



**[Home Health Agency Name]**

**State and National Patient Satisfaction Comparison:**

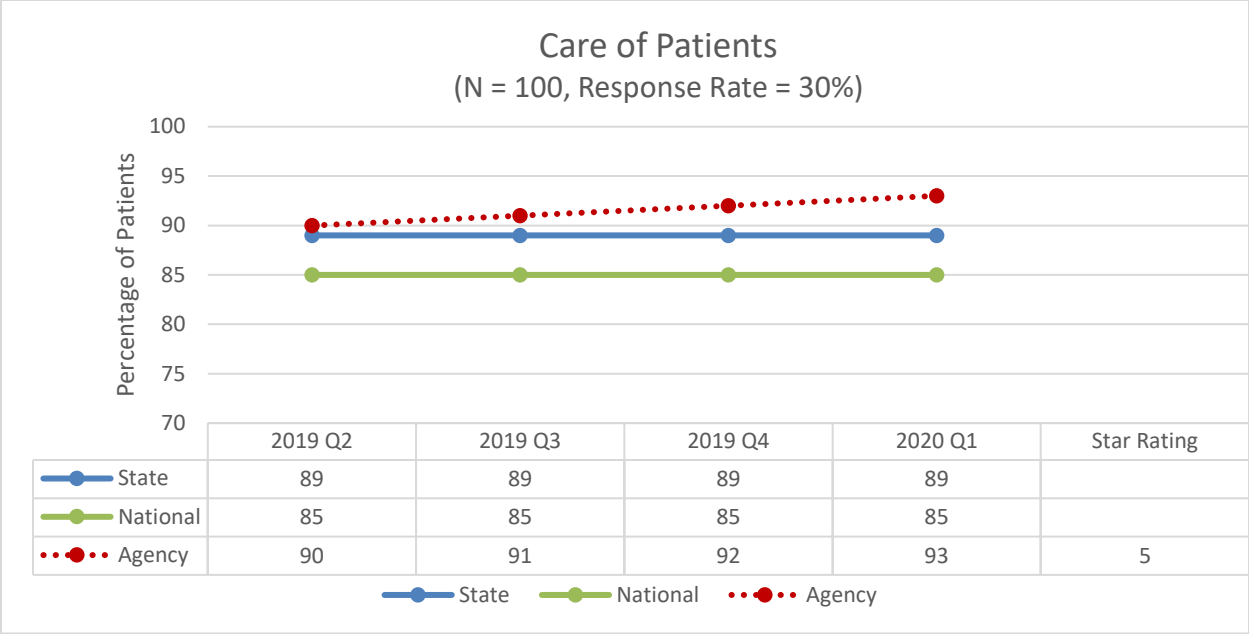
**How are you doing?**

Twelve month period ending in March 2020

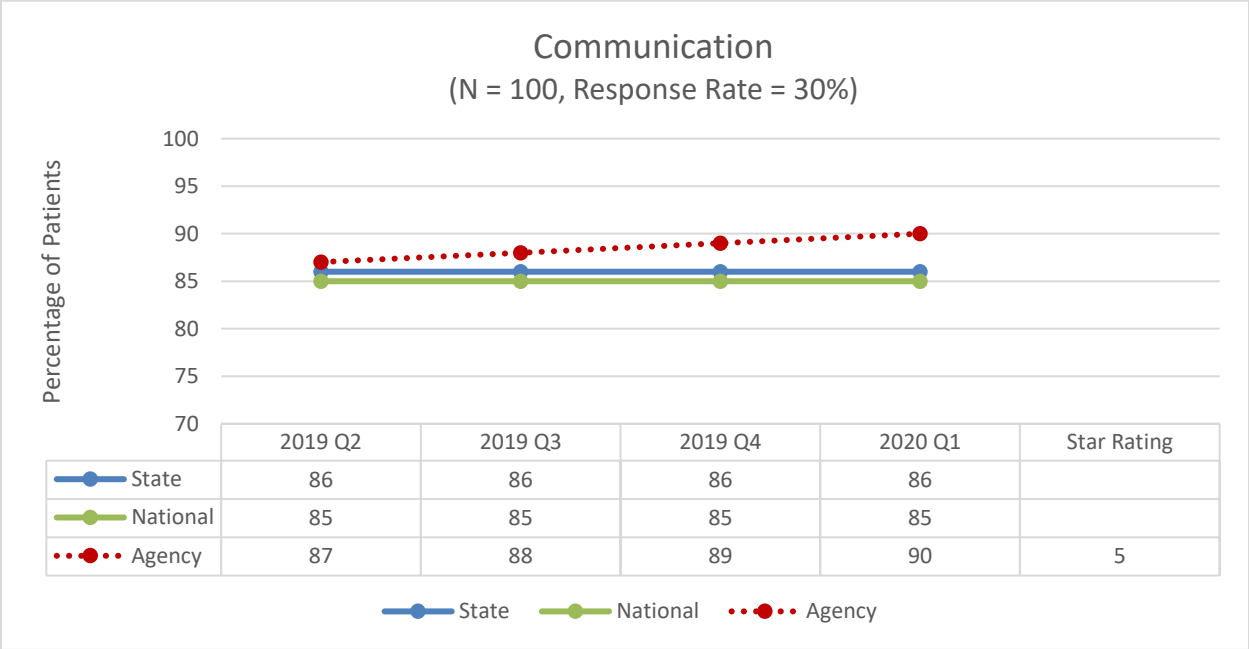
