

# **HOME HEALTH AXXESS CAHPS QUICK REFERENCE GUIDE**

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## **LOGIN**

1. Navigate to [www.axxess.com](http://www.axxess.com).

2. Select **LOGIN**.
3. Enter credentials.
4. Select **Secure Login**.
5. Confirmation will show once login is successful. Select **OK**.

**Axxess Planner** - Select the name of the organization below Axxess CAHPS on the left side of the page. Once inside Axxess CAHPS, select the **Axxess Planner** menu button to go back to the planner.

**Dashboard** - The Axxess CAHPS Dashboard shows Survey Progress, Star Ratings, Medicare Care Compare, Competitors, Marketing Opportunities, News and Axxess media.

1. Survey Progress - Shows the percentage graphic of the progress of completed surveys per month. Select **MORE** for the progress details.
2. Star Ratings - Shows the average five-star ratings for Quality Measures and Patient Surveys. Select **MORE** for details of either rating.
3. Medicare Care Compare - Shows if the organization's improvement scores are trending up or down. Select **MORE** for more details.
4. Competitors - Shows the organization's competitors by name and star rating in the area. Select **MORE** for more details.
5. Marketing Opportunities - Shows a list of hospitals based off their location and 30-day readmission rate. Select **MORE** for details.
6. News - Shows recently published articles from the Axxess blog. Select **MORE** for more news, events, legislation and clinical insights.
7. Axxess Media - An embedded link to Axxess educational and informational videos designed to aide and educate organizations using Axxess.

## REPORTS

Select one of the **Surveys**, **Medicare Care Compare** and **Market Insights** menus to see a list of reports. Any report chosen will still show the reports menu on the left side of the screen.

The reports have two common buttons featured in every section:

- **Print** sends the data to the printer.
- **Download** has options to either generate a PDF version or Excel spreadsheet of the data to be saved and/or printed out.

## **SURVEYS**

### **Survey Administration**

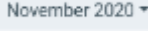

The first report shows a transparent view into the survey administration process with specific details on each month of the survey process.

- Survey - Shows the survey period and method.
- Survey Preparation - Shows how many patients were uploaded, eligible and sampled to be contacted for the survey.
- Survey Result - Shows how many surveys are currently ongoing, have not been completed, complete and the monthly response rate (organization).
- CMS Submission - Confirms the sample CMS submission date and status.

**NOTE: CAHPS survey data is typically submitted quarterly per CMS protocols.**


### **Survey Summary**

Provides a summary of all patients that have completed a survey for the month chosen. The composite scores in the report match the publicly recorded CMS Medicare Care Compare website.

- Change the month by selecting  November 2020 .
- Patients that have consented to have their names taken will show in the summary, those who have not will be represented by asterisks.
- Hover over  to see which survey questions comprise that category.
- Select the bold Sample ID to see the details of the survey including how each question was answered.

### **Survey Result**

Shows monthly results of patient surveys along with specific patient surveys. Select the month to view or find a specific survey result by using the search bar.

- Sort through the results list by selecting .
- A description of the different statuses is listed on the right of the page.
- Select the bold sample ID to see the details of the survey, including how each question was answered.
- Navigate through surveys by using the **Previous** and **Next** buttons.

**Survey Comments** - Provides a summary of all patient comments.

- Navigate ranges of dates by using the button in the top right which lets users filter between past month, past three months, past six months, past 12 months and custom range.
- The page also features a tag cloud, which is a visual representation of the keywords mentioned often during surveys.
- Patient's name (asterisks if no consent), comment tone icon and patient's comments are shown for each entry.

**Survey Measures - Monthly** - Summary of the data collected for a specific month.

- The graphs at the top of the page indicate how the organization scored for each survey composite compared to the state and national averages.
- Select the question to see the Response Summary and Corresponding Respondents.

**Survey Measures - Quarterly** - Summary of the data collected for a specific quarter. This report enables organizations to view the individual questions and how they are summarized in composite scores and how they impact the organization's ratings.


- The graphs at the top of the page indicate how the organization scored for each survey composite compared to the state and national averages.
- Below the graphs are a summary of all the data collected for the quarter.
- Included is the trendline that graphically shows each question whether the organization is trending up or down.

**Survey Measures - Annual** - This report provides a summary of the data collected for that year. This report enables users to view the individual questions, how they are summarized in composite scores and how they impact the organization's ratings.

- The graphs at the top of the page indicate how well the organization scored for every survey composite compared to the state and national averages.
- Below the graphs are a summary of all the data collected for the year.
- Included is the trendline that graphically shows each question whether the organization is trending up or down.

