



2007 Rhode Island Home Health Agency Satisfaction Survey

Supplemental Information

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Dear Rhode Island Home Health Agency Consumer,

Thank you for your interest in the 2007 Rhode Island Home Health Agency Satisfaction Survey. The information in this packet will help you understand the satisfaction survey results. This packet includes:

- How Rhode Island reports home health agency satisfaction (p. 1)
- What Press Ganey provides home health agencies (p. 1)
- What Press Ganey's survey includes (p. 1)
- How the information is collected (p. 3)
- How to understand the report (p. 3)
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- How Rhode Island agencies performed as a group in 2007 (p. 6)

In 1998, Rhode Island passed a law that requires the public release, or public reporting, of information about the quality of care in all licensed healthcare facilities. Currently, information about patient satisfaction and health processes and outcomes is available for hospitals, home health agencies, and nursing homes. By making information publicly available, the law aims to:

- T** Promote quality in the state's healthcare system
- T** Help people choose among healthcare providers, such as home health agencies

The Home Health Agency Satisfaction Report categorizes each agency's scores into three groups:

	Below Average	means that the score is <u>worse than</u> the Rhode Island average.
	Average	means that the score is <u>similar to</u> the Rhode Island average.
	Above Average	means that the score is <u>better than</u> the Rhode Island average.

These symbols are explained in more detail on page 4.

To access the 2007 Home Health Agency Satisfaction Report or get information about other licensed healthcare providers, please visit the public reporting program's Web site (www.health.ri.gov/chic/performance) or call the Department of Health (401-222-2231).

Sincerely,

A handwritten signature in black ink that reads "Jay S Buechner".

Jay Buechner, PhD, Chief, Center for Health Data and Analysis

Rhode Island Home Health Patient Satisfaction

In 1998, Rhode Island passed a law that requires the public release, or “public reporting,” of information about the quality of care in all licensed healthcare facilities. This law includes releasing information about patient satisfaction and health processes and outcomes, like pain. Over the past 10 years, the state has reported information for home health agencies, hospitals, and nursing homes. This information helps people compare different healthcare providers—like home health agencies—and choose among them.

The Rhode Island public reporting program, which is located in the Department of Health, has a Home Health Subcommittee. The Subcommittee helps the program’s Steering Committee decide what information to share about home health agencies and how to share it. The Home Health Subcommittee meetings are open to the public. Participants include local stakeholders—such as representatives of local agencies, government agencies, health insurers, and others interested in Rhode Island’s agencies. Together, these people help to shape the state’s home health public reporting efforts.

If you are interested in attending the Home Health Subcommittee meetings, please contact Sue Midwood: 401-528-3200.

How Rhode Island Reports Home Health Satisfaction

As part of the public reporting program, Rhode Island’s home health agencies have begun to collect information about patient satisfaction on a regular basis. Both skilled and non-skilled agencies collect this information: *skilled agencies* provide services such as nursing and therapy; *non-skilled agencies* provide care that is not covered by Medicare, such as help with dressing, bathing, and light cleaning.

The 2007 Home Health Agency Satisfaction Report is the first round of public information about patients’ satisfaction with home health agencies. Agencies collected this information once before, in 2006, to practice collecting the data and preview their results before the information was made public. To do so, each agency signed a contract with a survey company called Press Ganey Associates. The survey company collects information from the agency’s patients.

What Press Ganey Provides Home Health Agencies

In 2006, the Home Health Subcommittee recommended that the public reporting program begin working with a company named Press Ganey Associates to measure home health agency satisfaction in Rhode Island. Press Ganey is a company that helps agencies:

- Measure and improve their performance on patient satisfaction; and
- View, or “trend,” their performance over time.

Press Ganey also has a database of home health agency satisfaction in the U.S. This is useful for helping home health agencies compare, or “benchmark,” their performance with other agencies’ performance in Rhode Island and across the country. For more information about Press Ganey’s services, please visit the company’s Web site on the Internet: www.pressganey.com.

What Press Ganey’s Survey Includes

Press Ganey’s satisfaction survey was designed by survey experts. Press Ganey’s design process draws from a range of information sources and includes testing the survey to make sure that it was easy for patients to understand and that it provided accurate, reliable information. The result is the healthcare industry’s most widely used home health satisfaction surveys.

The survey includes up to seven categories of questions. Some of these categories apply to both skilled and non-skilled agencies; some apply to only skilled agencies or non-skilled agencies.

