

Hegg Memorial Health Center Avera

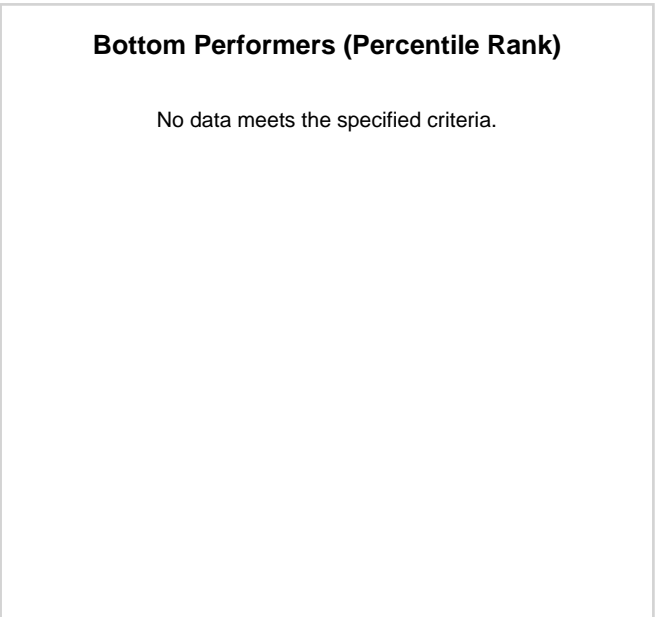
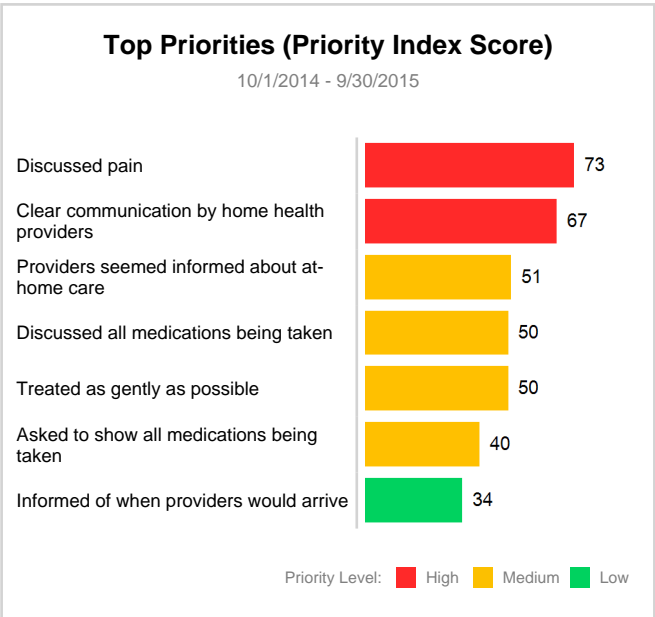
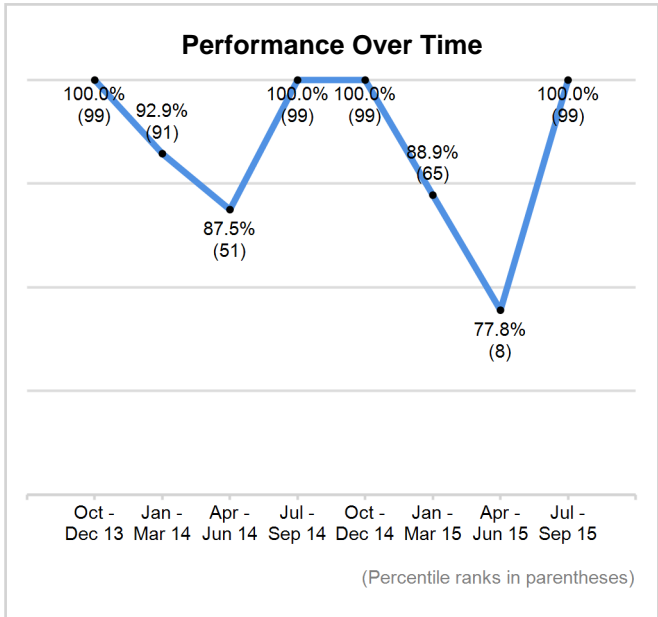
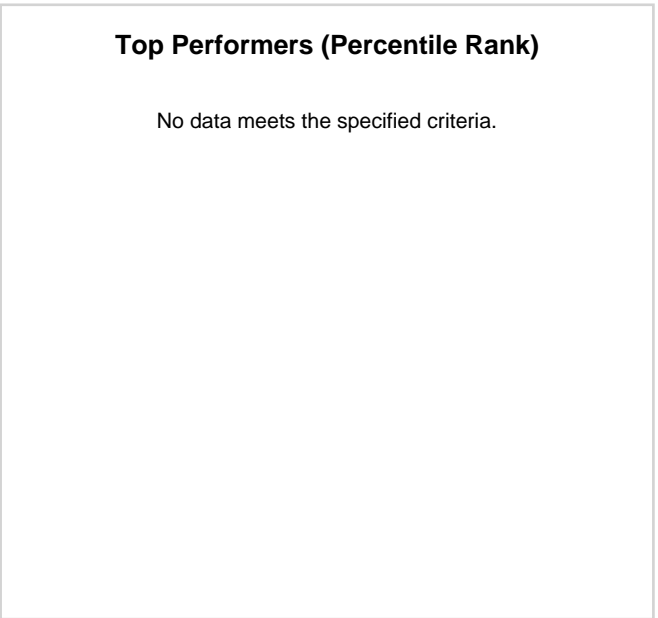
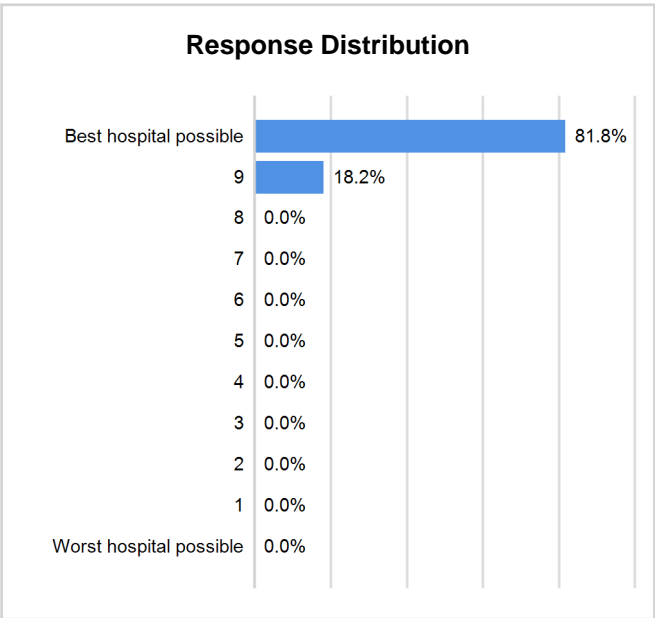
