then examine patients’ choices and post-discharge outcomes and satisfaction to evaluate the impact of the new application.

The web application will be available on the Department of Health’s website in Fall 2015, when the study is complete.

Please contact Rosa Baier with any questions or for more information: rbaier@healthcentricadvisors.org or 528-3205.



Healthcare Quality Reporting Program

HOME HEALTH EMPLOYEES INFLUENZA VACCINATION STATUS

Care Outcomes Report, 2012-2013

Information about home health employee influenza vaccination is [reported annually on the Department of Health's \(HEALTH's\) Website](#) as part of the public reporting program. Vaccinating healthcare workers can prevent the spread of influenza, or flu, to individuals receiving healthcare at home. You can learn more about the rates—including their data source and how they are calculated—by reading the Methods Report. With questions about a home health agency's score, please contact the home health agency directly.

Figure 1: Home Health Healthcare Worker Influenza Vaccination, by Facility

| Home Health (alphabetical) | Healthcare Worker Type | | | |
|---------------------------------------|------------------------|--|------------------|------------------------------|
| | Employees | Licensed Independent Practitioners | Non- Employee | All Healthcare Workers |
| | % Vaccinated | | | |
| Access Healthcare | 80.9% | N/A | N/A | 80.9% |
| All About Home Care | 75.0% | N/A | N/A | 75.0% |
| Bayada Home Health Care | 69.7% | N/A | N/A | 69.7% |
| Cathleen Naughton | 89.0% | N/A | N/A | 89.0% |
| Comfort Home Care Services | 47.4% | N/A | N/A | 47.4% |
| Dependable Homecare Services | 76.2% | N/A | N/A | 76.2% |
| Gleason Medical Services | 73.7% | N/A | N/A | 73.7% |
| H & T Medicals | 86.2% | N/A | N/A | 86.2% |
| Home Care Advantage | 56.2% | N/A | N/A | 56.2% |
| Home Care Services of RI | 93.7% | N/A | N/A | 93.7% |
| Hope Nursing Home Care | 95.7% | N/A | N/A | 95.7% |
| Independence Health Services | 95.5% | N/A | 100.0% | 95.7% |
| Life Care At Home of RI | 83.3% | N/A | N/A | 83.3% |
| MAS Home Care of Rhode Island | 59.3% | N/A | N/A | 59.3% |
| Ocean State Nursing Services | 85.7% | N/A | N/A | 85.7% |
| Pinnacle Home Care | 89.2% | N/A | N/A | 89.2% |
| Southcoast Visiting Nurse Association | 88.3% | N/A | 87.9% | 88.2% |
| Specialty Home Care Services | 94.3% | 50.0% | N/A | 92.7% |
| St Jude Home Care | 40.7% | N/A | N/A | 40.7% |
| VNA of Care New England | 96.4% | N/A | 100.0% | 96.5% |
| VNA of Rhode Island | 92.4% | N/A | 100.0% | 92.6% |
| Visiting Nurse Home Care | 97.0% | N/A | N/A | 97.0% |
| VNS Of Newport & Bristol Counties | 93.2% | N/A | 94.7% | 93.7% |
| Total | 77.0% | 50.0% | 91.9% | 77.9% |

N/A = Home health provider does not have this kind of healthcare worker

Figure 2: Home Health Providers Unable to Submit Healthcare Worker Influenza Vaccination Data, by Facility