Category	Skilled Agencies	Non-Skilled Agencies
1. Arranging Home Care	Included	Included
2. Dealing with the Office	Included	Included
3. Nurses	Included	Not Included
4. Home Health Aides	Included	Included
5. Homemaker/Companions	Not Included	Included
6. Therapists and Other Professionals	Included	Not Included
7. Other Ratings	Included	Included

Information about each of the seven categories is below:

1. Arranging Home Care: This category reflects patients' **perceptions of how easy it was to arrange home care**. Topics include whether the initial plan of care or treatment met patients' needs, ease of scheduling visits, and making initial arrangements for care.
2. Dealing with the Office: This category reflects patients' **perceptions of how easy it was to deal with the agency's office**. Questions in this category include topics like the person answering the office phone, how the office dealt with requests (e.g., schedule changes or new caregivers), and how calls were handled after hours.
3. Nurses: Only patients receiving care from skilled agencies are asked the questions in the nurses category. This category reflects patients' **perceptions of their interactions with the agency's nurses**. Topics include the nurses' friendliness, concern for patients' comfort, and clinical skills.
4. Home Health Aides: This category reflects patients' **perceptions of their interactions with home health aides (non-nurses)** who provide personal care, such as bathing or dressing. Topics include the aides' friendliness, concern for patients' privacy and comfort, and clinical skills.
5. Homemakers/Companions: Only patients receiving care from non-skilled agencies are asked the questions in the homemakers/companions category. This category reflects patients' **perceptions of the agency's homemakers/companions**, who shop, cook, clean, or run errands for them. Topics include the amount of attention the homemaker/companions paid to the patients' ideas about their homes, their helpfulness, and their respect for patients and patients' privacy.
6. Therapists and Other Professionals: Only patients receiving care from skilled agencies are asked the questions in the therapy category. This category reflects patients' **perceptions of the agency's therapists and other professionals**, including occupational therapists, physical therapists, speech therapists, social workers, and dietitians. Topics include the therapists and other professionals' friendliness, concern for patients' comfort, and clinical skills.

For each statement, people are asked to score the home health agency from “very poor” to “very good.” They can also provide written comments. For more information about the surveys, please visit Press Ganey’s Web site on the Internet: www.pressganey.com.

How the Information is Collected

Data collection for the 2007 Home Health Satisfaction Survey took place in the Fall of 2007. The Department of Health required each home health agency in Rhode Island to sign a contract with Press Ganey and provide Press Ganey with contact information for current and former patients.

Both skilled and non-skilled agencies collected information about satisfaction from current patients and patients discharged within the last 30 days. Each patient received a packet from Press Ganey in the mail. This packet included a cover letter, the satisfaction survey, and a pre-addressed, postage-paid return envelope to send the completed survey to Press Ganey. Sending the results directly to Press Ganey helps ensure that people share their true feelings.

After the completed surveys were submitted to Press Ganey, agencies could view their results on Press Ganey’s Web site. They could also compare their performance to the performance of other agencies that work with Press Ganey in Rhode Island and across the country. Press Ganey also provided home care agencies with online education and training. This occurred in early 2008.

How to Understand the Report

In 2007, 49 home health agencies collected information patient satisfaction. The results of these surveys are included in the 2007 Home Health Satisfaction Reports, which look like the picture on the next page.

Each of the 49 agencies has a one-page report that includes its satisfaction results, contact information, and information about where it provides care (e.g., which counties within Rhode Island). Results are presented as below average, average, or above average for each of the agency’s categories. If 10 or fewer people provided responses for a category, the information is withheld because it may not accurately reflect patients’ satisfaction.

Agencies that are Medicare-certified—most of those that provide skilled care—also have [patient outcomes](#) on their one-page reports. Agencies that are not Medicare-certified do not have this information because they are not required to collect information for the quarterly assessments used to calculate patients’ outcomes.

How the Categories are Calculated

The information in this section is for people who want statistical details about the category calculations:

To be ‘below average,’ the score for a particular category must fall below (be worse than) the state’s average and its margin of error, or “95% confidence interval,” cannot include the average. To be ‘above average,’ the score must fall above (be better than) the state average and its margin of error, or “95% confidence interval,” cannot include the average. If the 95% confidence interval includes the Rhode Island average, then the home health agency’s score is not accurate enough to categorize it as better or worse than other agencies’ scores. The home health agency is then marked ‘Average’ for that category.

- Indicates the agency's name and whether it is a skilled or non-skilled agency
- Tells you how many people responded to the survey
- Says what percent of people would recommend the agency and thought the quality was good
- Presents the satisfaction survey results as 'Below Average,' 'Average,' or 'Above Average'
- For Medicare-certified agencies only, provides information about patients' outcomes
- Provides information about the agency, including contact information and the areas it serves (counties)
- Suggests additional resources that patients may find helpful when choosing an agency

What the Categories Mean

The categories and symbols in the report help you understand how the agency's responses for each category compare to the performance of other agencies in Rhode Island:

	Below Average	means that the score is <u>worse than</u> the Rhode Island average.
	Average	means that the score is <u>similar to</u> the Rhode Island average.
	Above Average	means that the score is <u>better than</u> the Rhode Island average.

