# **PROXY TELEPHONE INTERVIEW SCRIPT** FOR THE HOME HEALTH CARE CAHPS SURVEY

PROXY ID Is there somebody such as a family member or friend who is familiar with [SAMPLED MEMBER'S NAME]'s health care experiences?

PROBE TO FIND OUT IF PERSON IS AVAILABLE IN HOUSEHOLD TO DO INTERVIEW.

- 1 YES  $\rightarrow$  [GO TO PROXY\_INTRO]
- 2 NO → [COLLECT NAME AND TELEPHONE NUMBER OF PROXY AND SET A CALLBACK, OR IF NO PROXY EXISTS, GO TO Q\_END AND CODE AS MENTALLY/PHYSICALLY INCAPABLE]

#### IF ASKED WHO IS CALLING:

This is [INTERVIEWER NAME] calling from [ORGANIZATION]. I'd like to speak with someone who is knowledgeable about [SAMPLE MEMBER NAME]'s health and health care experiences for a study [ORGANIZATION] is conducting about health care.

PROXY\_INTRO [Hello, this is {INTERVIEWER NAME} calling on behalf of {HOME HEALTH AGENCY}]. [HOME HEALTH AGENCY] is participating in a survey about the care people receive from their home health agencies. This survey is part of a national effort to measure the quality of care from home health care agencies. The survey results will be used by people when choosing a home health care agency.

> [SAMPLE MEMBER NAME]'s participation in this survey is completely voluntary and will not affect [his/her] health care or any benefits [he/she] receives. The interview will take about 12 minutes to complete. This call may be monitored or recorded for quality improvement purposes.

## NOTE: THE LENGTH OF THE INTERVIEW WILL DEPEND ON WHETHER THE HHA ADDS SUPPLEMENTAL QUESTIONS TO ITS HOME HEALTH CARE CAHPS SURVEY.

- Q1. According to our records, [SAMPLE MEMBER NAME] got care from the home health agency, [HOME HEALTH AGENCY]. Is that right?
  - 1 YES  $\rightarrow$  [GO TO Q2\_INTRO]
  - 2 NO  $\rightarrow$  [GO TO Q\_INELIG]
  - M MISSING/DK  $\rightarrow$  [GO TO Q\_INELIG]

- Q2\_INTRO As you answer the questions in this survey, think only about [SAMPLE MEMBER NAME]'s experience with this agency. Please try to answer the questions as best you can from [SAMPLE MEMBER NAME]'s point-of-view. If you need to, you can answer the questions from the point-of-view of a family member or caregiver helping [SAMPLE MEMBER NAME].
- Q2. When [SAMPLE MEMBER NAME] first started getting home health care from this agency, did someone from the agency tell [him/her] what care and services [he/she] would get?
  - 1 YES
  - 2 NO
  - 3 DO NOT REMEMBER
  - M MISSING/DK
- Q3. When [SAMPLE MEMBER NAME] first started getting home health care from this agency, did someone from the agency **talk with [him/her]** about how to set up [his/her] home so [he/she] can move around safely?
  - 1 YES
  - 2 NO
  - 3 DO NOT REMEMBER
  - M MISSING/DK
- Q4. When [SAMPLE MEMBER NAME] started getting home health care from this agency, did someone from the agency talk with [him/her] about all the **prescription and over-the-counter medicines** [he/she] was taking?
  - 1 YES
  - 2 NO
  - 3 DO NOT REMEMBER
  - M MISSING/DK
- Q5. When [SAMPLE MEMBER NAME] started getting home health care from this agency, did someone from the agency ask to **see** all the prescription and over-the-counter medicines [he/she] was taking?
  - 1 YES
  - 2 NO
  - 3 DO NOT REMEMBER
  - M MISSING/DK

