

Avera Health

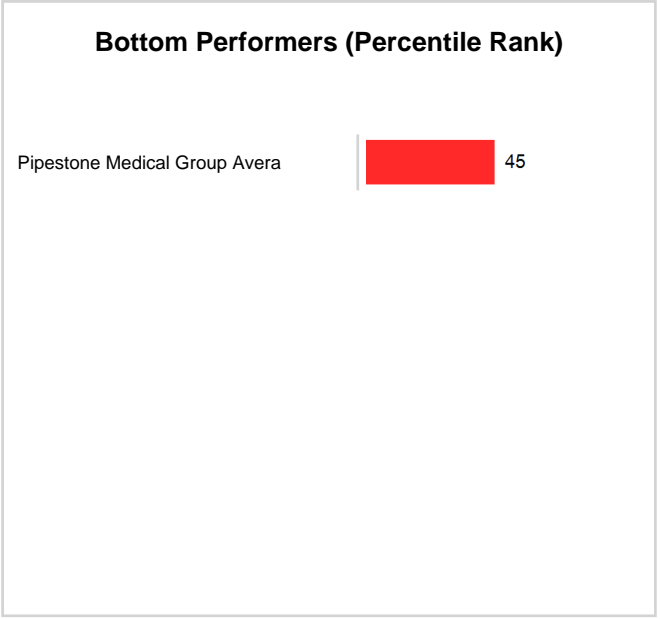
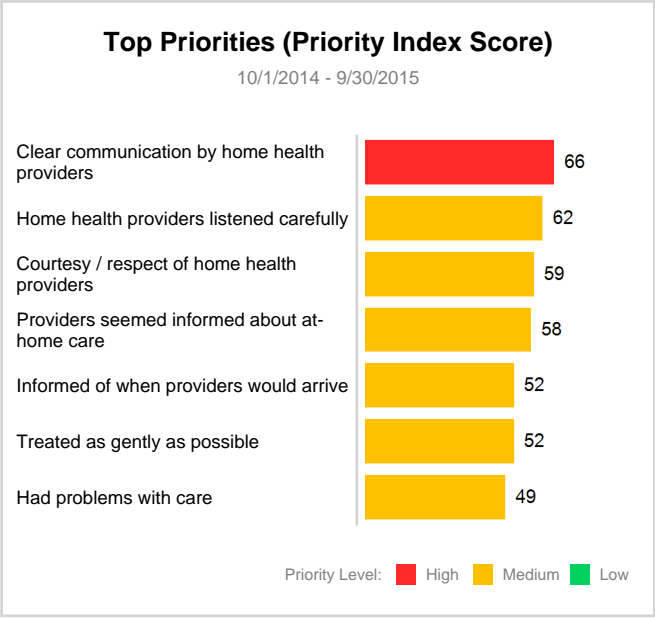
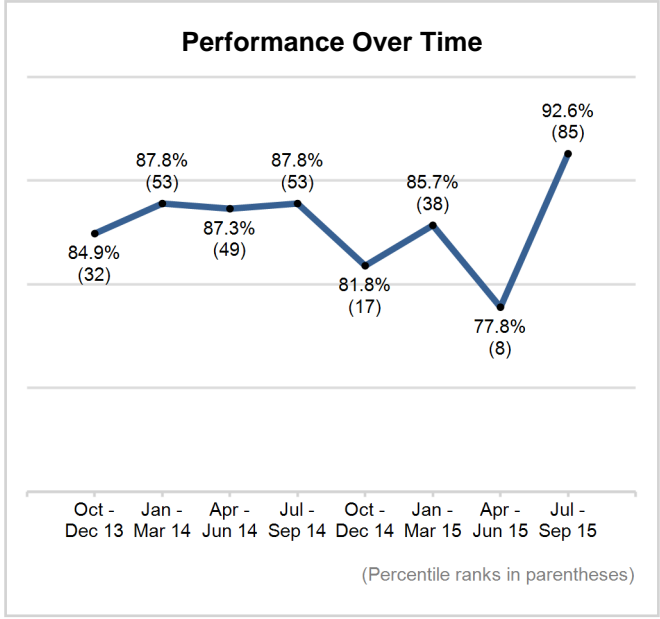
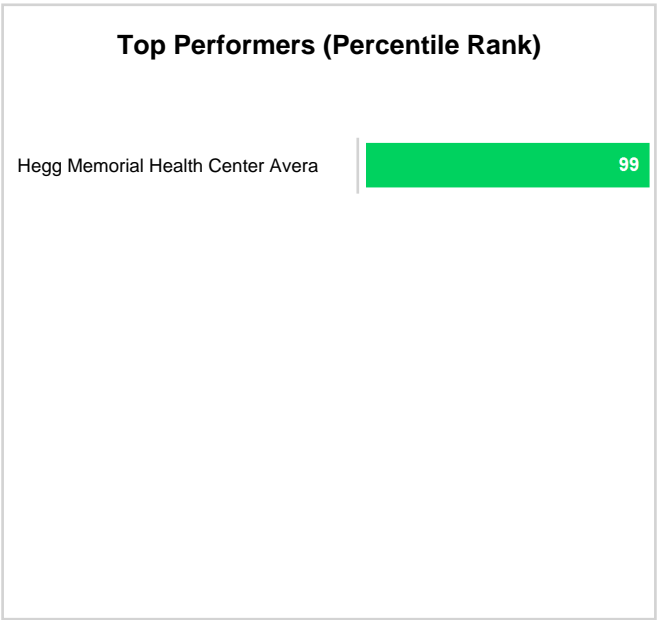
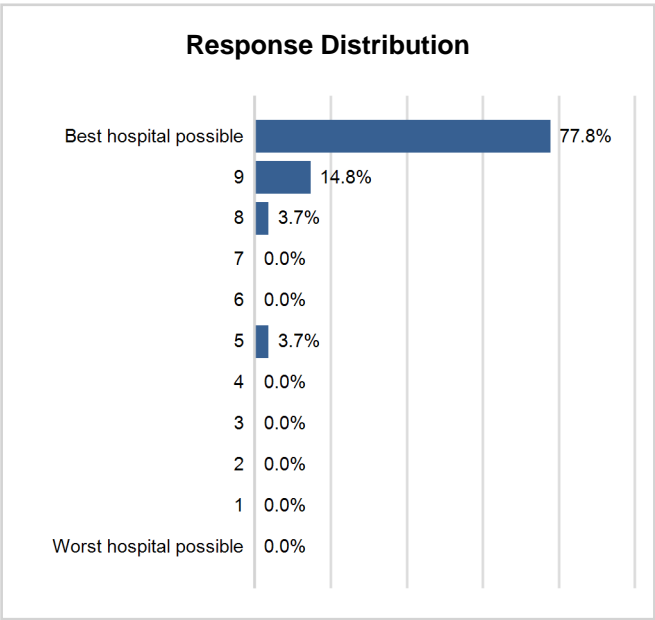
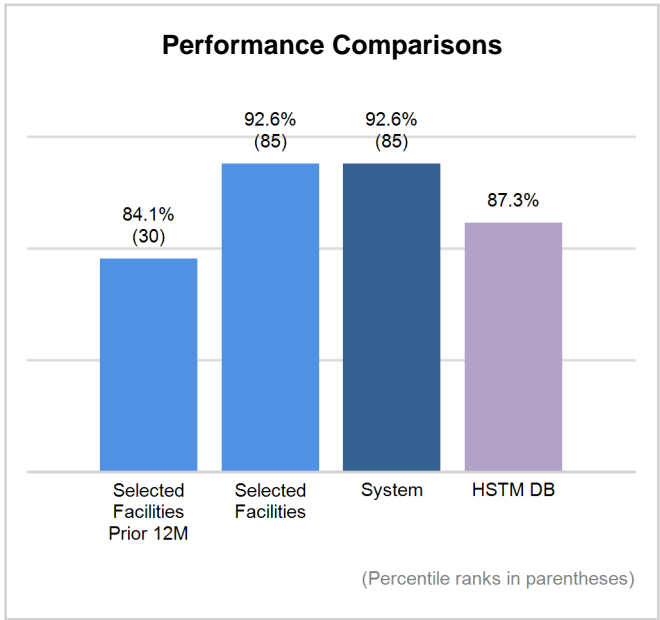
Patient Insights - Home Health CAHPS (Mail)

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



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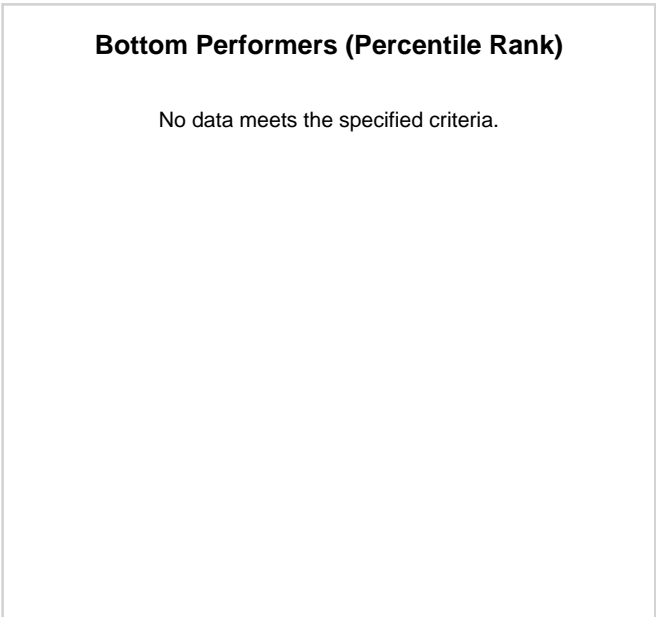
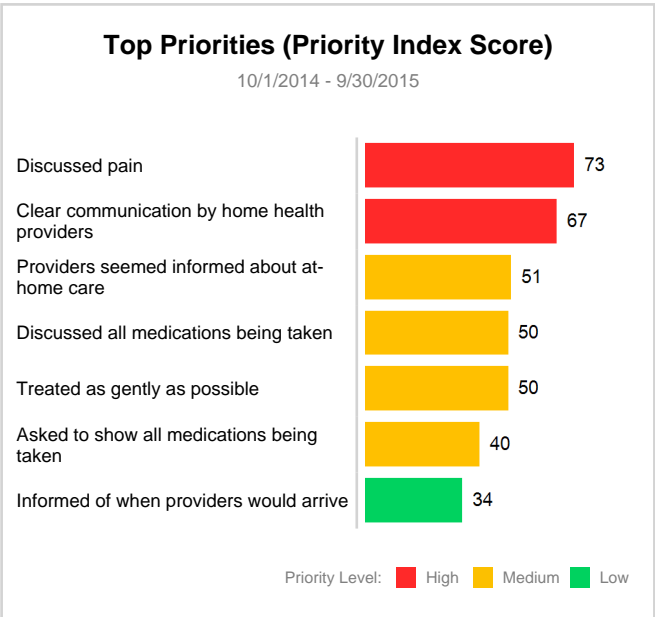
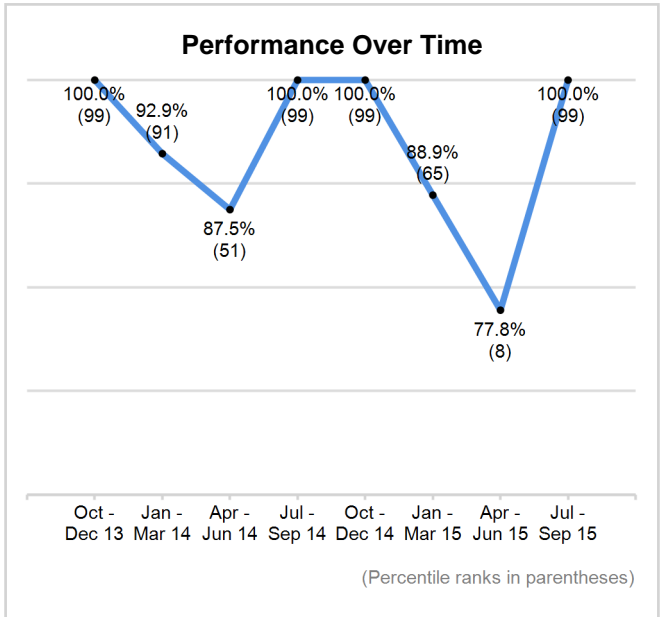
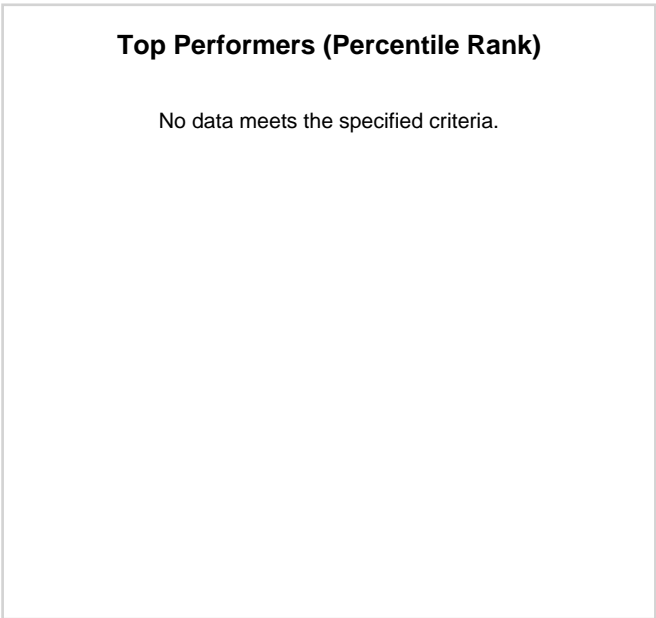
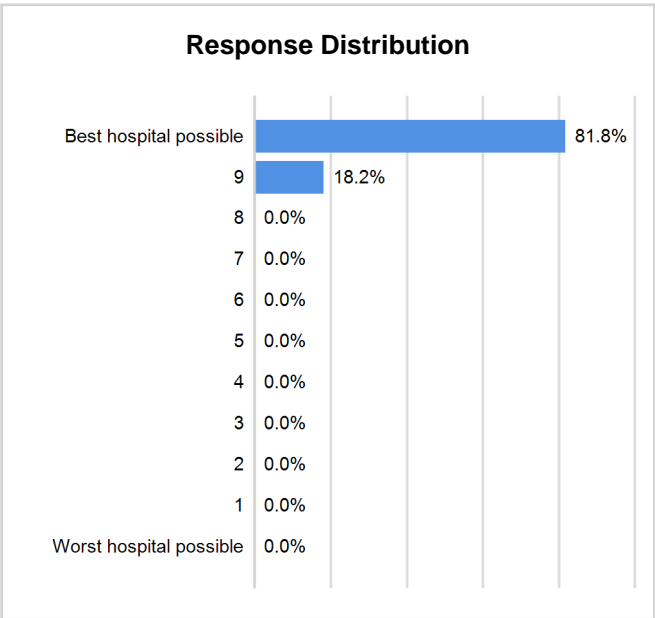
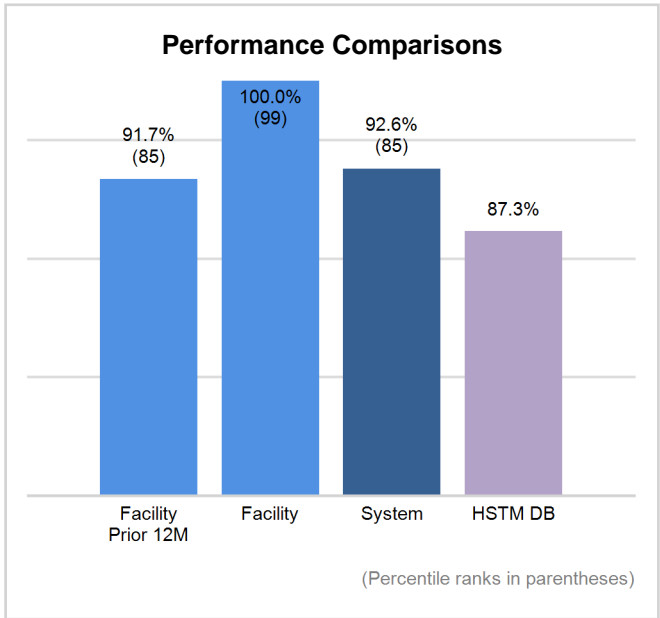
