

JEFFERSON COUNTY PUBLIC HEALTH SERVICE

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Jefferson County Public Health Service, Certified Home Health Agency Receives 2020 Patient Satisfaction Award of Distinction

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Fazzi Associates has presented the Jefferson County Public Health Service with the Home Health Care Community Assessment of Health Care Providers Survey (HHCAHPS) 2020 Patient Satisfaction Award of Distinction for demonstrated superior performance. The HHCAHPS is designed to measure the experiences of people receiving home health care from Medicare-certified home health agencies. The HHCAHPS is conducted throughout the United States for home health agencies by approved HHCAHPS Survey vendors. The Jefferson County Public Health Service HHCAHPS Survey vendor is Fazzi Associates.

The HHCAHPS Patient Satisfaction Award of Distinction is presented annually to home health organizations subscribed to Fazzi's Patient Satisfaction Service that have demonstrated superior performance in overall patient satisfaction results. As a selected agency, the Jefferson County Public Health Service Certified Home Health Agency (CHHA) is a national best practice agency, and as a proven leader, has placed in the top 25% of Fazzi's patient satisfaction national database based on a comparative analysis of overall satisfaction.

The HHCAHPS Survey is a 34-item questionnaire and data collection methodology to measure patients' perceptions of their skilled home care. The survey can be completed by the patient, or the patient may have a proxy answer the questionnaire with their responses by the three survey modes of mail only, telephone only, and mixed mode. There are 25 "core questions" and 9 "about you" questions on HHCAHPS. Questions cover topics such as: communication about care, pain and prescription medication use, the care received from the home health agency, staying informed about scheduling, and global ratings.

The HHCAHPS Survey is the national standardized and publicly reported survey of home health care patients' perspectives of their skilled home care. The survey is required for Medicare annual payment update requirements.

"To receive this distinction is really a tribute to the excellent care that our clinical and paraprofessional staff deliver to patients in their homes each and every day" states Ginger B. Hall, Jefferson County Director of Public Health. "Every day we strive to not only provide the best care possible to patients, but to ensure their individual outcomes can be met in such a way that avoids costly emergency department visits and/or inpatient hospitalizations, achieve greater independence in their recoveries, and to remain in their homes," Mrs. Hall said.

HHCAHPS data results are posted on Home Health Compare at www.medicare.gov. For more information on the survey, please visit the HHCAHPS website: <https://homehealthcahps.org>