

Home Health Line Tool

Changes proposed to HHCAHPS

Updates to the HHCAHPS survey and the associated quality measures are expected in April 2026. The planned changes to the survey and composite measures (in bold) were detailed in the 2026 Home Health Prospective Payment System proposed rule. (See story, p. 2.)

Care of patients

- 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?
- 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?**
- In the last 2 months of care, how often did home health **staff** from this agency treat you with courtesy and respect?
- In the last 2 months of care, how often did you feel that home health staff from this agency cared about you as a person?**
- 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 patients

- 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?
- 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?
- In the last 2 months of care, how often did home health **staff** from this agency listen carefully to you?
- When contacting this agency's office, did you get the help or advice you needed?
- 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?**

Standalone items (formerly under "specific care issues" composite score)

- 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?**
- Has someone from the 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.**
- In the last 2 months of care, did home health **staff** from this agency talk with you about any side effects of your medicines?

Overall rating of care

- We want to know your rating of your care from this agency's home health **staff**. 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 you use to rate your care from this agency's home health staff?

Willingness to recommend

- Would you recommend this agency to your family or friends if they needed home health care?

Changes to the Patient Survey Star Rating

Beginning with the January 2027 quarterly Care Compare refresh, only "Overall rating of care" will be used to determine the Patient Survey Star Rating until the October 2027 refresh. Below, see the current and proposed question sets that factor into star ratings, and the weight each question set will have when determining the agency star rating.

Current (equally weighted) <i>last update Oct. 2026</i>	Transition <i>first update Jan. 2027</i>	Proposed (with weights) <i>first update Oct. 2027</i>
Overall rating of care	Overall rating of care	Overall rating of care (1)
Care of patients		Care of patients (1)
Communication between providers and patients		Communication between providers and patients (1)
Specific care issues		Standalone: Talk about home safety (.33)
		Standalone: Reviewing medicines (.33)
		Standalone: Talk about medicine side effects (.33)

Note: "Willingness to recommend" will continue to be publicly reported, but does not factor into the Patient Survey Star Rating.