HOME HEALTH AXXESS CAHPS TRAINING MANUAL

August 2023

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LOGIN

Navigate to www.axxess.com. Select **LOGIN**.

The user then inputs their credentials and selects **Secure Login**.

When a Login Successful confirmation shows, select **OK**.

Axxess Planner

The Axxess Planner displays pertinent information specific to a user. Shortcuts have been placed on the left side of the page to allow for easy access to the Axxess applications the organization is using. Clinicians are also able to see upcoming visits, past due visits, unread messages, and a map of today's visits. To access CAHPS survey data, select the name of the organization below Axxess CAHPS on the left side of the page.
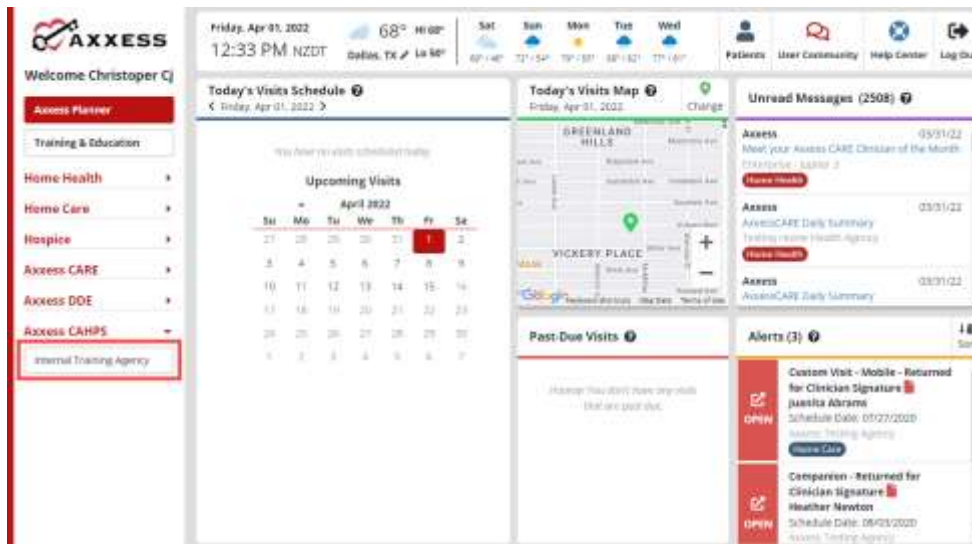
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Once inside Axxess CAHPS, select the ☑ Axxess Planner menu button to go back to the previous screen.

Dashboard

The landing page of Axxess CAHPS is the Dashboard. It shows Survey Progress, Star Ratings, Medicare Care Compare, Competitors, Marketing Opportunities, News and Axxess media.
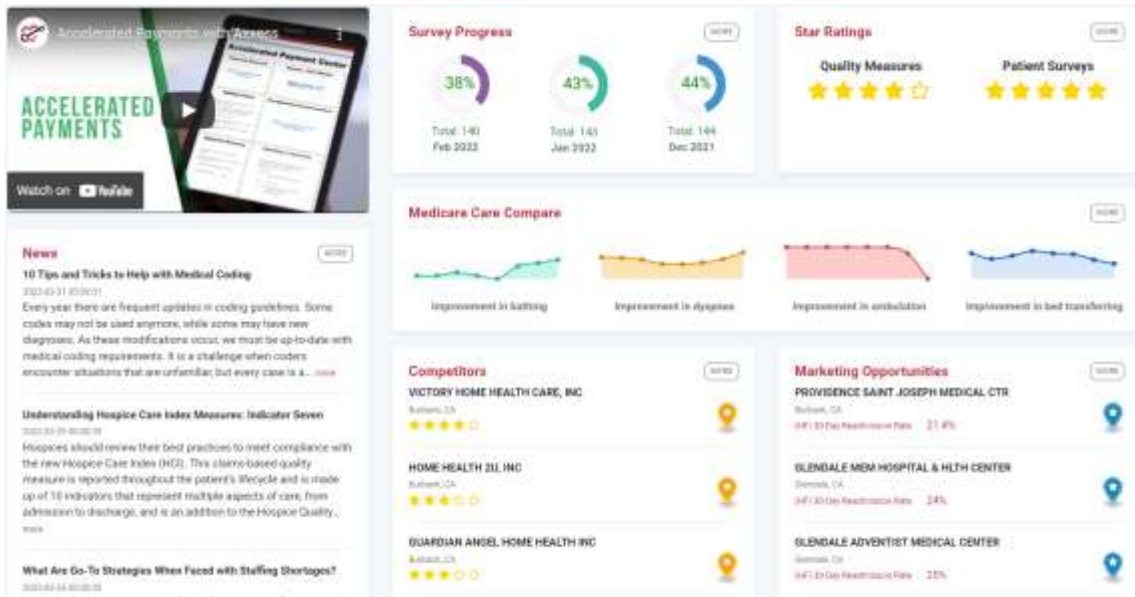

Survey Progress - Shows the percentage graphic of the progress of completed surveys per month. Select the **MORE** button for the progress details.

