



# HOME HEALTH CAHPS

## QUESTIONS & ANSWERS

The Home Health Consumer Assessment of Healthcare Providers and Systems Survey (HHCAHPS®) is designed to measure the experiences of people who receive home health care from Medicare-certified agencies. PRC, Inc. is a trusted partner for organizations that strive for loyalty and excellent patient experiences.

### WHO IS ELIGIBLE FOR THE HOME HEALTH CAHPS SURVEY?

All Medicare-certified Home Health Agencies (HHAs) must participate in Home Health CAHPS to receive their full Annual Payment Update (APU). However, agencies that have fewer than 60 survey-eligible patients in the previous year are exempt.

The Home Health CAHPS survey is only administered to patients who meet the following eligibility criteria. Eligible patients must:

- Be age 18 or older at the end of the sample month
- Receive benefits from Medicare or Medicaid
- Have received at least one home health visit in the sample month and two visits in the previous two months
- Be alive at time of sampling
- Not currently receive hospice care
- Not receive routine maternity care
- Have no active request for “no publicity”
- Not have been sampled in the previous 5 months (patients may be selected no more than two times per year)



healthcare **differently.**

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## HOW IS THE HHCAHPS SURVEY ADMINISTERED?

1. Each month, clients send PRC files that contain the records of patients who received home health care in the previous calendar month.
2. PRC's sample managers format the patient information for the interviewing department.
3. With its flexible, client-friendly approach, PRC efficiently and effectively captures timely, reliable data using the phone methodology to minimize bias and maximize accuracy. For more than 40 years, PRC has been widely regarded as the industry leader in telephone interviews. Response rates consistently exceed national averages, helping ensure that survey data are truly representative.
  - Selected patients will be called up to five times over a six-week window.
  - CMS requires that first attempts are made within the first 21 days of the initial contact month.
  - Call attempts must occur on different days of the week, at different times of day.
4. PRC compiles all the results and submits the data to RTI International, in accordance with the prescribed timeline.

## IS PRC A CMS-APPROVED HHCAHPS SURVEY VENDOR?

Yes, PRC has been granted approval as a Home Health CAHPS survey vendor since the program's introduction in 2010 and is qualified to conduct the survey by telephone.

## WHAT DOES THE HHCAHPS SURVEY MEASURE?

The Home Health CAHPS survey consists of 34 questions that provide information about the selected patients' care by the home health agency; issues related to pain and medication; and patients' general demographics. The responses to these questions are reported across the dimensions at the bottom of the page.



## CAN WE CUSTOMIZE THE STANDARD SURVEY TOOL TO ENCOURAGE EXCELLENCE?

Given the length of the questionnaire, facilities and vendors have to thoughtfully consider the addition of any supplemental questions. However, supplemental questions measuring performance on a five-point scale topped by "Excellent" can prove extremely valuable in predicting patient loyalty and allocating limited resources where they will have the greatest impact. Excellence also differentiates high-performing providers in the marketplace. PRC is the only research firm measuring excellence and the only survey partner offering a loyalty benchmarking database.

## HOW WILL WE RECEIVE THE SURVEY RESULTS?

Client organizations can view survey results as soon as they are added to PRC's database. PRC clients enjoy unlimited access to research results through PRC's award-winning online data management tool, PRCEasyView.com®. EasyView® enables PRC's research partners to monitor results, set goals, and design and schedule custom reports to be emailed anywhere within the organization.

## WILL THE RESULTS BE PUBLICLY REPORTED?

Home Health CAHPS results are published on the CMS Care Compare website (<https://www.medicare.gov/care-compare/>) every quarter and displayed as four rolling quarters of data. Consumers may use this website to select neighboring agencies and evaluate the elements of care most important to them before selecting home health care. By default, the website shows the percentage of patients who provided the top-box response for each composite.

HHCAHPS Reported Measures	
Patient Care	4 questions
Communication with Health Care Providers and Agency Staff	6 questions
Specific Care Issues Related to Pain and Medication	7 questions
Overall Rating	1 question
Likelihood to Recommend	1 question

## PRC Product Lines



**Patient Experience  
& CAHPS**



**Employee & Physician  
Engagement**



**Call Center**



**Consumer & Brand**



**Community Health**



**Public Health**

## ABOUT PRC

Since 1980, PRC has helped more than 2,200 healthcare organizations achieve their research objectives by collecting and analyzing timely, accurate, and reliable feedback from patients, employees, physicians, and the community at large.

PRC's high-quality survey research, analytics tools, and coaching give voice to healthcare organizations, patients, and the community as a whole. Leading the standards for healthcare market research, PRC partners with organizations to support their efforts in becoming better places for patients to be treated, physicians to practice medicine, and employees to work.

# Achieve healthcare excellence with PRC.

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