Publicly Reported Results

Survey Summary Star: ★★★★★

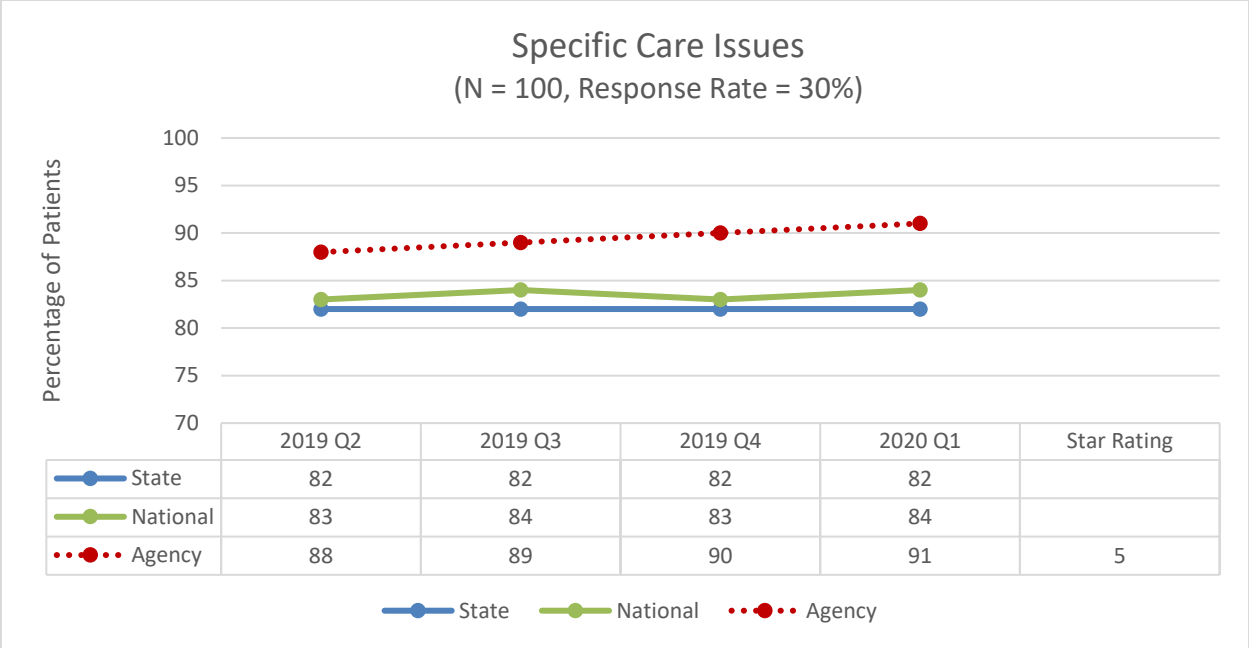
Data Source: Quarterly Home Health Compare patient survey results and Home Health Care CAHPS Survey archived publicly reported data.