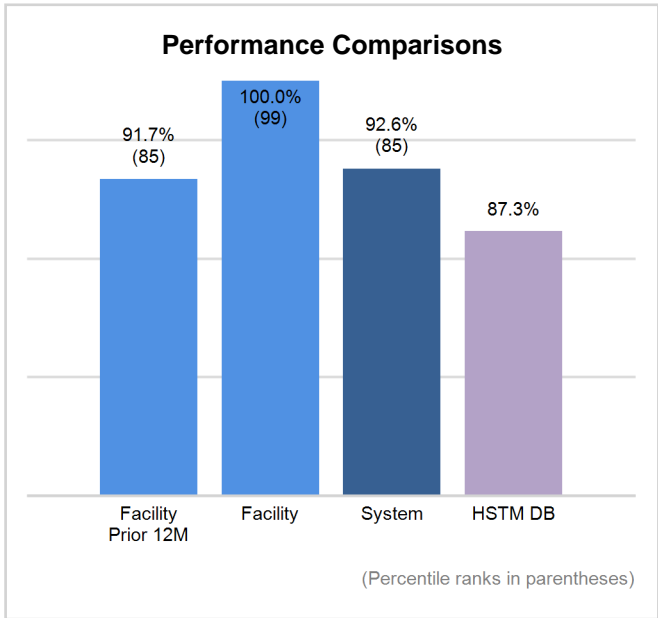
Avera Health

Patient Insights - Home Health CAHPS (Mail)
Jul - Sep 15

Report created 12/16/2015

Disclaimer: Results shown are not official and should be used for internal quality improvement purposes only.