| Q6_INTRO | These next questions are about all the different staff from [HOME HEALTH AGENCY] who gave [SAMPLE MEMBER NAME] care in the last 2 months. Do not include care [SAMPLE MEMBER NAME] got from staff from another home health care agency. Do not include care [he/she] got from family or friends. |
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| Q6.      | <ul> <li>In the last 2 months of care, was one of [SAMPLE MEMBER NAME]'s home health providers from this agency a nurse?</li> <li>1 YES</li> <li>2 NO</li> <li>M MISSING/DK</li> </ul>   |
| Q7.      | <ul> <li>In the last 2 months of care, was one of [SAMPLE MEMBER NAME]'s home health providers from this agency a physical, occupational, or speech therapist?</li> <li>1 YES</li> <li>2 NO</li> <li>M MISSING/DK</li> </ul>   |
| Q8.      | <ul> <li>In the last 2 months of care, was one of [SAMPLE MEMBER NAME]'s home health providers from this agency a home health or personal care aide?</li> <li>1 YES</li> <li>2 NO</li> </ul>   |
|          | M MISSING/DK   |
| Q9.      | 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 [SAMPLE MEMBER NAME] got at home? Would you say  |
|          | <ol> <li>Never,</li> <li>Sometimes,</li> <li>Usually,</li> <li>Always, or</li> <li>[SAMPLE MEMBER NAME] only had one provider in the last 2 months of care?</li> </ol>   |
|          | M MISSING/DK   |

- Q10. In the last 2 months of care, did [SAMPLE MEMBER NAME] and a home health provider from this agency talk about pain?
  - 1 YES
  - 2 NO
  - M MISSING/DK
- Q11. In the last 2 months of care, did [SAMPLE MEMBER NAME] take any new prescription medicine or change any of the medicines [he/she] was taking?
  - 1 YES
  - 2 NO  $\rightarrow$  [GO TO Q15]
  - M MISSING/DK  $\rightarrow$  [GO TO Q15]
- Q12. In the last 2 months of care, did home health providers from this agency talk with [SAMPLE MEMBER NAME] about the **purpose** for taking [his/her] new or changed prescription medicines?
  - 1 YES
  - 2 NO
  - M MISSING/DK
- Q13. In the last 2 months of care, did home health providers from this agency talk with [SAMPLE MEMBER NAME] about **when** to take these medicines?
  - 1 YES
  - 2 NO
  - M MISSING/DK
- Q14. In the last 2 months of care, did home health providers from this agency talk with [SAMPLE MEMBER NAME] about the **side effects** of these medicines?
  - 1 YES
  - 2 NO
  - M MISSING/DK

- Q15. In the last 2 months of care, how often did home health providers from this agency keep [SAMPLE MEMBER NAME] informed about when they would arrive at [his/her] home? Would you say...
  - 1 Never,
  - 2 Sometimes,
  - 3 Usually, or
  - 4 Always?
  - M MISSING/DK
- Q16. In the last 2 months of care, how often did home health providers from this agency treat [SAMPLE MEMBER NAME] as gently as possible? Would you say...
  - 1 Never,
  - 2 Sometimes,
  - 3 Usually, or
  - 4 Always?
  - M MISSING/DK
- Q17. 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? Would you say...
  - 1 Never,
  - 2 Sometimes,
  - 3 Usually, or
  - 4 Always?
  - M MISSING/DK
- Q18. In the last 2 months of care, how often did home health providers from this agency listen carefully to [SAMPLE MEMBER NAME]? Would you say...
  - 1 Never,
  - 2 Sometimes,
  - 3 Usually, or
  - 4 Always?
  - M MISSING/DK

- Q19. In the last 2 months of care, how often did home health providers from this agency treat [SAMPLE MEMBER NAME] with courtesy and respect? Would you say...
  - 1 Never,
  - 2 Sometimes,
  - 3 Usually, or
  - 4 Always?
  - M MISSING/DK
- Q20\_INTRO We want to know [SAMPLE MEMBER NAME]'s rating of [his/her] care from this agency's home health providers. Please try to answer the questions as best you can from [SAMPLE MEMBER NAME]'s point-of-view. If you need to, you can answer the questions from the point-of-view of a family member or caregiver helping [SAMPLE MEMBER NAME].
- Q20. Using any number from 0 to 10, where 0 is the worst home health care possible and 10 is the best home health care possible, what number would [SAMPLE MEMBER NAME] use to rate [his/her] care from this agency's home health providers?