These categories are determined mathematically to ensure that the differences are meaningful. In technical terms, this means that home health agencies that are 'Below Average' or 'Above Average' have scores that are "statistically significantly different" from the Rhode Island average.

Other Sources of Information

The 2007 Home Health Satisfaction Report is one of several sources of information that you can use when choosing a home health agency. Consider these other sources of information, too:

- Recommendations from other home care providers, family, and friends
- Clinical information available through the Department of Health's public reporting program: www.health.ri.gov/chic/performance
- Inspection reports available through the Department of Health: 401-222-2566

All together, this information can help you figure out which home health agency may be a good fit for you or your family member.

Which Home Health Agencies Participated in 2007

The following 49 home health agencies participated in the 2007 Home Health Satisfaction Survey. Agencies indicated with an asterisk (*) had fewer than 10 patients respond to the survey, so their satisfaction data is not reported:

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|--|--|
| 1. A Caring Experience Nursing Services, Inc.* | 27. Life Care at Home of RI |
| 2. Access Healthcare, Inc. | 28. Lifetime Medical Support Services |
| 3. Alternative Care Medical Services | 29. Maxim Healthcare Services* |
| 4. Assisted Daily Living, Inc. | 30. Memorial Hospital Home Care |
| 5. Bayada Nurses | 31. NewCare, LLC* |
| 6. Bayside Nursing, LLC* | 32. Nursing Placement, Inc. |
| 7. C & F Home Care | 33. Ocean State Nursing Service, Inc. |
| 8. Capitol Home Care Network, Inc. | 34. Phenix Home Care |
| 9. Cathleen Naughton Associates | 35. Preferred Health Care Services* |
| 10. Community Care Nurses, Inc. | 36. Roger Williams Home Care |
| 11. Concord Health Services, Inc. | 37. Saranna Home Care* |
| 12. Consistent Care Corporation | 38. South County Quality Care |
| 13. Cowesett Home Care, Inc. | 39. Specialty Personnel Services* |
| 14. Gleason Medical Services, Inc.* | 40. St Jude Home Care, Inc. |
| 15. H&T Medicals, Inc. | 41. Summit Health Services, Inc.* |
| 16. Health Care Connections | 42. Tender Loving Care |
| 17. Health Care Services | 43. Visiting Nurse Service (VNS) of Greater RI,
Hospice Care of the VNS of Greater RI |
| 18. HealthTouch | 44. Visiting Nurse Services of Newport and Bristol
Counties |
| 19. Home & Hospice Care of Rhode Island | 45. Vital Care of Rhode Island, Inc. |
| 20. Home Care Services of RI, Inc. | 46. VNA of Care New England |
| 21. HomeCare Advantage | 47. VNA of Rhode Island |
| 22. Homefront Health Care | 48. VNA Support Services |
| 23. Hope Nursing Home Care | 49. VNS Home Health Services |
| 24. Ideal Home Care Service, Inc. | |
| 25. Interim Health Care | |
| 26. Jewish Family Service | |

Two agencies closed or were sold during or after the 2007 survey process, and are excluded from the reports. These agencies are Intrepid USA Healthcare Services and Personal Home Health Services.

How Rhode Island Agencies Performed in 2007

The table below presents overall results for all 49 Rhode Island agencies that participated in the 2007 Home Health Satisfaction Survey, and compares these results to the results of 420 agencies in Press Ganey's national database during the same time period:

Category	Rhode Island Home Health Agencies*		National Average Score**
	Number of Patients	Average Score	
1. Arranging home care	2,497	88.9	89.2
2. Dealing with the office	2,020	85.4	87.2
3. Nurses	1,860	90.9	92.9
4. Home Health aides	1,622	90.9	90.1
5. Homemakers/Companions	771	88.2	n/a
6. Therapists and other	1,105	92.7	n/a
<i>Overall Satisfaction</i>	<i>2,534</i>	<i>89.6</i>	<i>89.9</i>

n/a Questions not asked of agencies in Press Ganey's database

* Based on 49 Rhode Island agencies. Skilled agencies' patients answered questions in categories 1-4 and 6-7; non-skilled agencies' patients answered questions in categories 1-2, 4-5, and 7.

** Based on 420 agencies in the Press Ganey database during the same time period as the Rhode Island survey