	Jul - Sep 15				Prior 12 Months			Change in Top Box Score	Question Count by Priority Level		
	Number of Completes	Top Box Score	Percentile Rank		Number of Completes	Top Box Score	Percentile Rank		High	Medium	Low
Avera Health - System	27	92.6%	<div><div></div></div> 85		151	84.1%	30	8.5%	1	9	6
Hegg Memorial Health Center Avera	11	100.0%	<div><div></div></div> 99		36	91.7%	85	8.3%	2	4	4
Pipestone Medical Group Avera	16	87.5%	<div><div></div></div> 45		75	81.3%	15	6.2%	2	7	6

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

	Correlation	Jul - Sep 15 # of Completes = 27			Prior 12 Months # of Completes = 151		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	--	87.5%	88.9%	32	83.0%	5	4.5%	
Agency explained care and services	--	100.0%	95.3%	99	97.9%	82	2.1%	32
Informed of when providers would arrive	--	76.9%	85.7%	11	72.0%	5	4.9%	52
Clear communication by home health providers	--	76.9%	87.7%	4	76.8%	6	0.1%	66
Home health providers listened carefully	--	88.9%	88.7%	51	83.3%	15	5.6%	62
Received help or advice from office	--	100.0%	95.0%	99	90.0%	10	10.0%	30
Specific Care Issues	--	88.2%	86.8%	56	88.4%	67	-0.2%	
Discussed how to safely set-up home	--	87.0%	85.9%	52	86.9%	58	0.0%	31
Discussed all medications being taken	--	92.3%	91.7%	45	89.9%	31	2.5%	40
Asked to show all medications being taken	--	88.5%	88.9%	42	87.6%	39	0.9%	41
