

Is Your Agency Prepared for HHCAHPS?

With the HHCAHPS deadline drawing near, it is important for agencies to select a trusted vendor partner and get started with program implementation and staff training as soon as possible.

CMS recently posted “Steps for Home Health Agencies Preparing to Participate in the Home Health Care CAHPS Survey: [What to Do](#)” on the homehealthcahps.org website. To ensure a smooth implementation and that your agency is compliant within CMS protocols, Deyta recommends the following timeline for those who have not yet started implementing HHCAHPS:

Agency To Do	Timeline
Vendor selected & contracts signed	by July 31 st
Survey implementation	August
First mailing & staff training	September (surveying August patients)
Dry Run (CMS requirement)	October (surveying September patients)

Deyta recommends allowing for one month for survey implementation. Implementation includes:

- Survey and reporting set up
- Agency approval of survey test prints
- Patient data file set up (typically through software vendor export)
- Agency transmission of patient data file
- Agency must register with CMS and authorize selected vendor to gather their data (www.homehealthcahps.org)
- Agency staff training on the new quality measures
- Agency training on how to access and interpret HHCAHPS reports

On behalf of Deyta’s partnership with the Indiana Association for Home & Hospice Care, members will receive a discount on Deyta’s HHCAHPS program.

To learn more about HHCAHPS requirements and implementation or to find out how much Deyta’s program can save your agency, contact:

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