## **MEDICARE CARE COMPARE**

These reports reflect the data that is publicly reported by CMS and made available to consumers on [www.medicare.gov/care-compare/](http://www.medicare.gov/care-compare/).

**Quality Measures** - Choose a quarter from the calendar icon or go to the following or previous quarter by selecting the **Previous** or **Next** icons. Select  to see what comprises the Domains & Measures category.

**Quality Measures - Quarterly** - Provides a detailed summary of the organization's patient care star ratings on a quarterly basis.

**Quality Measures - Annual** - Enables organizations to see how their scores on each measure are trending annually.

**Quality Measures - Star Ratings** - The organization's patient care five-star rating report will be displayed. Scores for specific star ratings are explained in the HHC Star Rating Scorecard table on the right side of the page.



**Patient Surveys - Quarterly** - The organization's patient surveys quarterly report will be displayed.

**Patient Surveys - Star Ratings** - The organization's patient surveys star ratings report will be displayed. Scores for specific star ratings are explained in the HHC Star Rating Scorecard table on the right side of the page.



**Freeze Period** - No data will be refreshed in 2021 due to CMS's decision not to report COVID-expected quarters of data. The latest public refresh of HHCAHPS survey data was January 2022, for data collected CY2020, Q3-CY2021, Q2.


## **MARKET INSIGHTS**

**Home Health Star Ratings** - The feature enables organizations to compare the patient care star ratings to the ratings of other home health organizations in the organization's area.

- Shows a Google map showing the star rating for the organization with a  and the surrounding home health organizations with .
- The right side is a list of the same organizations and selecting one highlights (red) it on the map with its star rating.

**Hospice Star Ratings** - The feature enables organizations to compare the patient care star ratings to the star ratings of other hospice organizations in the area.

- Shows a Google map showing the star rating for the organization with a  and the surrounding hospice organizations with .
- The right side is a list of the same organizations and selecting one highlights (red) it on the map with its star rating.

**Hospital Readmissions** - This feature shows a map of hospitals in the organization's area and how they have scored on each hospital readmission's measure compared to the national average of each measure. The  signifies hospitals.

## **ADMIN TOOLS**

**User Manager** - Users can be viewed, searched and added. To remove users, select the **Remove User** button to the far right.

To add a new user:

- Select **Add New User**
- Enter the email address
- Select **Add**

**Upload File (Non-Axxess Home Health)** - This section appears only for organizations that are not subscribed to Axxess Home Health. If the organization is subscribed to Axxess Home Health, the monthly sample file will automatically be downloaded and processed.

### **Upload File**

- Choose the CAHPS type from the dropdown menu.
- Search for the upload file by selecting **Browse**.
- Complete by selecting **Upload**.
- Template files are available to download and a guide to the right of the page.

**Upload History** - The history of the uploads of patient sample files, either by the organization or automatically by Axxess, enabling organizations to confirm that the CAHPS reports have been successfully uploaded.

- The page is split into eight columns: branch, period, type, uploaded by, records, status, reason and upload date.
- There are four statuses for upload files: pending, success, failed and error.

## **HELP MENU**

**Help** - Sends users to the Axxess Help Center CAHPS section that has links, instructional videos and tutorials for Axxess CAHPS.

**Support Ticketing Center** - Enables designated superusers from each organization to directly engage with the Axxess support team to request help or to recommend feature enhancements.

**Video Links** - Direct links to the Axxess CAHPS introduction and walk-through (English and Spanish) videos that outline key features and functionality for all users.

**Downloads** - This page shows patient outreach tools, mail surveys and telephone surveys that organizations can download and/or print.

**Authorize Vendor** - This page has instructions on how organizations can authorize Axxess as their first time CAHPS vendor or switching from another vendor.

**OASIS-D Reference** - A reference page for OASIS-D questions. Navigate through the list of OASIS items by selecting any of the categories on the left side.

**OASIS-C2 Reference** - A reference page for OASIS-C2 questions. Navigate through the list of OASIS items by selecting any of the categories on the left side.

**Training Videos** - A list of helpful YouTube videos that explore different aspects of the Axxess CAHPS product.



## PROFILE

Hover over the username in the top right of the page to switch between organizations (if assigned to more than one). Select **Back to Old Version** or **Logout**.

**Missing Authorization** - If Axxess is not authorized to submit the organization's CAHPS data, a pop-up notification will show upon login and the top of the Dashboard will show a blue warning.

## HELP CENTER

A great resource that is available 24/7 is our Help Center. It is a place to get answers to frequently asked questions or watch videos of all Axxess products. It can be accessed by going to <https://www.axxess.com/help/>

