



**BENJAMIN ROSE
INSTITUTE ON AGING**
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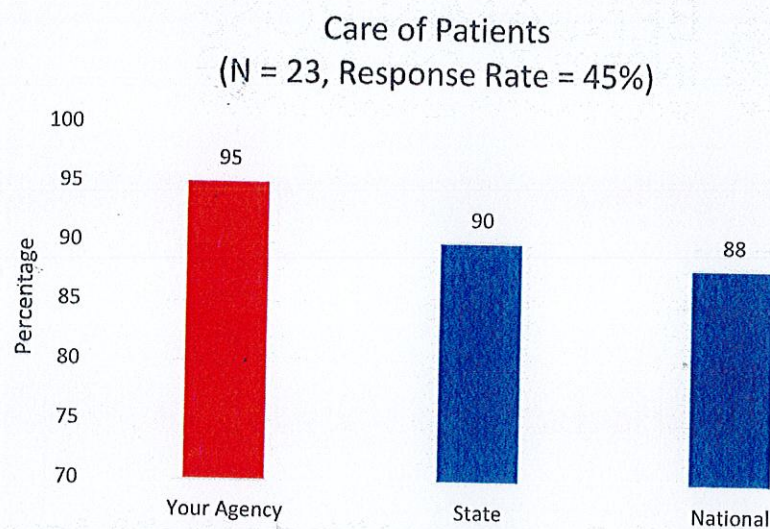
Adair County Health Department/Home Health Agency
State and National Patient Satisfaction Comparison:
How are you doing?

Twelve-month period ending in June 2022

Publicly Reported Results

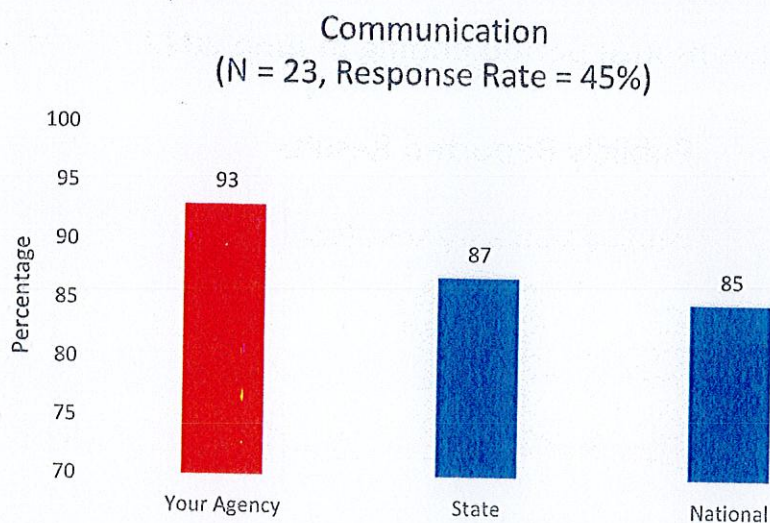
Survey Summary Star: N/A

Data Source: Quarterly Home Health Compare patient survey results and Home Health Care CAHPS Survey archived publicly reported data.



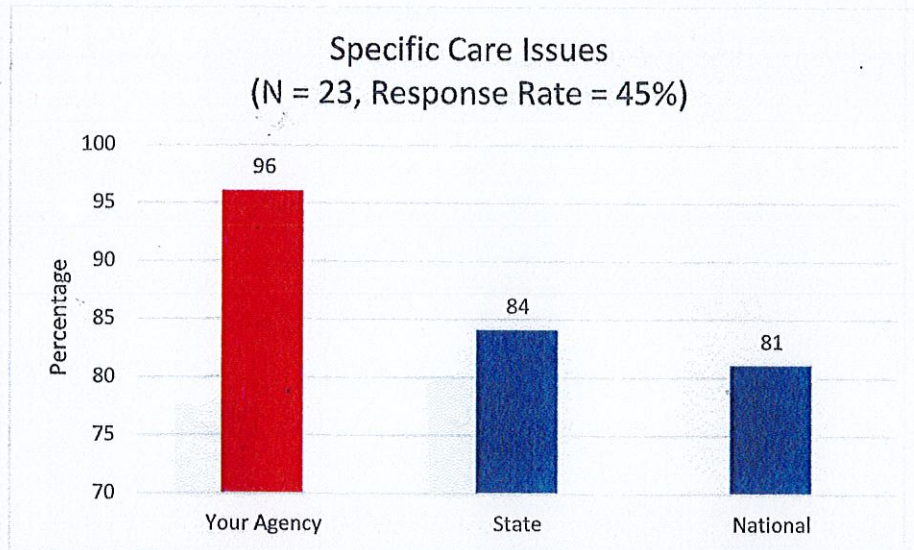
**There were less than 70 patients who completed this survey. Take caution when using scores.*

Patients who reported their agency gave care in a professional way: no problems with the home health care, providers were always gentle, providers were always respectful, and providers were always up-to-date about the patient's treatment.



