

Coffee Break Boost

Get the Buzz on Your Data

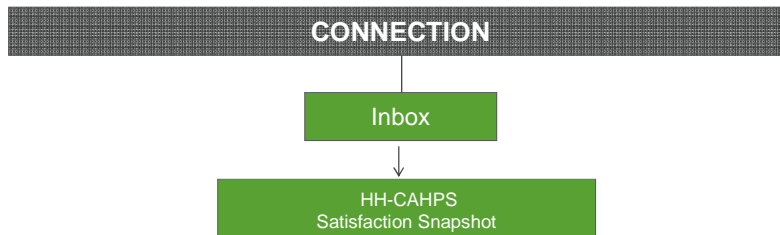
HH-CAHPS Satisfaction Snapshot

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OCS HomeCare
Bring home positive outcomes



Roadmap to your report



OCS HomeCare

Satisfaction Snapshot - Overview

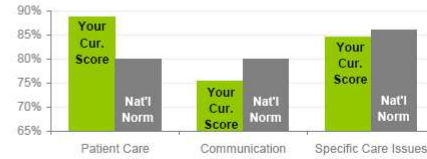
Prepared for: Home Health (99 patients)
 Provider Number: 0123456 Branch ID: NA
 Sample Period: July 2010 - Sept 2010

National: (5309 patients)
 State: NA
 Survey Period: Sept 2010 - November 2010

1.02

A score over 1 indicates that your agency's overall performance is better than the national norm, on average

Domain Scores



REPORT HIGHLIGHTS:

- Analyze overall performance
- Cumulative score
- Domain Scores
- Agency, State and National benchmark norms
- Further breakdown of questions in each specific domain areas of measurement

Individual Questions	Your Agency			Current Benchmarks	
	Previous 3-month Score	Current 3-month Score	Trend	State	National
Overall Rating of Care - responses of 9 or 10	55%	59%	▲	59%	60%
Likelihood to Recommend - Definitely Yes	86%	82%	▼	74%	76%
Patient Care	88%	89%	▲	75%	80%
Providers informed & up-to-date - Always	87%	88%	▲	80%	81%
Treated gently - Always	90%	91%	▲	78%	83%
Courtesy and respect - Always	91%	93%	▲	68%	73%
Problems with care - No	82%	83%	▼	72%	83%
Communication	76%	75%	▼	85%	80%
Inform on care and services - Yes	79%	80%	▲	84%	82%
Inform on arrival time - Always	61%	63%	▲	58%	56%
Easy to understand - Always	56%	59%	▲	64%	65%
Listen carefully - Always	83%	84%	▲	80%	77%
Get help when contacting office - Yes	89%	80%	▼	85%	87%
Timeliness to get help from office - Same day	87%	86%	▼	70%	64%
Specific Care Issues	86%	84%	▼	84%	86%
Discuss home set up for safety - Yes	80%	80%	▲	84%	82%
Discuss medications - Yes	89%	89%	▲	84%	82%
See medications - Yes	88%	88%	▲	84%	82%
Talk about pain - Yes	84%	84%	▲	84%	82%
Discuss purpose of medications - Yes	85%	85%	▲	84%	82%
When to take medications - Yes	87%	87%	▲	84%	82%
Side effects of medications - Yes	86%	86%	▲	84%	82%

EXAMPLES FOR USE

- Overall comparative performance in the 5 public reported domains along with state and national norms
- Breakdown of 3 composite domains of analysis graphing Agency score vs. National
- Quick visual trending of improvement or decline from previous scores
- Review of individual questions to identify strengths and opportunities for improvement

Additional Training

OCS e-Learning Network

<http://marketing.ocsys.com/e-learning.asp>

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