

Home Health CAHPS™



A national standardized survey on patient experiences has come to the Home Health industry, bringing with it the opportunity for comparing agency results to national benchmarks. To make this survey process successful and beneficial to your organization, you need a partner organization with years of experience and the ability to help you use the results for improvement efforts.

The Jackson Group has offered patient and customer satisfaction survey services to the healthcare industry for over 30 years, focusing on providing flexible survey delivery options, easy-to-read reports and unparalleled customer service.

As one of the initial survey research firms to meet with the Centers for Medicare and Medicaid Services and help develop the current Hospital CAHPS™ survey instrument, The Jackson Group is proud to offer turn-key Home Health CAHPS™ (HH-CAHPS™) services as part of its array of services to healthcare organizations.

Why conduct the HH-CAHPS™ survey?

Your agency's participation in the HH-CAHPS™ survey will enable you to compare your patient experience results to those of your peer organizations, across the state, or even across the nation. And from a marketing perspective, you want to make sure that when potential patients are evaluating various agencies using the government-developed web site your agency has patient experience data to share.

To receive the 2012 annual payment update (APU), all Medicare-certified agencies will be required to conduct a dry run of the Home Health Care CAHPS Survey for at least one month in the third quarter of calendar year (CY) 2010 (July, August, and September), and begin data collection on an ongoing basis in October 2010.

The Jackson Group Process

Using a skilled in-house telephone call center, The Jackson Group has been collecting and managing CAHPS™ data for many clients in the healthcare industry for many years. The standard HH-CAHPS™ services includes the **handling of discharge data files, drawing appropriate samples, conducting telephone calls** to all sampled,



Home Health CAHPS™...

- **Customer service-minded** telephone callers conduct the survey with patients
- Reports are produced that help you **identify areas of attention** and forecast your publicly-reported results
- The process is handled **turn-key**, from data collection to submission of results to CMS / CAHPS
- Optional access to **real-time, online results** through the Mercury system

and **reporting the data to your organization** on a quarter basis.

The Jackson Group also handles **submitting the appropriate files and data to CMS / CAHPS™** to ensure your organization is compliant and your results will be on the government web site for public viewing when it becomes available.





Feature	HH-CAHPS™ Standard Service
Completed Survey Calls	300*
Quarterly Report	✓
Monthly Response Counts	✓
Competitor Comparison Reports	up to 5 comparisons
Mercury On-Line Data Access	optional
Additional Survey Questions (up to 10)	optional

The Jackson Group would work with your agency to determine the appropriate sampling numbers and methodology, the process for compiling patient information, and sending that data to our offices on a monthly basis.

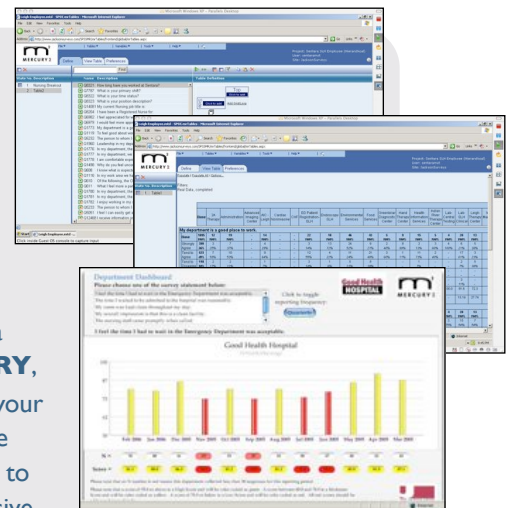
Reports are very user-friendly and clearly identify your results as compared to The Jackson Group’s internal database as well as national norms. In addition, you receive comparisons to up to 5 of your closest “competitors” to see how your results measure up (*available after release of the publicly-reported online database*).

All of this is done with the highest level of customer service possible, as each organization is assigned a direct project manager and a data specialist – both available to answer questions and address your organization’s needs.

The HH-CAHPS™ survey process can be a beneficial tool for your agency, and in fact may become a requirement in the coming years. The Jackson Group is ready to partner with you to make sure the process runs smoothly and help you utilize your results for true patient experience improvement.



When taking part in the HH-CAHPS™ program, our innovative data reporting system, **MERCURY**, allows you online access to your data at any time. This feature provides you with the ability to access and view comprehensive survey results and utilize the data before physical reports are generated. For a quick snapshot of your data, our Dashboard system gives you the option to look at individual statements and department-specific results. Easy to read graphs and charts provide for a quick analysis of your results. (*Mercury and Dashboards are both optional services and not part of the standard HH-CAHPS™ service.*)



For more information on the HH-CAHPS™ service, or to request a proposal or on-site presentation, contact us by telephone at 800.554.0373, on the web at www.thejacksongroup.com, or by email at info@thejacksongroup.com



THE JACKSON GROUP is a management consulting / survey services firm serving over 220 clients in over 38 states and internationally, specializing in employee satisfaction, customer/patient satisfaction, leadership development, and multimedia services.

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