



Partnership for Patient Satisfaction Excellence Oregon Association for Home Care & Fazzi Associates

Fazzi Associates is very pleased to have the opportunity to partner with members and leaders of the Oregon Association for Home Care (OAHC) on the Home Health Care CAHPS (HHCAHPS) initiative. We have been providing patient satisfaction services to home health agencies for almost 30 years and are known for our user friendly reports, best practice research and home care expertise. We look forward to working closely with you and supporting your efforts regarding the national Home Health Care CAHPS initiative.

We have three goals for our partnership with the Oregon Association for Home Care:

1. To provide you the single best CAHPS service possible, one that seamlessly provides you with a customer friendly service that leads to attractive, easy to read, clinician friendly status and improvement reports.
2. To partner with you and provide targeted improvement trainings and consultation, all directed at helping you improve their patient satisfaction scores. Our minimum goal would be to help each agency be in the top 1/3 of all agencies in the country. We have a vested interest in this outcome.
3. To work with the Oregon Association for Home Care leadership to identify any specific reports broken down by region and/or any other way that you wish.

Fazzi was one of the first HHCAHPS vendors to receive approval from CMS. We are approved to provide all three data collection modes. We are now transitioning our service to the HHCAHPS survey, data collection options and reporting.

As your partner, Fazzi Associates will provide each agency:

- **HHCAHPS Survey:** A survey instrument will be customized with name and logo for each subscriber agency. Up to 3 supplemental and/or custom questions may be added at no additional cost. Results will be provided in benchmark reports.
- **HHCAHPS Executive Benchmark Reports:** The Benchmark Report compares an agency's results against state and national averages or any other available comparison group. The report focuses on the publically reported CAHPS measures and offers comparisons, trends, percentile rank and patient comments.
- **Unlimited Access to On Line Reporting:** The reporting system is a web based on-demand reporting service. The reporting system provides comprehensive and user friendly benchmark reports, access to individual surveys including adverse surveys and capacity to printout individual surveys.

- **Executive Consultation:** Consultation with a Senior Consultant is scheduled at the convenience of the agency to discuss and analyze the patient satisfaction and/or patient outcome results. Consultation calls are provided as often as needed to assist with reaching and maintaining best practice status.
- **Best Practice Improvement Trainings:** Regular presentations provided by experts from Fazzi Associates or guest speakers are provided to all subscribers throughout the year. The presentations are typically offered as webinars.
- **Insider Studies:** All subscribers receive email communication focusing on industry updates and relevant topics or studies throughout the year.
- **Quality Monitor Reports:** All subscribers receive a dashboard report each quarter after Home Health Compare is updated displaying their most current patient satisfaction and patient outcome results.
- **HIPAA Compliance/Confidentiality:** All information received and processed from an agency is maintained and destroyed using procedures intended to ensure the confidentiality of agency and patient information. Only authorized users will be provided access to web reporting.
- **Training, Technical Assistance, and Support:** A Welcome Packet with orientation material and check lists is sent to each new agency to help ensure efficient implementation in accordance to the HHCAHPS guidelines. Fazzi Associates also provides individual and group trainings to the database and benchmark system. A User's Guide is available on the web reporting site.

All members of the Oregon Association for Home Care will receive the maximum discounted annual subscription rate of \$1800 per provider. There is no additional cost for branch locations. OAHCC providers will always receive the network discounted rate on subscription costs and I guarantee the current first year pricing per provider will remain unchanged for 2011. There is no additional fee for initial agency set-up.

There is also no additional fee for supplemental, custom questions or system-wide reports.

The only additional cost is the variable expense for data collection. The options and costs for the HHCAHPS data collection are:

- Mail: Survey and cover letter are mailed after the month end. A second survey is mailed 3 weeks later to those that did not respond to the first survey. \$3.75 per patient sampled.
- Mail with telephone follow-up: Mailed survey with telephone follow up to those that did not respond to the first survey. \$15.25 per completed survey
- Telephone: The survey is administered as a phone survey only. \$18.00 per completed survey

Fazzi provides complimentary webinars on the HHCAHPS final rules with a brief overview of our reporting system on a regular basis. To register, a link is provided next to each upcoming program below. Additional dates are also available on our CAHPS page www.fazzi.com.

Wed, 12/9/09, 12- 1 PT

<https://www2.gotomeeting.com/register/555258482>

Mon, 12/14/09, 1- 2 PT

<https://www2.gotomeeting.com/register/805256514>

Wed, 12/16/09, 10- 11 PT

<https://www2.gotomeeting.com/register/956016546>