Discussed pain	--	88.9%	89.9%	35	90.5%	56	-1.7%	45
Discussed taking new, or changing, prescription medications	--	90.0%	84.6%	79	90.7%	84	-0.7%	20
Discussed when to take medications	--	83.3%	81.1%	55	93.2%	90	-9.9%	16
Discussed medication side effects	--	83.3%	71.1%	94	78.7%	81	4.7%	32
Overall Rating	--	92.6%	87.3%	85	84.1%	30	8.5%	
Home Health Providers - Overall Care	--	92.6%	87.3%	85	84.1%	30	8.5%	
Care Of Patients	--	89.4%	92.2%	16	90.0%	23	-0.6%	
Providers seemed informed about at-home care	--	72.0%	80.0%	13	75.4%	21	-3.4%	58
Treated as gently as possible	--	88.5%	93.0%	7	93.4%	49	-4.9%	52
Courtesy / respect of home health providers	--	96.3%	95.8%	51	94.7%	27	1.6%	59
Had problems with care	--	100.0%	97.0%	99	95.9%	26	4.1%	49
Willingness to Recommend	--	81.5%	84.5%	27	84.1%	41	-2.6%	
Patient advocacy (likelihood to recommend)	--	81.5%	84.5%	27	84.1%	41	-2.6%	
Survey Items	--	81.5%	--	--	84.1%	--	-2.6%	

	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	87.5%	32	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	76.9%	11	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	76.9%	4	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	88.9%	51	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	88.2%	56	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	87.0%	52	