Home Health Providers - Overall Care



Home Health Providers - Overall Care

	Jul - Sep 15			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level		
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		High	Medium	Low
Hegg Memorial Health Center Avera	11	100.0%	99	36	91.7%	85	8.3%	2	4	4

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.

	Hegg Memorial Health Center Avera (N=11)	
	Top Box Score	%ile Rank
Communication Between Providers And Patients	89.4%	47
Agency explained care and services	100.0%	99
Informed of when providers would arrive	70.0%	6
Clear communication by home health providers	90.0%	67
Home health providers listened carefully	90.9%	67
Received help or advice from office	100.0%	99
Specific Care Issues	81.3%	10
Discussed how to safely set-up home	90.0%	78
Discussed all medications being taken	90.9%	34
Asked to show all medications being taken	80.0%	9
Discussed pain	81.8%	7
Discussed taking new, or changing, prescription medications	50.0%	1
Discussed when to take medications	50.0%	1
Discussed medication side effects	50.0%	2
Overall Rating	100.0%	99
Home Health Providers - Overall Care	100.0%	99
Care Of Patients	92.9%	55
Providers seemed informed about at-home care	80.0%	46
Treated as gently as possible	90.0%	15
Courtesy / respect of home health providers	100.0%	99
Had problems with care	100.0%	99
Willingness to Recommend	90.9%	89
Patient advocacy (likelihood to recommend)	90.9%	89
Survey Items	90.9%	--

	Correlation	Jul - Sep 15 # of Completes = 11			Reporting Group Top Box	Prior 12 Months # of Completes = 36		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Communication Between Providers And Patients	--	89.4%	88.9%	47	87.5%	87.3%	26	2.0%	
Agency explained care and services	--	100.0%	95.3%	99	100.0%	100.0%	99	0.0%	
Informed of when providers would arrive	--	70.0%	85.7%	6	76.9%	75.0%	9	-5.0%	34
Clear communication by home health providers	--	90.0%	87.7%	67	76.9%	80.6%	8	9.4%	67
Home health providers listened carefully	--	90.9%	88.7%	67	88.9%	94.4%	96	-3.5%	33
Received help or advice from office	--	100.0%	95.0%	99	100.0%	88.9%	8	11.1%	
Specific Care Issues	--	81.3%	86.8%	10	88.2%	86.1%	36	-4.9%	
Discussed how to safely set-up home	--	90.0%	85.9%	78	87.0%	87.5%	62	2.5%	22
Discussed all medications being taken	--	90.9%	91.7%	34	92.3%	82.4%	7	8.6%	50
Asked to show all medications being taken	--	80.0%	88.9%	9	88.5%	84.8%	26	-4.8%	40
Discussed pain	--	81.8%	89.9%	7	88.9%	88.2%	30	-6.4%	73
Discussed taking new, or changing, prescription medications	--	50.0%	84.6%	1	90.0%	93.3%	92	-43.3%	
Discussed when to take medications	--	50.0%	81.1%	1	83.3%	93.8%	93	-43.8%	
Discussed medication side effects	--	50.0%	71.1%	2	83.3%	75.0%	71	-25.0%	
Overall Rating	--	100.0%	87.3%	99	92.6%	91.7%	85	8.3%	
Home Health Providers - Overall Care	--	100.0%	87.3%	99	92.6%	91.7%	85	8.3%	
Care Of Patients	--	92.9%	92.2%	55	89.4%	92.2%	42	0.7%	
Providers seemed informed about at-home care	--	80.0%	80.0%	46	72.0%	72.7%	13	7.3%	51
Treated as gently as possible	--	90.0%	93.0%	15	88.5%	97.2%	91	-7.2%	50
Courtesy / respect of home health providers	--	100.0%	95.8%	99	96.3%	100.0%	99	0.0%	
Had problems with care	--	100.0%	97.0%	99	100.0%	97.2%	49	2.8%	28
Willingness to Recommend	--	90.9%	84.5%	89	81.5%	86.1%	60	4.8%	
Patient advocacy (likelihood to recommend)	--	90.9%	84.5%	89	81.5%	86.1%	60	4.8%	
Survey Items	--	90.9%	--	--	81.5%	86.1%	--	4.8%	