### READ RESPONSE CHOICES ONLY IF NECESSARY

- 00 0 Worst home health care possible
- $01 \ 1$
- $02\ 2$
- 03 3
- $04 \hspace{0.1in} 4$
- 05 5
- 06 6
- 07 7
- 08 8
- 09 9
- 10 10 Best home health care possible
- M MISSING/DK

| Q21_INTRO | The next questions are about the office of [HOME HEALTH AGENCY].  |
|-----------|---|
| Q21.      | <ul> <li>In the last 2 months of care, did [SAMPLE MEMBER NAME] contact this agency's office to get help or advice?</li> <li>1 YES</li> <li>2 NO → [GO TO Q24]</li> </ul>   |
|           | M MISSING/DK → [GO TO Q24]  |
| Q22.      | <ul> <li>In the last 2 months of care, when [SAMPLE MEMBER NAME] contacted this agency's office did [he/she] get the help or advice [he/she] needed?</li> <li>1 YES</li> <li>2 NO → [GO TO Q24]</li> </ul>  |
|           | M MISSING/DK → [GO TO Q24]  |
| Q23.      | When [SAMPLE MEMBER NAME] contacted this agency's office, how long did it take for [him/her] to get the help or advice [he/she] needed? Would you say   |
|           | <ol> <li>Same day,</li> <li>1 to 5 days,</li> <li>6 to 14 days, or</li> <li>More than 14 days?</li> </ol>   |
|           | M MISSING/DK  |
| Q24.      | <ul> <li>In the last 2 months of care, did [SAMPLE MEMBER NAME] have any problems with the care [he/she] got through this agency?</li> <li>1 YES</li> <li>2 NO</li> </ul>   |
|           | M MISSING/DK  |
| Q25.      | <ul> <li>Would [SAMPLE MEMBER NAME] recommend this agency to [his/her] family or friends if they needed home health care? Would you say</li> <li>Definitely no,</li> <li>Probably no,</li> <li>Probably yes, or</li> <li>Definitely yes?</li> </ul> |
|           | M MISSING/DK  |

- Q26\_INTRO This last set of questions asks for information about [SAMPLE MEMBER NAME]. Please listen to all response choices before making a selection.
- Q26. In general, how would [SAMPLE MEMBER NAME] rate [his/her] overall health? Would you say that it is...
  - 1 Excellent,
  - 2 Very good,
  - 3 Good,
  - 4 Fair, or
  - 5 Poor?
  - M MISSING/DK
- Q27. In general, how would [SAMPLE MEMBER NAME] rate [his/her] overall mental or emotional health? Would you say that it is...
  - 1 Excellent,
  - 2 Very good,
  - 3 Good,
  - 4 Fair, or
  - 5 Poor?
  - M MISSING/DK
- Q28. Does [SAMPLE MEMBER NAME] live alone?
  - 1 YES
  - 2 NO
  - M MISSING/DK
- Q29. What is the highest grade or level of school that [SAMPLE MEMBER NAME] has completed? Would you say...
  - 1 8th grade or less,
  - 2 Some high school, but did not graduate,
  - 3 High school graduate or GED,
  - 4 Some college or 2-year degree,
  - 5 4-year college graduate, or
  - 6 More than 4-year college degree?
  - M MISSING/DK

| Q30. | Is [SAMPLE MEMBER NAME] Hispanic or Latino/Latina? |
|------|--|
|------|--|

- 1 YES
- 2 NO
- M MISSING/DK
- Q31. What is [SAMPLE MEMBER NAME]'s race? You may choose one or more of the following. Is he/she...
  - 1 White
  - 2 Black or African American
  - 3 Asian
  - 4 Native Hawaiian or other Pacific Islander
  - 5 American Indian or Alaska Native
  - M MISSING/DK
- Q32. What language does [SAMPLE MEMBER NAME] mainly speak at home?
  - 1 English,  $\rightarrow$  [GO TO Q\_END]
  - 2 Spanish, or  $\rightarrow$  [GO TO Q\_END]
  - 3 Some other language?  $\rightarrow$  [GO TO Q32A]
  - M MISSING/DK [GO TO Q\_END]
- Q32A What other language does [SAMPLE MEMBER NAME] mainly speak at home? (ENTER RESPONSE BELOW).
  - {ALLOW UP TO 50 CHARACTERS}

M MISSING/DK

Q\_END These are all the questions I have for you. Thank you for your time. Have a good (day/evening).

#### INELIGIBLE SCREEN:

Q\_INELIG Thank you for your time. Have a good (day/evening).

# REFUSAL SCREEN:

Q\_REF Thank you for your time. Have a good (day/evening).