| Home Health (alphabetical) | |
|---|--|
| A Caring Experience Nursing Services | Home Instead Senior Care Rhode Island |
| Alternative Care Medical Services | Infusion Resource |
| Amedisys Home Health Care | Innovative Senior Care Home Health of Rhode Island |
| Assisted Daily Living | Interim Healthcare of RI |
| Bayside Nursing | Jamestown Home Health Care Corp |
| Capitol Home Care Network | Life Without Limits Home Health Care |
| Care Point Partners | Lifetime Medical Support Services |
| Cedar Home Health | Memorial Hospital Home Care |
| Charterscare Home Health Services | Morning Star Homecare |
| Child and Family Services of Newport | New Care |
| Comfort Keepers | New England Home Infusion |
| Community Care Nurses | Nursing Placement |
| Concord Home Health Services | Pace Organization of Rhode Island |
| Consistent Care Corporation | Phenix Home Care, Inc. |
| Coram Specialty Infusion Services | Preferred Health Care Services |
| Cowesett Home Care | Senior Helpers |
| Critical Care Systems | South County Quality Care |
| Eldercare Consultants Home Care | Summit Health Services |
| Family Friends Health Care | Visiting Angels |
| Health Care Connections Nursing Services | Vital Care of Rhode Island |
| Health Care Services | VNA Support Services |
| Healthtouch | VNS Home Health Services |
| Healthy Babies, Happy Moms | Walgreens Infusion Services |
| Home Care Solutions/Jewish Family Service | Whiteglove Health |
| Homefront Health Care | |

N/A = Home health provider does not have this kind of healthcare worker



Healthcare Quality Reporting Program

HOME HEALTH EMPLOYEE INFLUENZA VACCINATION AND DECLINATION

Methods

Home Health employee influenza vaccination rates are [reported annually on the Department of Health's \(HEALTH's\) Website](#) as part of the public reporting program. The information on this page provides additional details about the influenza vaccination rates, including their data source, how they are calculated, and why influenza vaccination is important for home health employees.

Measure Information

| Measure | Why is this information important? |
|--|---|
| 1. Influenza Vaccination Status for Home Health Healthcare Workers | <p>Influenza, or the flu, can be very serious for home health patients. Vaccinating healthcare workers is important because influenza spreads from person to person. Vaccination can prevent its spread from healthcare workers to individuals receiving healthcare at home.</p> <p>This measure looks at the percentage of healthcare workers that receive an influenza vaccination during the influenza season (October-March). This information is updated annually.</p> |

Data Source

Home Health providers collect influenza vaccination data for the healthcare workers who are their employees during each influenza season (October-March) and submit that data to HEALTH each April. The information they collect includes:

1. Type of healthcare worker
2. Who received influenza vaccination, either where they are employed or somewhere else
3. Who did not receive influenza vaccination, either where they are employed or anywhere else (and why they declined)
4. Whose vaccination status is unknown, either because the employee did not know or did not tell the home health provider

HEALTH's public reports include overall influenza vaccination rates for all healthcare workers who are home health employees, and a breakdown of the information for four different types of home health employees:

1. Employees
2. Licensed Independent Practitioners
3. Non-Employees
4. All Healthcare Workers

Measure Calculation

For each measure, the score includes the following:

| Measure/ Healthcare Worker Type | Numerator | Denominator |
|---|--------------------------------------|---|
| Employees | | |
| % vaccinated | # who received influenza vaccination | Total # of employees |
| Licensed Independent Practitioners | | |
| % vaccinated | # who received influenza vaccination | Total # of licensed independent practitioners |
| Non-Employees | | |
| % vaccinated | # who received influenza vaccination | Total # of non-employees |
| All healthcare workers who are employees | | |
| % vaccinated | # who received influenza vaccination | Total # of healthcare workers |

Home Health providers' measure scores are compared to each other and to the state average. State averages are calculated using the total numbers (all home health providers) for each worker type. The example below gives the average vaccination rate among Employees:

Average Employee vaccination rate (%) = $\frac{\# \text{ Employees vaccinated (all home)}}{\text{Total \# of Employees (all nursing homes)}}$

Data Table, 2012 - 2013

The data table below provides additional details which are not presented in the Care Outcomes report, including counts for the number of healthcare workers who received influenza vaccination, declined it, or whose vaccination status is unknown. These are the numbers used to calculate the percentages included in the Care Outcomes report.