	Top Box Score	HSTM DB Top Box Percentile Rank	HSTM DB Percentile Rank Table												
			1	10	20	30	40	50	60	70	75	80	90	95	99
Communication Between Providers And Patients	89.4%	47	68.4%	85.6%	86.6%	87.2%	88.3%	89.5%	90.3%	90.8%	91.4%	91.7%	92.5%	93.0%	93.8%
Agency explained care and services	100.0%	99	84.3%	91.7%	93.7%	94.7%	95.3%	96.2%	97.0%	97.6%	97.8%	98.3%	98.8%	100.0%	100.0%
Informed of when providers would arrive	70.0%	6	53.5%	76.3%	81.2%	83.6%	84.5%	86.3%	87.5%	88.8%	89.3%	90.2%	92.1%	93.1%	94.9%
Clear communication by home health providers	90.0%	67	67.1%	81.2%	83.2%	85.2%	86.5%	88.3%	89.2%	90.4%	90.5%	91.2%	92.5%	93.8%	96.2%
Home health providers listened carefully	90.9%	67	71.4%	81.9%	84.7%	85.7%	87.8%	88.7%	90.4%	91.3%	91.8%	92.6%	93.8%	94.5%	97.0%
Received help or advice from office	100.0%	99	81.3%	89.9%	91.9%	94.1%	94.8%	95.8%	96.7%	97.4%	97.6%	98.1%	100.0%	100.0%	100.0%
Specific Care Issues	81.3%	10	74.9%	80.6%	83.3%	85.7%	86.5%	87.4%	88.6%	89.4%	89.8%	90.0%	91.3%	92.3%	94.3%
Discussed how to safely set-up home	90.0%	78	63.5%	75.9%	80.6%	83.2%	85.3%	86.6%	87.6%	89.0%	89.7%	90.5%	91.6%	92.8%	94.5%
Discussed all medications being taken	90.9%	34	64.3%	84.7%	87.3%	90.5%	91.5%	92.8%	93.6%	94.4%	94.7%	95.4%	96.7%	97.3%	99.3%
Asked to show all medications being taken	80.0%	9	60.0%	80.8%	83.8%	85.6%	87.8%	89.6%	91.4%	92.9%	93.6%	94.1%	95.5%	97.2%	99.6%
Discussed pain	81.8%	7	71.2%	82.9%	86.2%	87.8%	89.6%	90.3%	91.2%	92.9%	93.7%	94.4%	95.4%	97.0%	98.6%
Discussed taking new, or changing, prescription medications	50.0%	1	65.1%	76.8%	78.5%	80.8%	83.0%	85.0%	86.6%	87.6%	88.2%	90.0%	92.1%	94.3%	99.6%
Discussed when to take medications	50.0%	1	62.2%	69.8%	74.8%	76.9%	80.0%	81.5%	83.8%	85.8%	86.4%	87.1%	89.3%	91.4%	94.9%
Discussed medication side effects	50.0%	2	47.0%	58.2%	61.4%	65.5%	69.4%	71.0%	73.4%	76.0%	77.0%	77.8%	81.0%	83.4%	87.2%
Overall Rating	100.0%	99	67.4%	80.6%	83.1%	85.4%	86.7%	87.9%	88.9%	90.2%	90.8%	91.7%	93.1%	94.1%	95.8%
Home Health Providers - Overall Care	100.0%	99	67.4%	80.6%	83.1%	85.4%	86.7%	87.9%	88.9%	90.2%	90.8%	91.7%	93.1%	94.1%	95.8%
Care Of Patients	92.9%	55	79.5%	88.1%	89.9%	90.8%	92.1%	92.4%	93.0%	93.6%	93.9%	94.3%	95.1%	95.7%	96.7%
Providers seemed informed about at-home care	80.0%	46	56.9%	69.6%	74.6%	75.8%	78.6%	80.9%	81.6%	82.4%	83.8%	85.3%	87.7%	88.6%	92.3%
Treated as gently as possible	90.0%	15	77.1%	88.9%	91.1%	92.1%	92.8%	93.4%	93.8%	94.4%	94.9%	95.7%	97.0%	97.6%	99.7%
Courtesy / respect of home health providers	100.0%	99	82.8%	92.8%	94.6%	95.3%	95.8%	96.3%	96.6%	96.9%	97.2%	97.4%	98.2%	98.9%	100.0%
Had problems with care	100.0%	99	85.9%	94.8%	95.8%	96.6%	97.1%	97.5%	97.8%	98.1%	98.3%	98.5%	99.1%	100.0%	100.0%
Willingness to Recommend	90.9%	89	60.7%	76.8%	80.0%	82.5%	84.2%	85.3%	86.6%	87.5%	88.3%	89.0%	90.9%	93.1%	96.0%
Patient advocacy (likelihood to recommend)	90.9%	89	60.7%	76.8%	80.0%	82.5%	84.2%	85.3%	86.6%	87.5%	88.3%	89.0%	90.9%	93.1%	96.0%
Survey Items	90.9%	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Understanding Your Results