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Star Ratings - Shows the average five-star ratings for Quality Measures and Patient Survey. Select the **MORE** button for the details of either rating.

Medicare Care Compare - Shows if the organization's improvement scores are trending up or down. Select the **MORE** button to get more details.
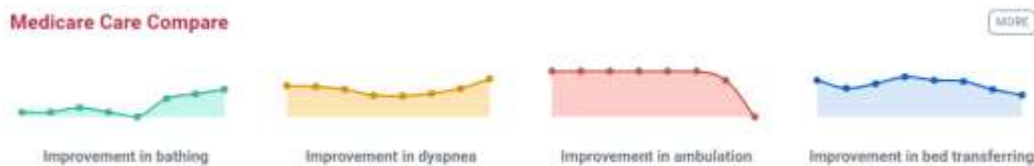
Competitors - Shows the organization's competitors by name and star rating in the area. Select the **MORE** button to get more details.

Marketing Opportunities - Shows a list of hospitals based off their location and 30-Day Readmission Rate. Select the **MORE** button to get more details.

News - Shows recently published articles from the Axxess Blog. Select the **MORE** button for more news, events, legislation and clinical insights.
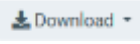

Axxess Media - An embedded link to Axxess educational and informational videos designed to aide and educate organizations using Axxess.

REPORTS

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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:

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

Surveys

Survey Administration
The first report in the **Surveys** section is **Survey Administration** which 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 how many were 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.

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Survey Summary

Provides a summary of all patients that have completed a survey for the month chosen. The composite scores in the report match those on the publicly recorded CMS Home Health Compare website. Change the month by selecting the calendar drop down February 2022 ▾ button in the top right. Patients that have consented to have their names taken will show in the summary, those who have not will be represented by anonymous asterisks.

Hover over the question mark ❓ icon 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.

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SURVEY RESPONSES

Sample Month: March, 2022
Tracking Number: MBDUUK3YAZOLWCPB
Name: Eldora Fay

🖨 Print   « Previous   2 of 53   Next »

	Question	Response
Q1	According to our records, you got care from the home health agency. (AgencyName). Is that right?	Yes
Q2	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?	Yes
Q3	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?	Yes
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

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 results list by selecting the ↑↓ icon. A description of the different statuses is listed on the right of the page. Selecting the bold Sample ID to see the details of the survey including how each question was answered.

SURVEY RESULT: FEBRUARY 2022

⬇ Download ▾   🖨 Print   February 2022 ▾

Search: [_____]

Tracking Number ↑↓	Patient Name ↑↓	Wave 1 → Mail ↑↓	Wave 2 – Phone ↑↓	Final Status ↑↓
ZS9JH7H3MFGMAIGJ	***** *****		—	Completed
MBDUUK3YAZOLWCPB	Eldora Fay		—	Completed
PIVD4M7YIFHCMD6E	***** *****		—	Completed
2YJADC9ITF9Z5DWQ	Cletus Bode		—	Completed
PBBNO76MPRLA9KYH	Morgan Pollich		—	Completed
IDJSHCA84CETK3GU	Zelda Altenwerth		—	Completed
HI6AJOLJTWL7RH1R	Moshe Waelchi		—	Completed
RVISZQLYEPWPLC3O	***** *****		—	Completed

Status Description

Completed	Survey completed
Break-Off	Patient started but did not fully complete survey
Deceased	Patient deceased and unable to complete survey
Denied Service	Patient denied receiving service from home health agency
Ineligible	Patient ineligible for survey
No Proxy Available	Proxy not available to complete on behalf of patient
Refused Survey	Patient declined to take survey
Invalid Address	Wrong mailing address for patient
Invalid Number	Wrong or disconnected number for patient
Maximum Attempts	Maximum number of attempts made to reach patient
Queued	Survey not initiated
Ongoing	Began process to reach patient
No Response	Completed survey not returned

Navigate through surveys using the **Previous** and **Next** buttons.

Previous | **1** | 2 | 3 | 4 | 5 | Next

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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. The bigger the word, the more it was mentioned. Patient Name (asterisks if no consent), Comment Tone icon and Patient 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.