| Home Health (alphabetical) | All Healthcare Workers | | | | Employees | | | | Licensed Independent Practitioners | | | | Non-Employee | | | |
|---------------------------------------|------------------------|-----|----|-----|-----------|-----|----|-----|------------------------------------|---|----|---|--------------|----|----|----|
| | Y | N | UK | T | Y | N | UK | T | Y | N | UK | T | Y | N | UK | T |
| Access Healthcare | 89 | 11 | 0 | 110 | 89 | 11 | 0 | 110 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All About Home Care | 60 | 9 | 10 | 80 | 60 | 9 | 10 | 80 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bayada Home Health Care | 147 | 45 | 17 | 211 | 147 | 45 | 17 | 211 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Cathleen Naughton | 65 | 6 | 0 | 73 | 65 | 6 | 0 | 73 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Comfort Home Care Services | 37 | 20 | 21 | 78 | 37 | 20 | 21 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dependable Homecare Services | 32 | 10 | 0 | 42 | 32 | 10 | 0 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gleason Medical Services | 28 | 7 | 0 | 38 | 28 | 7 | 0 | 38 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| H & T Medicals | 100 | 15 | 0 | 116 | 100 | 15 | 0 | 116 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Home Care Advantage | 114 | 72 | 16 | 203 | 114 | 72 | 16 | 203 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Home Care Services of RI | 59 | 4 | 0 | 63 | 59 | 4 | 0 | 63 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hope Nursing Home Care | 202 | 8 | 0 | 211 | 202 | 8 | 0 | 211 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Independence Health Services | 22 | 1 | 0 | 23 | 21 | 1 | 0 | 22 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Life Care At Home of RI | 15 | 2 | 0 | 18 | 15 | 2 | 0 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MAS Home Care of Rhode Island | 48 | 1 | 0 | 81 | 48 | 1 | 0 | 81 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ocean State Nursing Services | 191 | 19 | 10 | 223 | 191 | 19 | 10 | 223 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pinnacle Home Care | 33 | 3 | 0 | 37 | 33 | 3 | 0 | 37 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Southcoast Visiting Nurse Association | 412 | 35 | 17 | 467 | 332 | 24 | 17 | 376 | 0 | 0 | 0 | 0 | 80 | 11 | 0 | 91 |
| Specialty Home Care Services | 51 | 1 | 2 | 55 | 50 | 0 | 2 | 53 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 0 |
| St Jude Home Care | 180 | 260 | 0 | 442 | 180 | 260 | 0 | 442 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VNA of Care New England | 165 | 5 | 0 | 171 | 160 | 5 | 0 | 166 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 5 |
| VNA of Rhode Island | 126 | 4 | 0 | 136 | 121 | 4 | 0 | 131 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 5 |

*Y, N and UK columns will not add up to the total columns because the total columns include employees that had a contraindication or medical exemption to the influenza vaccine

Y = Received influenza vaccination; N = Declined influenza vaccination; UK = Unknown vaccination status; T = Total

| Home Health (alphabetical) | All Healthcare Workers | | | | Employees | | | | Licensed Independent Practitioners | | | | Non-Employee | | | |
|-----------------------------------|------------------------|------------|-----------|--------------|--------------|------------|-----------|--------------|------------------------------------|----------|----------|----------|--------------|-----------|----------|------------|
| | Y | N | UK | T | Y | N | UK | T | Y | N | UK | T | Y | N | UK | T |
| Visiting Nurse Home Care | 97 | 1 | 0 | 100 | 97 | 1 | 0 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VNS of Newport & Bristol Counties | 269 | 16 | 0 | 287 | 179 | 11 | 0 | 192 | 0 | 0 | 0 | 0 | 90 | 5 | 0 | 95 |
| Total | 2,542 | 555 | 93 | 3,265 | 2,360 | 538 | 93 | 3,066 | 1 | 1 | 0 | 2 | 181 | 16 | 0 | 197 |