Priority Analysis

Top Priorities and Priority Levels presented throughout this report are calculated by HealthStream to identify which attributes would have the greatest impact on the overall scores for your organization, and which attributes are most in need of attention and resources.

Using the simultaneous analysis of importance (correlations), current performance (percentile rankings) and performance over time (trending), a Priority Index Score generates (ranging from 0 to 100 with 100 indicating highest priority). Based on this Index Score, all performance attributes are grouped into three levels of priority – high, medium and low.

To improve reliability, a 12-month lookback period is used when calculating Priority Index Scores. Outcome questions (e.g., likelihood to recommend, overall rating) and demographics are not included in the analysis.

Additional information on the Priority Analysis can be accessed [here](#).

Certificates of Achievement & Excellence

To support your efforts to recognize high performance, this report includes Certificates for each of your facilities and units/providers that achieve one of the following thresholds:

Certificate of Excellence: Given to facilities/units/providers with an overall rating score at or above the 90th percentile in a reporting period.

Certificate of Achievement: Given to facilities/units/providers with an overall rating score between the 75th and 89th percentiles in a reporting period.

At least 30 completed surveys for a reporting period are required to receive a certificate.

Commonly Used Terms

Top Box Score: Top Box is the percentage of respondents who answered a question with the most positive response and is used by CMS when reporting patient survey results.

HSTM DB: HealthStream Database.

Percentile Rank: The percentile indicates a facility's relative position within a benchmark group in terms of the percentage of facilities it scores higher than. For example, a hospital that is ranked at the 80th percentile of the HealthStream Database for a given measure indicates that this hospital has received a score that is higher than the scores of 80% of the hospitals within the HSTM Database.

Correlation Coefficient: Correlation is used to measure the strength of the relationship between two variables. HealthStream looks at the strength of the relationship between the key indicator and other survey items to determine which questions in a survey are most closely related to the key indicator.

Statistical Significance: Statistical differences are provided in various pages of the report and are highlighted with red/green arrows. Statistical testing is only conducted when the sample size for the question is 30 or more.

Additional information on reporting terms can be accessed [here](#).

Insights Dashboard

The Insights Dashboard page provides a summary of findings from your survey results. The page is available both at the facility level and at the unit/provider level.

Additional information on Insights Dashboard can be accessed [here](#).