

Centers for Medicare & Medicaid Services

Questions and Answers from

Home Health, Hospice and DME Open Door Forum

December 14, 2021

1. Are we going to resume home health quality publicly on January 1, 2022? What are the dates of - what are the collection dates? I put down third quarter, but I may have missed it.
  - a. Are you asking what data will be reported publicly during that time?
    - i. No, I'm asking what are the collection dates? When you gave the hospice information you were talking about quarter four of this year, quarter three of that year? I didn't hear all of that for home health.
      1. It's a lot to go over because it varies per measure. That information was published in this past year's home health final rule. That information is available. And that information is also available on our public reporting tip sheet. So, there is one for both hospice and one for home health. And you can find those tip sheets on the Home Health Quality Reporting Web site under the public reporting. That will be there for you. And we've broken it down for you within that tip sheet.
        - a. How much shorter is CAHPS survey?
          - i. When we do these field tests, it doesn't interfere with the regular collection of Home Health CAHPS. We will continue conducting the HHCAHPS Survey for all HHAs while we conduct the Mode Experiment. For HHAs in the Mode Experiment, we will continue their HHCAHPS Survey plus use their leftover sample for conducting the Mode Experiment for them.
            1. How much shorter is the pilot questionnaire?
              - a. I think it's about eight questions shorter, but it's also a replacement for some questions with some newer questions because a few years ago

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we had many focus groups and then followed by a whole series of individual interviews to test out new questions for issues that were raised in focus groups. And we had to focus grouped several different places of the country. We tried to make it as diverse as possible so we could pick up a variety of issues. We'll have to see how it all tests out. But also, the ordering of the questions, I think, is preferable because we had some information where people said that it might be better if you group these questions together and these clearly don't work. So, we had tested that as well to see if that actually was better. We tested several different types of configurations of the same questions, just reordering them. And so, I think we have a nice test instrument. That doesn't mean that's the exact final one. And we may even make it shorter from the test one because that happened years ago with this instrument. It was much bigger.

- i. When will the CAHPS resume publicly?
  - ii. ANSWER: CAHPS is going to start public reporting again in January and it represents data for the period of July 2020 through June 2021.
2. My question is also on the CAHPS Survey that I know it is being publicly reported in January. And can you let us know when the preview report for the star ratings will be released onto the CAHPS Web site?
  - a. For Hospice CAHPS, there is a preview report that includes one Star Rating that will not be publicly reported; this is a dry run for the Hospice CAHPS Star

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Ratings. For home health, you're going to be getting a preview report on Thursday. Since we went to Care Compare, you probably have noticed that it's very easy to find the overall the summary star rating, the averaging star rating for the individual home health CAHPS star ratings. The summary star rating for CAHPS is posted alongside of the OASIS star rating on the first page in your search on Care Compare. But if you want to see all the other home health CAHPS star ratings on Care Compare for home health care, you have to drill down. You have to click on the option for more information. That's the only way you can see all of the star ratings for home health CAHPS right now. It's just the way it's set up right now. But I wanted you to know that you will see on your Home Health CAHPS preview reports the star ratings like right there next to all the measures. But it's not going to be laid out the exact same way on Care Compare. The information, the data and the stars or whatever, the data is the same, but the actual view of it will look different.

3. I'm going to go all the way back to the beginning here and talk about the OASIS-D data set. I know from our standpoint we were just starting to do some requirements gathering to get ready for OASIS-E. I just want absolute confirmation, right? So, I think you guys said, and based on the Web site, OASIS-D is going to be extended through November 2024. Does that mean we are not using OASIS-E until that point? And then what would be the start date for potentially using OASIS-E?
  - a. You are correct that the OASIS-D has been extended through November 30, 2024. Should the OASIS-E ever come into play, if we submitted a PRA package that was approved, it would then supersede this.
4. My questions about the hospice CAHPS. Not about anything that you really talked about today, but just to clarify that even when the primary caregiver responds and puts their name and phone number on the survey, we're not allowed to contact them even if they have comments that require - they have questions or anything in the survey. Correct?
  - a. There is a feature in Home Health CAHPS that there is a question, would you allow your responses to be shared with the facility that you're answering the questions about? So, the respondent has to say yes on that. I think that in the Hospice CAHPS Survey, it's not a standard question or like one that typically you will see on it. And what would happen is the hospice facility would have to add that question on it. If there's not a question that asks for the respondent's agreement that their responses can be shared, then the responses cannot be shared.
    - i. So, you're saying we wouldn't be able to contact them, even though we do get that information?
      1. No. Unless the respondent agrees to it.
        - a. Because there is a question that says, they can stay anonymous or not. And most actually don't seem to do that. But there is a question like that where they - if they want their information shown or not.

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- b. Yes. Generally, it's just worded. Would you allow your answers to be shared with the home health agency or with the hospice, and they have to say yes.
  - i. But even if they say yes, we're not supposed to contact them, like, to do any service recovery. On the Web site and stuff, it says that we're not supposed to. - I don't know that it spells it out that clearly and that's why I was asking because, you know, it's just helpful for service recovery. And a lot of times the issues are things that they really appreciate a follow-up on
    - 1. The hospice is not supposed to contact the respondent on the survey. (*recently updated, 12/27/2021*)

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