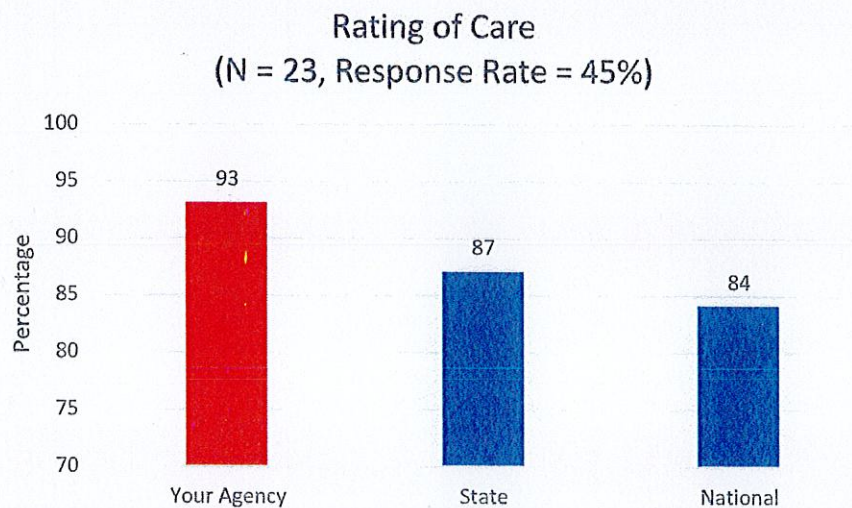
**There were less than 70 patients who completed this survey. Take caution when using scores.*

Patients who reported their home health team communicated well with them: explained services before giving them, always said when staff would arrive, always explained things clearly, always listened carefully, and gave advice when needed on the same day.



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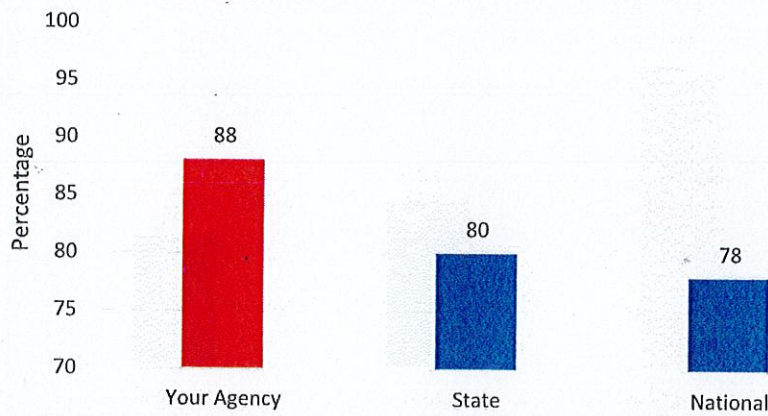
Patients who reported that their home health team discussed medicines, pain, and home safety with them: at first, provider discussed how to set up the home for moving around safely, and all prescription and over-the-counter medicines; in the last two months, provider discussed pain, the purpose of new or changed prescription medicines, when to take these medicines, and their side effects.



**There were less than 70 patients who completed this survey. Take caution when using scores.*

Patients who gave the care from their home health agency providers an overall rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

Would Recommend
(N = 23, Response Rate = 45%)



**There were less than 70 patients who completed this survey. Take caution when using scores.*

Patients who responded "definitely yes" to the question "Would you recommend this agency to your family and friends if they needed home health care?" (Other possible responses are: "probably yes", "probably no", and "definitely no".)

Patient Response Report for Quarters 1-3, 2022

Completed surveys= [20]; Note: Use the scores shown with caution. If the number of surveys is less than 25, the number may be too low to accurately measure how your agency is doing.