Home Health Providers Unable to Submit Data

| Home Health (alphabetical) | | |
|--------------------------------------|--|-----------------------------------|
| A Caring Experience Nursing Services | Eldercare Consultants Home Care | New Care |
| Alternative Care Medical Services | Family Friends Health Care | New England Home Infusion |
| Amedisys Home Health Care | Health Care Connections Nursing Services | Nursing Placement |
| Assisted Daily Living | Health Care Services | Pace Organization of Rhode Island |
| Bayside Nursing | Healthtouch | Phenix Home Care, Inc. |
| Capitol Home Care Network | Healthy Babies, Happy Moms | Preferred Health Care Services |
| Care Point Partners | Home Care Solutions/Jewish Family Service | Senior Helpers |
| Cedar Home Health | Homefront Health Care | South County Quality Care |
| Chartercare Home Health Services | Home Instead Senior Care Rhode Island | Summit Health Services |
| Child and Family Services of Newport | Infusion Resource | Visiting Angels |
| Comfort Keepers | Innovative Senior Care Home Health of Rhode Island | Vital Care of Rhode Island |
| Community Care Nurses | Interim Healthcare of RI | VNA Support Services |
| Concord Home Health Services | Jamestown Home Health Care Corp | VNS Home Health Services |
| Consistent Care Corporation | Life Without Limits Home Health Care | Walgreens Infusion Services |
| Coram Specialty Infusion Services | Lifetime Medical Support Services | Whiteglove Health |
| Cowesett Home Care | Memorial Hospital Home Care | |
| Critical Care Systems | Morning Star Homecare | |

*Y, N and UK columns will not add up to the total columns because the total columns include employees that had a contraindication or medical exemption to the influenza vaccine

Y = Received influenza vaccination; N = Declined influenza vaccination; UK = Unknown vaccination status; T = Total

SAMPLE HOME HEALTH AGENCY DATA COLLECTION QUESTIONS

We will collect information using an online survey tool, SurveyMonkey, which allows us to collect information electronically and to tailor your questions based on your responses (e.g., Medicare or non-Medicare). We can merge with and obtain information from several existing data sources: (1) Licensure (all agencies), (2) Healthcare Worker Influenza Vaccination (all agencies), and (3) Home Health Compare (Medicare agencies).

Comment [RB1]: Information may also be available from HomeCareMatchKiosk.com.

1. What is your agency's name? _____

2. What is **the three-letter prefix on your agency's Rhode Island license type provider number?** (Select all that apply.)

HCP – Home Care Provider (non-skilled)

HNC – Home Nursing Care (skilled)

HSP – Hospice Specialty Provider

Comment [RB2]: Need to allow agencies to provide multiple provider numbers and/or to complete the survey twice if they have more than one entity, providing different services.

3. What is your agency's 5-digit Rhode Island provider number? _____

Comment [RB3]: May want to add tax ID or EIN, to aid agencies in determining when to fill out the survey once vs. multiple times.

4. Is your agency Medicare certified?

No

Yes. Please provide your 5-digit CMS certification number: _____

5. What is your agency's address and phone number?

Address1: _____

City/Town: _____

State: ____

ZIP Code: _____

Phone: _____ - _____

Website: _____

Facebook: _____

Twitter: _____

Comment [RB4]: Can obtain mailing address from licensure, but may want to give agencies the option to provide referral or satellite addresses that override licensure address.

6. Please indicate your **primary** service area(s). (Select all that apply.)

All cities/towns

Barrington

Bristol

Burrillville

Central Falls

Charlestown

Coventry

Cranston

Cumberland

East Greenwich

East Providence

Exeter

Foster

Glocester

Bristol County

Kent County

Newport County

Hopkinton

Jamestown

Johnston

Lincoln

Little Compton

Middletown

Narragansett

New Shoreham (Block Island)

Newport

North Kingstown

North Providence

North Smithfield

Pawtucket

Portsmouth

Providence

Richmond

Scituate

Smithfield

South Kingstown

Tiverton

Warren

Warwick

West Greenwich

West Warwick

Westerly

Woonsocket

Comment [RB5]: May want to add a question asking about agency's overall size.