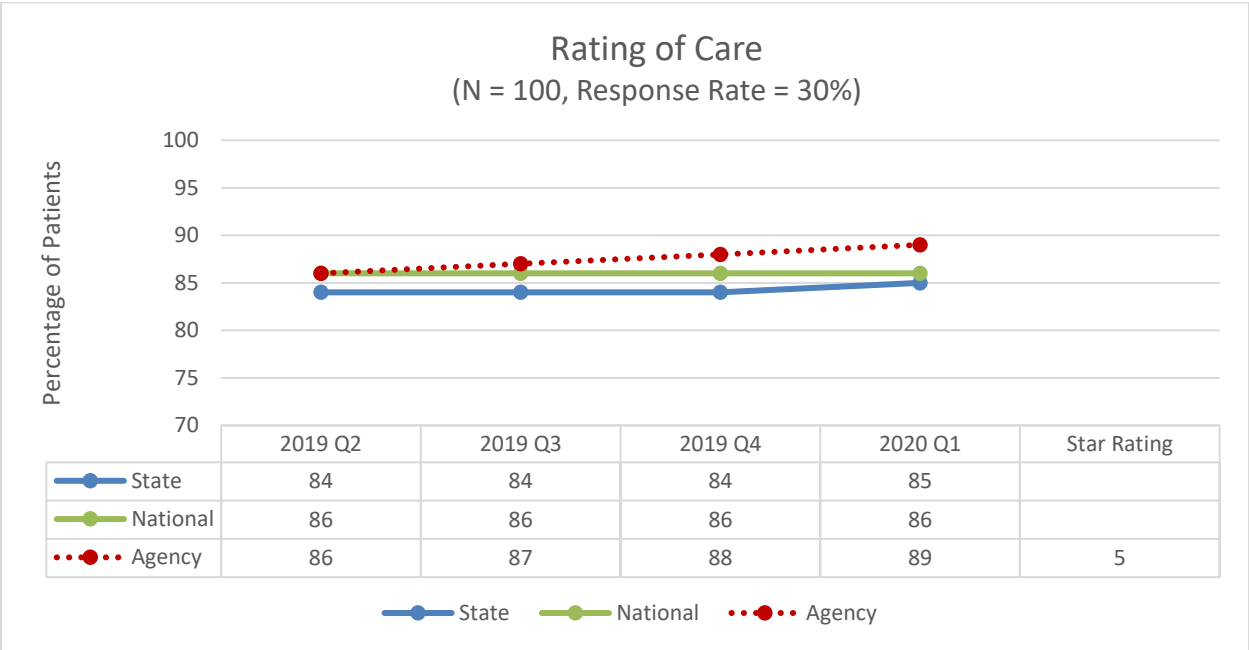
Patients who reported their agency gave care in a professional way: no problems with the home health care, providers were always gentle, providers were always respectful, and providers were always up-to-date about the patient's treatment.



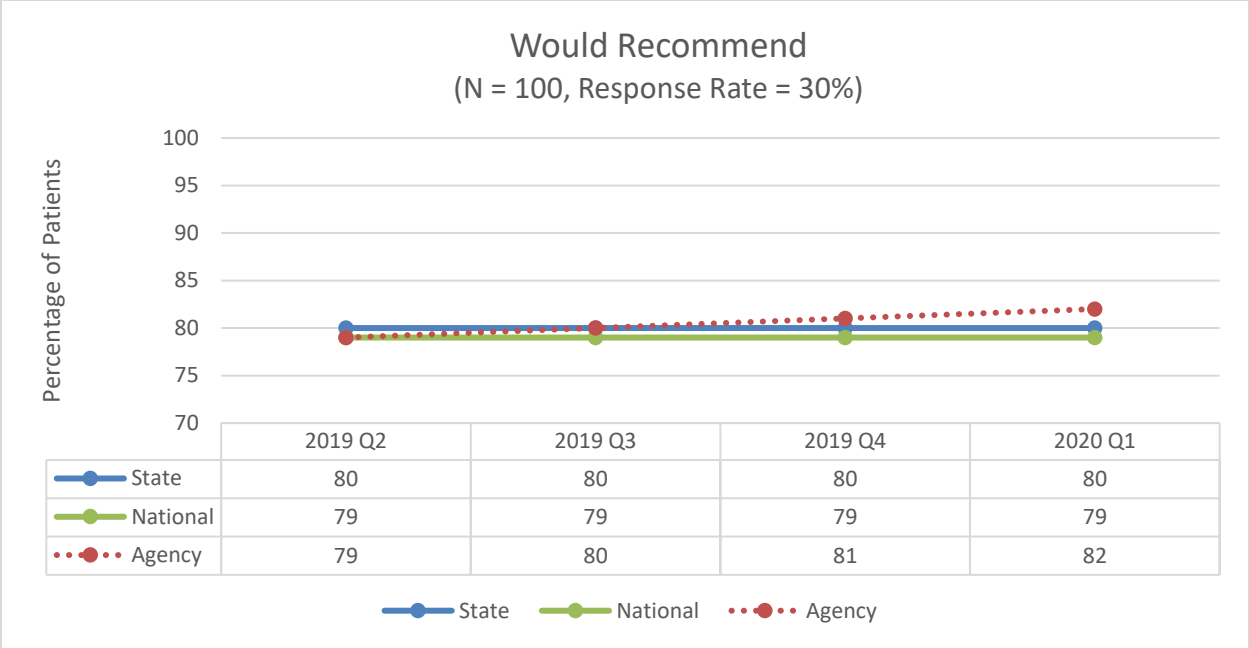
Patients who reported their home health team communicated well with them: explained services before giving them, always said when staff would arrive, always explained things clearly, always listened carefully, and gave advice when needed on the same day.



Patients who reported that their home health team discussed medicines, pain, and home safety with them: at first, provider discussed how to set up the home for moving around safely, and all prescription and over-the-counter medicines; in the last two months, provider discussed pain, the purpose of new or changed prescription medicines, when to take these medicines, and their side effects.



Patients who gave the care from their home health agency providers an overall rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



Patients who responded "definitely yes" to the question "Would you recommend this agency to your family and friends if they needed home health care?" (Other possible responses are: "probably yes", "probably no", and "definitely no".)

Note: There is no star rating for this measure.