	Yes	No	Do not remember
When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?	90.0% (18)	0.0% (0)	10.0% (2)
When you first started getting home health care from this agency, did someone from the agency talk with you about how to set up your home so you can move around safely?	90.0% (18)	0.0% (0)	10.0% (2)
When you first started getting home health care from this agency, did someone from the agency talk with you about all the prescription and over-the-counter medicines you were taking?	80.0% (16)	15.0% (3)	5.0% (1)

	Never	Sometimes	Usually	Always	One provider in the last 2 months
In the last two months of care, how often did home health providers from this agency seem informed and up-to-date about all the care or treatment you got at home?	0.0% (0)	0.0% (0)	10.0% (2)	70.0% (14)	0.0% (0)

	Yes	No
In the last two months of care, did you and a home health provider from this agency talk about pain??	100.0% (19)	0.0% (0)

	Never	Sometimes	Usually	Always
In the last two months of care, how often did home health providers from this agency keep you informed about when they would arrive?	0.0% (0)	0.0% (0)	5.3% (1)	94.7% (18)
In the last two months of care, how often did home health providers from this agency treat you as gently as possible?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (19)
In the last two months of care, how often did home health providers from this agency explain things in a way that was easy to understand?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (18)
In the last two months of care, how often did home health providers from this agency listen carefully to you?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (18)
In the last two months of care, how often did home health providers from this agency treat you with courtesy and respect?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (18)

	0-7	8	9	10
We want to know your rating of your care from this agency's home health providers. Using any number from 0 to 10, where 0 is the worst home health care possible and 10 is the best home health care possible, what number would you use to rate your care from this agency's home health providers?	0.0% (0)	0.0% (0)	16.7% (3)	83.3% (15)

	Same day	1 to 5 days	6 to 14 days	More than 14 days	Did not contact agency
When you contacted this agency's office, how long did it take for you to get the help or advice you needed?	15.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	70.0% (14)

	Yes	No
In the last 2 months of care, did you have any problems with the care you got through this agency?	0.0% (0)	100.0% (18)

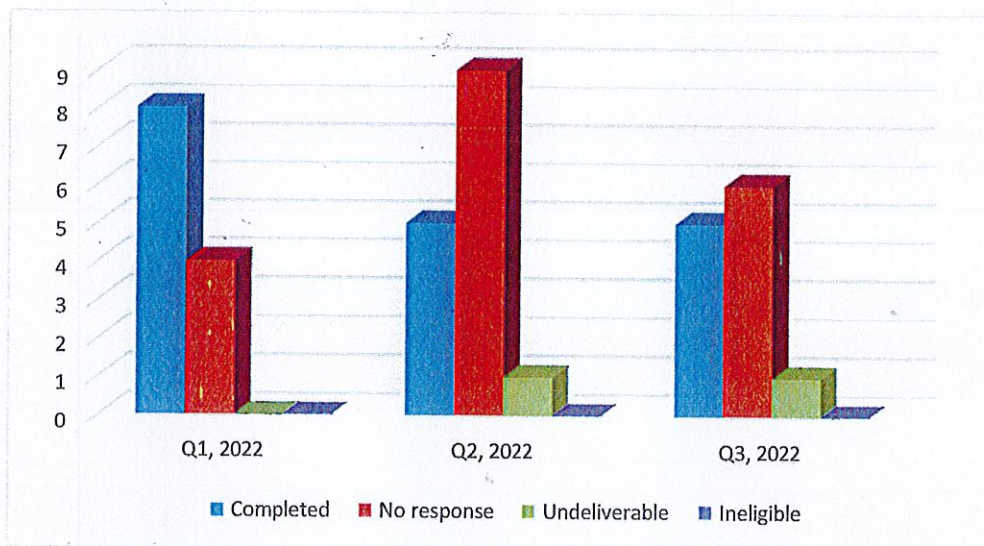
	Definitely no	Probably no	Probably yes	Definitely yes
Would you recommend this agency to your family or friends if they needed home health care?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (18)

Is there anything else you would like to say about the care you got from this agency or any staff member whom we could thank?

- They do a good job.
- Wonderful staff! Vickie, Crystal, Angie, and Barry were all very professional!
- Excellent care. Jamie was the greatest!
- Thank you to Chrystal Whitlow - made me feel comfortable and cared about in all aspects of treatment.
- I got excellent care from all employs and would recommend them highly.
- The nurse and physical therapy both were excellent care.
- They all did a great job.
- Excellent care. Loving and professional.
- Christal was my home health nurse and she was knowledgeable and gave excellent care.

Please note that CAHPS Survey vendor survey results may not match what is publicly reported. CMS maintains that the CAHPS Survey results that they publish are the only "official" CAHPS survey data results.

Status Report



Number of Patients:

	<u>Q1, 2022</u>	<u>Q2, 2022</u>	<u>Q3, 2022</u>
Completed	8	5	5
No response	4	9	6
Undeliverable	0	1	1
Ineligible	0	0	0