~~Providence County~~
~~Washington County~~

7. Please indicate any secondary service area(s). (Select all that apply.)

| | | |
|-------------------------|------------------------------------|------------------------|
| <u>All cities/towns</u> | <u>Hopkinton</u> | <u>Providence</u> |
| <u>Barrington</u> | <u>Jamestown</u> | <u>Richmond</u> |
| <u>Bristol</u> | <u>Johnston</u> | <u>Scituate</u> |
| <u>Burrillville</u> | <u>Lincoln</u> | <u>Smithfield</u> |
| <u>Central Falls</u> | <u>Little Compton</u> | <u>South Kingstown</u> |
| <u>Charlestown</u> | <u>Middletown</u> | <u>Tiverton</u> |
| <u>Coventry</u> | <u>Narragansett</u> | <u>Warren</u> |
| <u>Cranston</u> | <u>New Shoreham (Block Island)</u> | <u>Warwick</u> |
| <u>Cumberland</u> | <u>Newport</u> | <u>West Greenwich</u> |
| <u>East Greenwich</u> | <u>North Kingstown</u> | <u>West Warwick</u> |
| <u>East Providence</u> | <u>North Providence</u> | <u>Westerly</u> |
| <u>Exeter</u> | <u>North Smithfield</u> | <u>Woonsocket</u> |
| <u>Foster</u> | <u>Pawtucket</u> | |
| <u>Glocester</u> | <u>Portsmouth</u> | |

~~7-8.~~ What is your agency's fax number? ____ - ____ - ____

~~8-9.~~ What are your **office intake** business hours? __: __ am to __: __ pm

~~9.~~ ~~Is there an after hours number where you can be reached~~ **What is your after-hours intake phone number?**

~~10- No~~

~~11-10.~~ ~~Yes (please specify):-~~ ____ - ____ - ____

~~12-11.~~ **Please indicate which insurance(s) your agency accepts. (Select all that apply.)**

Private pay/no insurance
Aetna
Cigna
Blue Cross & Blue Shield of Rhode Island
Long-term care
Medicaid
Medicare
Neighborhood Health Plan of Rhode Island
Rite Care
Tufts Health Plan
UnitedHealthcare of New England
Veteran's Affairs
Workers' compensation

~~13-12.~~ **Please indicate which SERVICES your agency provides. (Select all that apply.)**

Home health aide
Bereavement services
Companion services
Counseling services
Hearing services
Homemaker
Medication management

Comment [RB6]: Need to compare against the HomeCareMatchKiosk.com list of services.

Medication education
Medication compliance
Occupational therapy
Nutrition services
Pain management
Physical therapy
Medical social services/ Medical social work
Nursing care
Nursing services
Skilled nursing care
Social services
Speech therapy
Wound care

~~14.13.~~ _____ Please indicate which SPECIALTY SERVICES your agency provides. (Select all that apply.)

Behavioral services
Cardiac monitoring
Hospice services
IV therapy
Ostomy care
Palliative care
Pulmonary rehabilitation
Respiratory therapy
Telehealth
Vestibular rehabilitation
Other (please specify): _____

~~15.14.~~ _____ Does your agency work with any special populations?

No special populations
Cancer
Diabetes
Pediatrics
Mental illness
Neurological conditions
Other (please specify): _____

~~16.~~ Please indicate the languages your staff members speak. (Select all that apply.)

~~Cantonese~~
~~French~~
~~Italian~~
~~Kriolu (or Crioulo)~~
~~Mandarin~~
~~Portuguese~~
~~Spanish~~
~~Other (please specify): _____~~

Comment [RB7]: Deleted since CLAS would likely prohibit agencies from providing the logistical info that case managers are seeking.

Additional information in the web application (available through existing sources) will include:

For all agencies: Healthcare Worker Flu Vaccination Rates
For Medicare agencies: Quality Measures; Home Health CHAPS

SAMPLE HOME HEALTH AGENCY DATA COLLECTION QUESTIONS

We will collect information using an online survey tool, SurveyMonkey, which allows us to collect information electronically and to tailor your questions based on your responses (e.g., Medicare or non-Medicare). We can merge with and obtain information from several existing data sources: (1) Licensure (all agencies), (2) Healthcare Worker Influenza Vaccination (all agencies), and (3) Home Health Compare (Medicare agencies).