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	92.3%	45	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	88.5%	42	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	88.9%	35	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	90.0%	79	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	83.3%	55	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	83.3%	94	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	92.6%	85	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	92.6%	85	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	89.4%	16	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	72.0%	13	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	88.5%	7	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	96.3%	51	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	81.5%	27	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)	81.5%	27	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	81.5%	--	--	--	--	--	--	--	--	--	--	--	--	--	--

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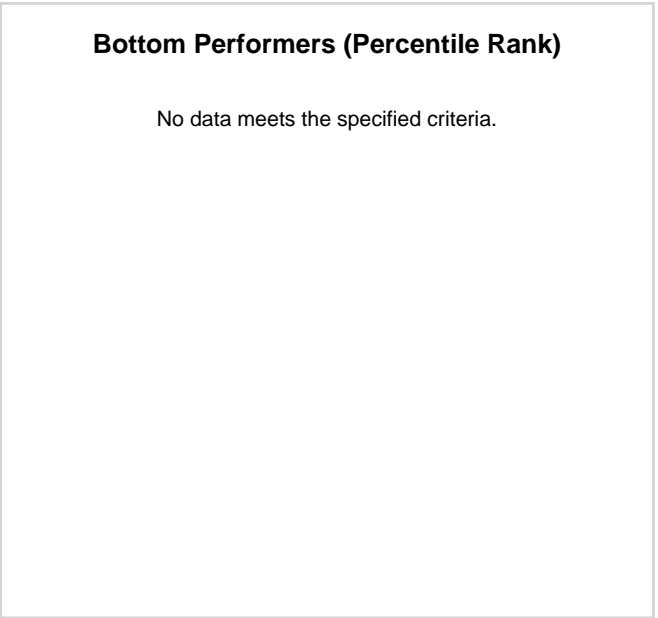
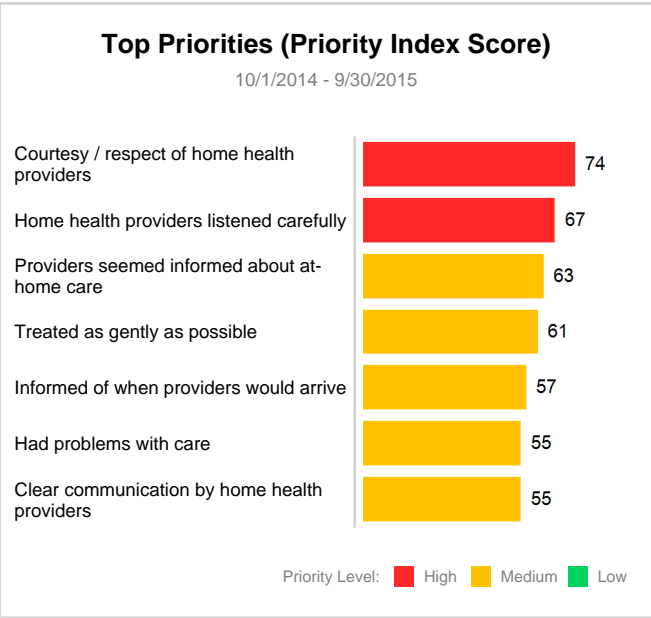
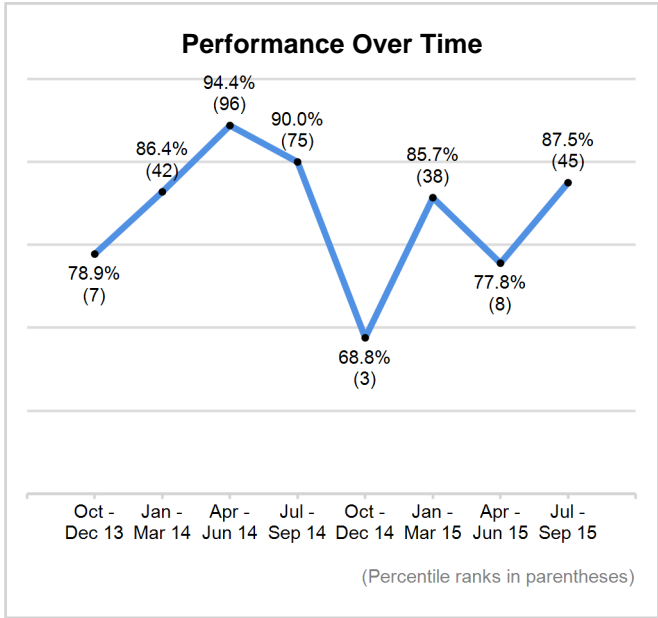
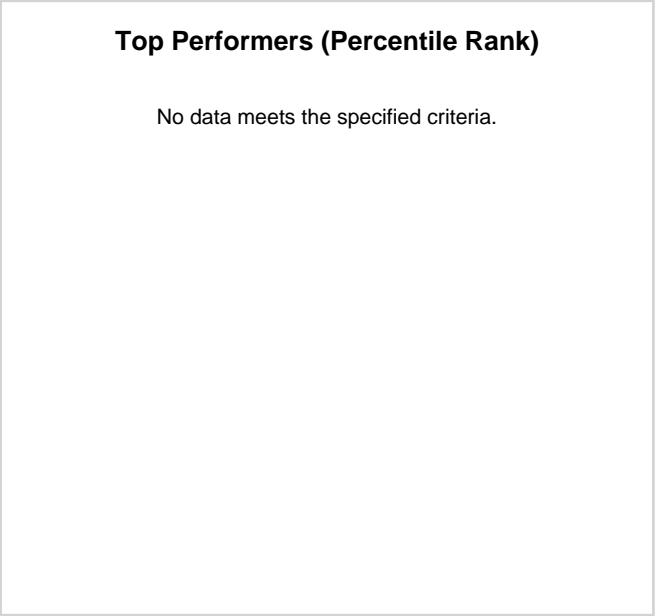
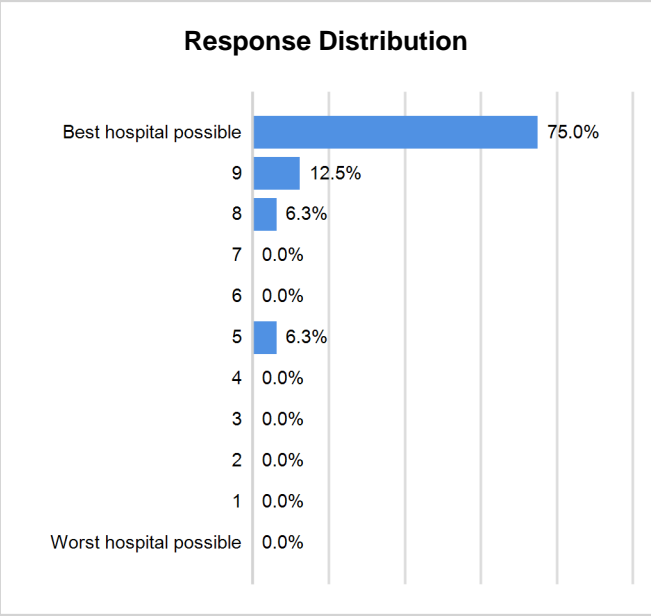
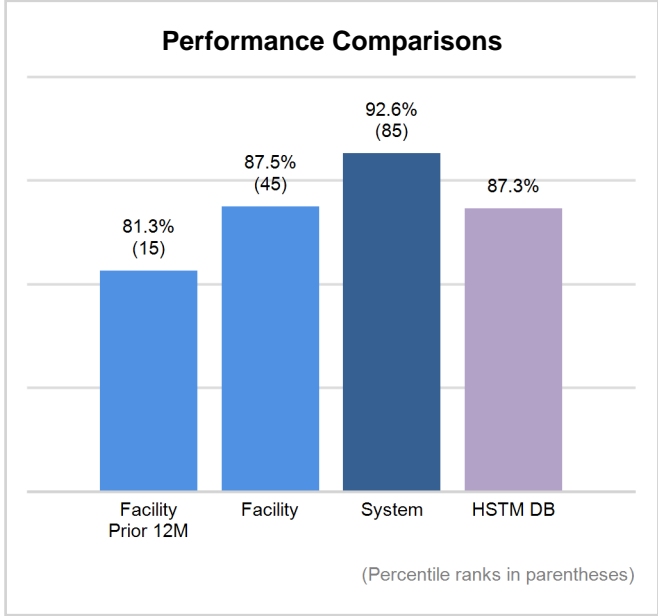


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