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Select the question to see specifics including the Response Summary and Corresponding Respondents.
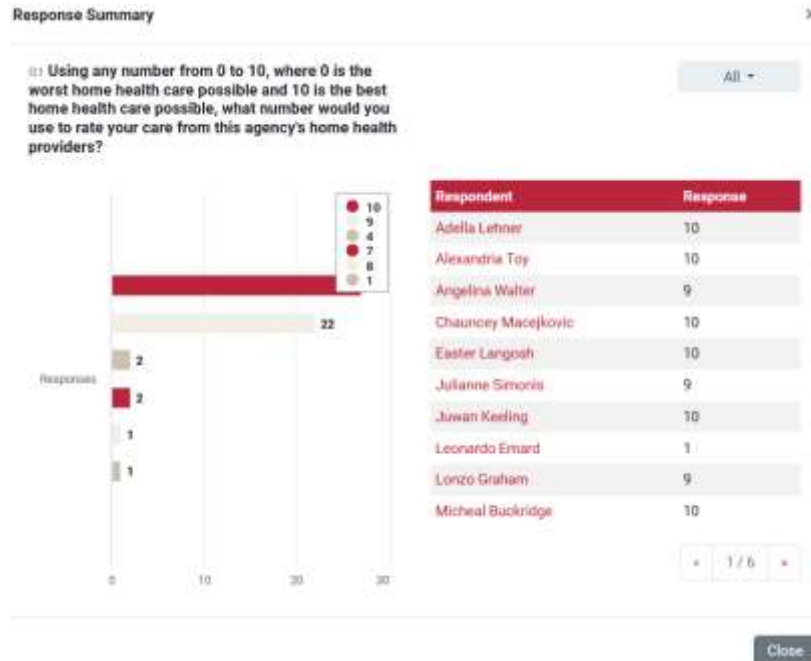
Survey Measures - Quarterly

Summary of the data collected for a specific quarter. 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. This report allows organizations to view the individual questions and how they are summarized in composite scores and how they impact the organization's ratings. This can also be used to monitor and identify potential improvement. Included is the Trendline that graphically shows per question whether the organization is trending up or down.

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Survey Measures - Annual

This report provides a summary of the data collected for that year. 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. This report allows users to view the individual questions and how they are summarized in composite scores and how they impact the organization's ratings.

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/

Quality Measures

Choose quarter from the 📅 Q3-2020 ▾ icon or go to the following or previous quarter by selecting the « Q2-2020 icon. Select the ❓ icon to see what comprises the Domains & Measures category. It shows the Medicare Care Compare Description, Measure Calculation (numerator and denominator), and Data Sources (tutorial when available).

Improvement in ambulation   ✕

Medicare Care Compare Description

How often patients improved in ability to ambulate.

Measure Calculation - Numerator

Number of home health quality episodes where the value recorded on the discharge
assessment indicates less impairment in ambulation/locomotion at discharge than at
start (or resumption) of care.

Measure Calculation - Denominator

Number of home health quality episodes ending with a discharge during the reporting
period, other than those covered by generic or measure-specific exclusions.

Data Sources

- (M1860) Ambulation/Locomotion
- (M1700) Cognitive Functioning
- (M1710) When Confused
- (M1720) When Anxious

OASIS Reference

Tutorial

Quality Measures - Quarterly

This report provides a detailed summary of the organization's patient care star
ratings on a quarterly basis.

QUALITY MEASURES - QUARTERLY   ⬇ Download ▾   🖨 Print   « Q2-2020   📅 Q3-2020 ▾   Next »

Domains & Measures		Q4-2019	Q1-2020	Q2-2020	Q3-2020	State		National		Sample Date Range
Improvement in ambulation	❓	100	100	96.7	80.3	▲	73	▲	79	January 01, 2019 - December 31, 2019
Improvement in bed transferring	❓	92.4	91.4	84.9	79.4	▲	73	▼	81	January 01, 2019 - December 31, 2019
Improvement in bathing	❓	80.7	84.1	85.8	86.1	▲	77	▲	82	January 01, 2019 - December 31, 2019
Improvement in pain	❓	96.9	98.6	-	-	-	-	-	-	-
Improvement in dyspnea	❓	46.6	51.9	62.4	83.1	▲	75	▲	82	January 01, 2019 - December 31, 2019
Timely initiation of care	❓	98.4	98.5	98.1	97.7	▲	96	▲	95	January 01, 2019 - December 31, 2019
Medication education on all medications to patient and caregivers ❓		98.4	96.2	95.8	96.1	▼	98	▼	98	January 01, 2019 - December 31, 2019
Improvement in oral medication management	❓	85.4	83.9	82.7	81.9	▲	70	▲	75	January 01, 2019 - December 31, 2019

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Quality Measures - Annual

This report enables organizations to see how their scores on each measure are trending annually.

