

Crosswalk of Current HHCAHPS Survey Instrument with Proposed HHCAHPS Web Mode Experiment Instrument

Deleted/Added Questions	Question Text	Reason for Deletion/Addition
Deleted		
Q4	When you started getting home health care from this agency, did someone from the agency talk with you about all the prescription and over-the-counter medicines you were taking? Yes No Do not remember	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.
Q6	In the last 2 months of care, was one of your home health providers from this agency a nurse? Yes No	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.
Q7	In the last 2 months of care, was one of your home health providers from this agency a physical, occupational, or speech therapist? Yes No	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.
Q8	In the last 2 months of care, was one of your home health providers from this agency a home health or personal care aide? Yes No	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.
Q10	In the last 2 months of care, did you and a home health provider from this agency talk about pain? Yes No	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.
Q11	In the last 2 months of care, did you take any new prescription medicine or change any of the medicines you were taking? Yes No	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.
Q12	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? Yes No I did not take any new prescription medicines or change any medicines	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.

Deleted/Added Questions	Question Text	Reason for Deletion/Addition
Q13	In the last 2 months of care, did home health providers from this agency talk with you about when to take these medicines? Yes No I did not take any new prescription medicines or change any medicines	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.
Q23	When you contacted this agency's office, how long did it take for you to get the help or advice you needed? Same day 1 to 5 days 6 to 14 days More than 14 days I did not contact this agency	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.
Q24	In the last 2 months of care, did you have any problems with the care you got through this agency? Yes No	Based on psychometric and other analyses, item contributing less to publicly reported measures over time. With a goal of reducing respondent burden, would remove from the survey in the future.
Added		
Q12	In the last 2 months, how often did you feel that home health staff from the agency cared about you as a person ? Never Sometimes Usually Always	Considered an important indicator of patient experience, from stakeholder input over time.
Q13	In the last 2 months, did home health staff from this agency provide your family or friends with information or instructions about your care as much as you wanted? Yes No I don't know I did not want or need this	Considered an important indicator of patient experience, from stakeholder input over time.
Q14	In the last 2 months, have the services you received from this agency helped you take care of your health ? Never Sometimes Usually Always	Considered an important indicator of patient experience, from stakeholder input over time.