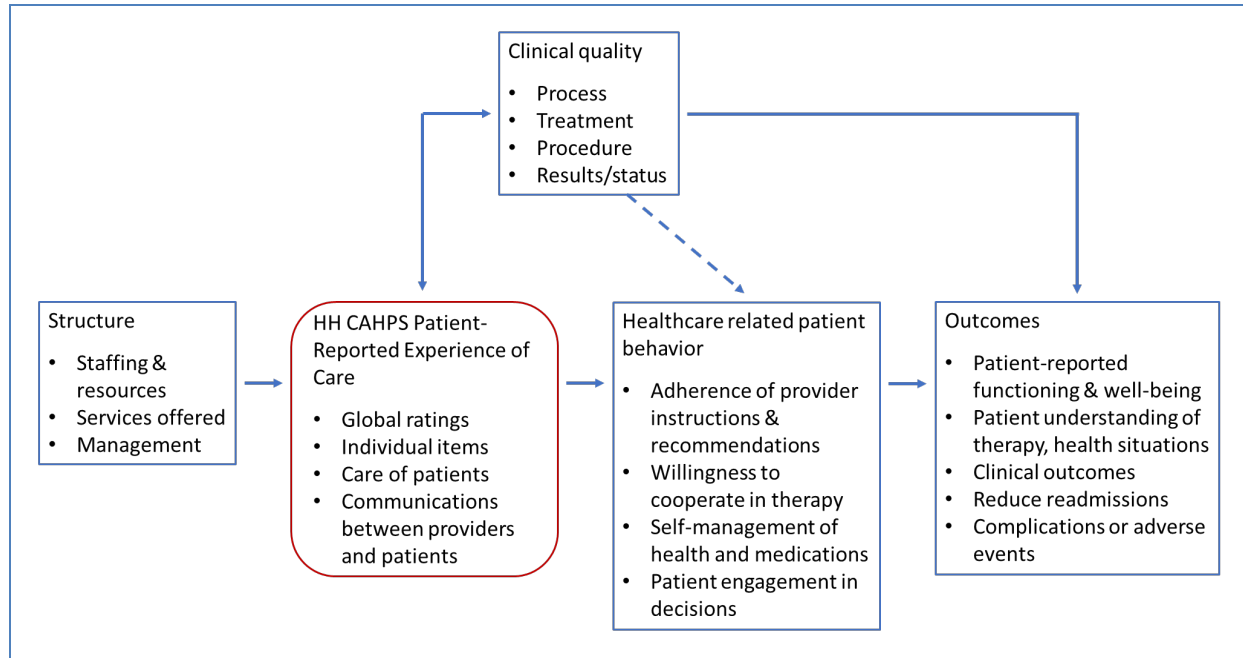


Logic Model for HHCAHPS Survey



There are seven HHCAHPS measures to assess the important aspects of home health care in the patients' perspectives of their home healthcare experiences to report on that are key in assessing if home health care services yielded positive or negative outcomes:

1. Care of Patients

“Care of Patients” is a multi-item measure including five important aspects of care to patients, stakeholders, families, providers, and home health experts: how often did the provider seem aware of all the patient’s care and treatment, how often did the provider treat the patient with care, how often did the provider treat the patient with courtesy and respect, how often did the home health staff care about the patient as a person, and did the care the patient received from the agency help them take care of their health. High scores on the Care of Patients measure are connected with a presence of patient engagement in decisions, listed as a healthcare-related patient behavior on the diagram, leading to better outcomes.

2. Communications between Providers and Patients

“Communications” is a multi-item measure including five important aspects of care to patients, stakeholders, families, providers, and home health experts: how often did the home health staff keep the patient informed about when they would arrive at their home, did the home health staff explain things to the patient in a way that was easy to understand, did the home health staff listen carefully to the patient, did the home health staff provide the patient’s family or friends with as much information as the patient wanted, and did the patient receive the help or advice needed when contacting

the provider. High scores on the Communications between Patients and Providers measure are connected with a presence of patients' adherences to providers' instructions and recommendations, listed as a healthcare-related patient behavior on the diagram, leading to better outcomes.

3. Review Medicines

"Review Medicines" is a single-item measure asking whether someone from the agency ever reviewed the prescribed and over-the-counter medicines the patient was taking. This item has a "yes" or "no" answer. A high number of "yes" responses indicates patient engagement in home health care therapies in addition to several other or all of the healthcare-related patient behaviors listed on the diagram, leading to better outcomes.

4. Talk About Home Safety

"Talk About Home Safety" is a single-item measure asking at the start of care, did someone from the agency talk about ways to help make the patient's home safer. This item has a "yes" or "no" answer. A high number of "yes" responses indicates patient engagement in home health care therapies in addition to several other or all of the healthcare-related patient behaviors listed on the diagram, leading to better outcomes.

5. Talk About Medicine Side Effects

"Talk About Medicine Side Effects" is a single-item measure asking did home health staff from this agency talk with the patient about any side effects of their medicines. This item has a "yes" or "no" answer. A high number of "yes" responses indicates patient engagement in home health care therapies in addition to several other or all of the healthcare-related patient behaviors listed on the diagram, leading to better outcomes.

6. Overall Rating of Care by the Provider

"Overall Rating of Care" is a single-item measure rating the provider on a scale of 0 (worst care) to 10 (best care). High scores on the Overall Rating indicate patient engagement in home health care therapies in addition to several other behaviors or all of the healthcare-related patient behaviors listed on the diagram, leading to better outcomes.

7. Would you recommend the agency to family and friends?

"Would you recommend" is a single-item measure with a "yes" or "no" answer. A high number of "yes" responses indicate patient engagement in home health care therapies in addition to several other or all of the healthcare-related patient behaviors listed on the diagram, leading to better outcomes.