



What's Changing in the CY2026 HHCAHPS

HOW CHANGES TO CONSUMER SURVEYS
WILL IMPACT STAR RATINGS AND HHVBP



Proposed HHCAHPS Survey Updates

- Proposed changes start April 2026 Sample
- Not proposing any changes to the survey administration
- Proposing to remove the case-mix adjustment for “diagnoses of schizophrenia or dementia” and add a mode adjustment in addition to the case-mix adjustment using mail-only as the reference mode
- Patient Survey Star Ratings Calculations
 - Overall Rating of Care – 1 point
 - Care of Patients – 1 point
 - Communications between Providers and Patients – 1 point
 - Home Safety – .33 point
 - Reviewing Prescribed and OTC Medicines – .33 point
 - Medicine Side Effects – .33 point
- 4 rolling quarters and with 40 or more completed surveys over the reporting period.
- First Care Compare refresh with new measures is October 2027 (data from Q2 2026 to Q1 2027)
- HHAs access confidentially via their Provider Preview reports after two full quarters of data.

Care of Patients Composite

Current Measure Description	NEW Measure Description
9. In the last 2 months of care, how often did home health providers from this agency seem informed and up-to-date about all the care or treatment you got at home?	6. In the last 2 months of care, how often did home health staff from this agency seem to be aware of all the care or treatment you were getting at home?
16. In the last 2 months of care, how often did home health providers from this agency treat you as gently as possible?	7. In the last 2 months of care, how often did home health staff from this agency treat you with care – for example, when moving you around or changing a bandage?
19. In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?	10. In the last 2 months of care, how often did home health staff from this agency treat you with courtesy and respect?
24. In the last 2 months of care, did you have any problems with the care you got through this agency?	No longer a question for the measure.
	11. In the last 2 months of care, how often did you feel that home health staff from the agency cared about you as a person?
	13. In the last 2 months of care, how often have the services you received from this agency helped you take care of your health?

Communications Between Providers and Patient Composite

Current Measure Description	NEW Measure Description
2. When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?	No longer a question for the measure.
15. In the last 2 months of care, how often did home health providers from this agency keep you informed about when they would arrive at your home?	5. In the last 2 months of care, how often did home health staff from this agency keep you informed about when they would arrive at your home?
17. In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand?	8. In the last 2 months of care, how often did home health staff from this agency explain things in a way that was easy to understand?
18. In the last 2 months of care, how often did home health providers from this agency listen carefully to you?	9. In the last 2 months of care, how often did home health staff from this agency listen carefully to you?
22. In the last 2 months of care, when you contacted this agency's office did you get the help or advice you needed?	12. In the last 2 months of care, did home health staff from this agency provide your family or friends with information or instructions about your care as much as you wanted?
23. When you contacted this agency's office, how long did it take for you to get the help or advice you needed?	16. When you contacted this agency's office, did you get the help or advice you needed?

Specific Care Issues Composite

Current Measure Description	NEW Single Item Measure Descriptions
3. When you first started getting home health care from this agency, did someone from the agency talk with you about how to set up your home so you can move around safely?	<p>Talk About Home Safety is a single-item measure derived from the updated CAHPS® Home Health Care Survey.</p> <p>When you first started getting home health care from this agency, did someone from the agency talk about ways to help make your home safer? For example, they may have suggested adding grab bars in the shower or removing tripping hazards.</p>
4. When you started getting home health care from this agency, did someone from the agency talk with you about all the prescription medicines you were taking?	<p>Review Medicines is a single-item measure derived from the updated CAHPS® Home Health Care Survey.</p> <p>Has someone from this agency ever reviewed the prescribed and over-the-counter medicines you were taking? For example, they might have asked you to show them your medicines and talked with you about how and when to take each one.</p>
14. In the last 2 months of care, did home health providers from this agency talk with you about the important side effects of these medicines?	<p>Talk About Medicine Side Effects is a single-item measure derived from the updated CAHPS® Home Health Care Survey.</p> <p>In the last 2 months of care, did home health staff from this agency talk with you about any side effects of your medicines?</p>
10. In the last 2 months of care, did you and a home health provider from this agency talk about pain?	No longer questions for the measure.
12. In the last 2 months of care, did home health providers from this agency talk with you about the purpose for taking your new or changed prescription medicines?	
13. In the last 2 months of care, did home health providers from this agency talk with you about when to take these medicines?	

HHCAHPS Changes to HHVBP Measure Set

- For CY2026, remove 3 HHCAHPS measures due to revisions to the HHCAHPS Survey beginning April 2026 sample.
 - Care of Patients
 - Communications between Providers and Patients
 - Specific Care Issues
- Overall Rating of Home Health Care
- Willingness to Recommend the Agency

	CY2025		CY2026	
	Measure Weights		Measure Weights	
Care of Patients	6.00%	0.00%	-	-
Communication Between Providers and Patients	6.00%	0.00%	-	-
Specific Care Issues	6.00%	0.00%	-	-
Overall Rating of Home Health Care	6.00%	0.00%	10.00%	0.00%
Willingness to Recommend the Agency	6.00%	0.00%	10.00%	0.00%
Sum of HHCAHPS Survey-based measures	30.00%	0.00%	20.00%	0.00%

Potential Future Use in HHVBP

- Measuring HHA performance on 3 Specific Care Issue measures from future HHCAHPS Survey based solely on achievement, rather than both achievement and improvement
 - Begin using the revised HHCAHPS in CY 2028 performance year.
 - Benchmarks and achievement thresholds would be published in 2027, using data from 2026.
 - Would eventually include achievement once enough data was available in new HHCAHPS
- Adding the 3 remaining Specific Care Issues measure to the expanded HHVBP model as single-item measures
- Each single item measure could be given weight of one third the weight of the other HHCAHPS items (6.00%) , thus maintaining the same relative weight of the Specific Care Issues measure.

Thank You

QUESTIONS?

KBARNETT@LEADINGAGE.ORG