1. **What is your agency's name?** _____

2. **What is the three-letter prefix on your agency's Rhode Island provider number?**
HCP – Home Care Provider (non-skilled)
HNC – Home Nursing Care (skilled)
HSP – Hospice Specialty Provider

3. **What is your agency's 5-digit Rhode Island provider number?** _____

4. **Is your agency Medicare certified?**
No
Yes. Please provide your 5-digit CMS certification number: _____

5. **What is your agency's address and phone number?**
Address1: _____
City/Town: _____
State: _____
ZIP Code: _____
Phone: _____ - _____
Website: _____
Facebook: _____
Twitter: _____

6. **Please indicate your primary service area(s).** (Select all that apply.)

| | | |
|------------------|-----------------------------|-----------------|
| All cities/towns | Hopkinton | Providence |
| Barrington | Jamestown | Richmond |
| Bristol | Johnston | Scituate |
| Burrillville | Lincoln | Smithfield |
| Central Falls | Little Compton | South Kingstown |
| Charlestown | Middletown | Tiverton |
| Coventry | Narragansett | Warren |
| Cranston | New Shoreham (Block Island) | Warwick |
| Cumberland | Newport | West Greenwich |
| East Greenwich | North Kingstown | West Warwick |
| East Providence | North Providence | Westerly |
| Exeter | North Smithfield | Woonsocket |
| Foster | Pawtucket | |
| Gloicester | Portsmouth | |

7. Please indicate any secondary service area(s). *(Select all that apply.)*

| | | |
|------------------|-----------------------------|-----------------|
| All cities/towns | Hopkinton | Providence |
| Barrington | Jamestown | Richmond |
| Bristol | Johnston | Scituate |
| Burrillville | Lincoln | Smithfield |
| Central Falls | Little Compton | South Kingstown |
| Charlestown | Middletown | Tiverton |
| Coventry | Narragansett | Warren |
| Cranston | New Shoreham (Block Island) | Warwick |
| Cumberland | Newport | West Greenwich |
| East Greenwich | North Kingstown | West Warwick |
| East Providence | North Providence | Westerly |
| Exeter | North Smithfield | Woonsocket |
| Foster | Pawtucket | |
| Gloicester | Portsmouth | |

8. What is your agency's fax number? ___ ___ - ___ ___

9. What are your office intake business hours? __ : __ am to __ : __ pm

10. What is your after-hours intake phone number? ___ ___ - ___ ___

11. Please indicate which insurance(s) your agency accepts. *(Select all that apply.)*

- Private pay/no insurance
- Aetna
- Cigna
- Blue Cross & Blue Shield of Rhode Island
- Long-term care
- Medicaid
- Medicare
- Neighborhood Health Plan of Rhode Island
- Rlte Care
- Tufts Health Plan
- UnitedHealthcare of New England
- Veteran's Affairs
- Workers' compensation

12. Please indicate which SERVICES your agency provides. *(Select all that apply.)*

- Home health aide**
- Bereavement services*
- Companion services
- Counseling services*
- Hearing services*
- Homemaker
- Medication management
- Medication education
- Medication compliance
- Occupational therapy**
- Nutrition services
- Pain management
- Physical therapy**
- Medical social services/** *Medical social work*

Nursing care

Nursing services

Skilled nursing care

Social services

Speech therapy

Wound care

13. Please indicate which SPECIALTY SERVICES your agency provides. (Select all that apply.)

Behavioral services

Cardiac monitoring

Hospice services

IV therapy

Ostomy care

Palliative care

Pulmonary rehabilitation

Respiratory therapy

Telehealth

Vestibular rehabilitation

Other (*please specify*): _____

14. Does your agency work with any special populations?

No special populations

Cancer

Diabetes

Pediatrics

Mental illness

Neurological conditions

Other (*please specify*): _____

Additional information in the web application (available through existing sources) will include:

For all agencies:

Healthcare Worker Flu Vaccination Rates

For Medicare agencies:

Quality Measures; Home Health CHAPS