

How is Avatar handling the requirement for Agencies to participate in HH-CAHPS?

Avatar has been instrumental in the creation and development of the CAHPS instruments currently in use today. As one of the largest survey vendors in the country, Avatar is already supporting home health agencies with administration of the HH-CAHPS instrument and submitting required data to national agencies on behalf of our partners. Avatar handles all related steps of the process, making it easy for agencies to meet these requirements and receive data through our dynamic reporting system.

What's an "Intelligent Integrated Survey™"?

Per CMS data collection guidelines the HH-CAHPS survey instrument cannot be modified. Any certified vendor can administer this static survey. Avatar's experience designing improvement tools for Hospital CAHPS has proven the basic CAHPS survey doesn't go far enough to reveal the entire patient experience. If your organization intends to allocate time and resources to improvement, shouldn't your efforts be rooted in the complete picture?

Why integrate more questions?

While the current HH-CAHPS survey establishes a baseline of measurement, integrating additional questions helps to assess key drivers of performance not included in the HH-CAHPS instrument, such as Family Involvement. In a time when Patient and Family Centered Care is so important, we need to capture this data. Pain management and outcomes-of-care are also measured. If you plan to tackle readmission rates, we need to capture this data.

What makes a survey "Intelligent"?

Avatar is **the only** survey provider with the pathways in-place to capture the clinical condition of your patients. When we know what type of care your patient received, we can ask appropriate, *clinically relevant* questions. These questions inform your improvement process and add a caring, personal touch to your survey.

When does my agency need to begin?

To receive the 2012 annual payment update (APU), the current mandate requires home health agencies to conduct a dry run of the Home Health Care CAHPS Survey for at least 1 month in the third quarter of calendar year 2010 (July, August, and September), and to continue data collection on an ongoing basis effective in October 2010.

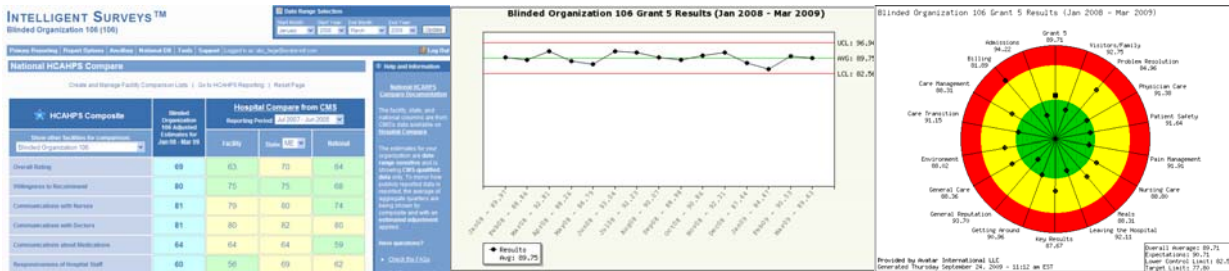
HH-CAHPS survey results will be reported for each Medicare-certified home health agency when the agency has submitted HH-CAHPS survey data for four calendar year quarters. The Centers for Medicare & Medicaid Services will begin publicly reporting HH-CAHPS results in the spring of 2011. The first publicly reported HH-CAHPS results will include those agencies that began voluntarily participating in the HH-CAHPS prior to the third quarter in calendar year 2010.

How quickly will my patients be surveyed?

Avatar's clients have wide-ranging needs for data collection. Your surveys will be sent typically within 48 hours of receipt of your data file, and for HH-CAHPS, most files are submitted to Avatar monthly by our partners. Results are posted we receive the returned survey.

OK, the survey has been sent, how will my results be reported?

Avatar’s online reporting system is regularly recognized as the most user-friendly in the industry. Designed with the end-user in mind, our reporting tool allows for internal, regional and national benchmarking. Users can generate numerous reports customized for staff, managers and administrators. Goals can be set and tracked from most reports in the system. Exclusively, Avatar users can drill into clinically relevant items and be part of the clinical quality improvement process. This capability breaks your data out of the “service” arena and makes the patient experience part of your clinical improvement effort.



Can Avatar help me prioritize my improvement efforts?

The HH-CAHPS Improvement Matrix will prioritize items that have the greatest impact on your HH-CAHPS overall score. This feature will identify the items you need to work on the most and offer improvement guidance to help achieve those goals.

How about benchmarking?

Avatar provides all HH-CAHPS clients with a comprehensive national database for HH-CAHPS comparisons which include all participating home health agencies across the country. This dynamic tool allows users to create custom collections and groups of home health agencies by local region, score, and much more, providing the most comprehensive database available by any survey company in the country.

Can Avatar deliver comments online?

Avatar includes transcription of all comments as well as translation of all Spanish comments and categorizes comments into a dynamic database, allowing users to easily review and sort feedback.

Thanks for asking for my feedback. I really liked one of three women who helped me with my office visit for an annual mammogram. The other two were just going through the motions. I was going to give another provider next year, but due to this performance, I may reconsider.

Contact Requested

Comment (#35841):

Everyone who helped me was extremely kind & helpful.

Everyone had a smile. I cannot remember the names of my nurses but I loved them all.

I was in extreme pain & they helped anyway they could.

Thank you

Information:

- Location:
- Added:

Great tools, now tell me about support!

Avatar’s consulting and leadership staff has a combined 55 years of experience working with (and in) Home Health Agencies. Your organization will be supported by a dedicated team tasked with ensuring your success and a smooth survey process. You’ll have unlimited access to our improvement tools and educational webinars!

How can I be certain my patient information is secure?

Avatar is accredited by the Utilization Review Accreditation Commission (URAC), one of the most stringent accreditations in the industry for HIPAA Privacy and Security practices. Avatar is also HIPAA compliant and employs extensive measures to ensure the protection of the privacy of your patients’ health information.

What other tools does Avatar have to support Home Health?

Avatar is currently collaborating with our current partners to develop a revolutionary hand-held data tracking tool. If your caregivers currently use paper logs to track patient progress, our hand-held “rounding” system will remove the data entry component of this process AND provide longitudinal reporting online. When tracked with your survey results, these “at-the-bedside” results will give you a complete picture of the patient journey during the provision of home care.

Find out why hundreds of Home Health agencies have switched to Avatar for patient survey data and improvement support! Please contact Avatar’s Team at 1-800-AVATAR4 (282-8274) or info@avatar-intl.com to get started.