QUALITY MEASURES - ANNUAL   ⬇ Download ▾   🖨 Print   ◀◀ Q3-2020   📅 Q3-2020 ▾   Next ▶▶

Domains & Measures		Q4-2019	Q1-2020	Q2-2020	Q3-2020	Annual Average	Trending
Improvement in ambulation	❓	100	100	96	80	94	▁
Improvement in bed transferring	❓	92	91	84	79	87	▁
Improvement in bathing	❓	80	84	85	86	84	▁
Improvement in pain	❓	96	98	0	0	97	▁
Improvement in dyspnea	❓	46	51	62	83	61	▁
Timely initiation of care	❓	98	98	98	97	98	▁
Teaching patient and caregivers about their medications	❓	98	96	95	96	96	▁
Improvement in oral medication management	❓	85	83	82	81	83	▁
Multifactor fall risk assessment conducted for all ambulating patients	❓	95	95	97	99	97	▁
Depression assessment conducted	❓	99	0	100	100	100	▁
Influenza immunization received for current flu season	❓	77	88	89	85	85	▁

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.

STAR RATING – PATIENT CARE   🖨 Print   ◀◀ Q2-2020   📅 Q3-2020 ▾   Next ▶▶

Your Overall Star Rating		★★★★☆ (4.0)			HHC Star Rating Scorecard										
Measures		Your Score	Your Star Rating	State	National	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Process Measures															
Timely initiation of care	❓	97%	★★★★☆ (4.0)	96%	95%	0.0-81.0	81.1-86.9	87.0-90.4	90.5-92.4	92.5-94.0	94.1-95.4	95.5-96.6	96.7-97.7	97.8-98.8	98.9-100.0
Outcome Measures															
Improvement in ambulation	❓	80%	★★★★⯪ (4.5)	73%	79%	0.0-46.3	46.4-56.0	56.1-60.7	60.8-64.1	64.2-67.0	67.1-69.5	69.6-72.1	72.3-75.3	75.4-80.5	80.6-100.0
Improvement in bed transferring	❓	79%	★★★★★ (5.0)	73%	81%	0.0-40.4	40.5-49.2	49.3-55.2	55.3-59.6	59.7-62.9	63.0-65.9	66.0-68.8	68.9-72.3	72.4-77.8	77.9-100.0
Improvement in bathing	❓	86%	★★★★★ (5.0)	77%	82%	0.0-48.4	48.5-58.4	58.5-63.7	63.8-67.5	67.6-70.7	70.8-73.6	73.7-76.6	76.7-79.9	80.0-85.2	85.3-100.0
Improvement in dyspnea	❓	83%	★★★★⯪ (4.5)	75%	82%	0.0-37.9	38.0-51.7	51.8-59.7	59.8-65.2	65.3-69.3	69.4-72.9	73.0-76.4	76.5-80.0	80.1-85.1	85.2-100.0
Improvement in oral medication management	❓	81%	★★★★★ (5.0)	70%	75%	0.0-42.9	43.0-51.6	51.7-57.1	57.2-61.2	61.3-64.6	64.7-67.7	67.8-70.7	70.8-74.7	74.8-80.9	81.0-100.0

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Patient Surveys - Quarterly

The organization's patient surveys quarterly report will be displayed.

PATIENT SURVEYS - QUARTERLY		Q4-2019	Q1-2020	Q2-2020	Q3-2020	State	National	Sample Date Range
Domains & Measures								
Care of Patients	❓	100	99	99	99	▴ 89	▴ 88	January 1, 2019 - December 31, 2019
Communication Between Providers and Patients	❓	100	100	100	99	▴ 85	▴ 85	January 1, 2019 - December 31, 2019
Specific Care Issues	❓	100	100	100	99	▴ 85	▴ 83	January 1, 2019 - December 31, 2019
Overall Rating of Care Provided by the HHA	❓	100	100	100	99	▴ 84	▴ 84	January 1, 2019 - December 31, 2019
Recommend Agency	❓	100	99	100	99	▴ 78	▴ 78	January 1, 2019 - December 31, 2019

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.

STAR RATING – PATIENT EXPERIENCE SURVEYS

Your Overall Star Rating			★★★★★ (5.0)			HHC Star Rating Scorecard				
Measures		Your Score	Your Star Rating	State	National	1.0	2.0	3.0	4.0	5.0
Process Measures										
Care of Patients	❓	99%	★★★★★ (5.0)	89%	88%	0-84.9	85-87.9	88-89.9	90-91.9	92-100
Communication Between Providers and Patients	❓	99%	★★★★★ (5.0)	85%	85%	0-80.9	81-84.9	85-86.9	87-89.9	90-100
Specific Care Issues	❓	99%	★★★★★ (5.0)	85%	83%	0-77.9	78-82.9	83-85.9	86-88.9	89-100
Overall Rating of Care Provided by the HHA	❓	99%	★★★★★ (5.0)	84%	84%	0-77.9	78-83.9	84-86.9	87-90.9	91-100
Recommend Agency	❓	99%	N/A	78%	78%					

Note: Data utilized for rating is HHCAHPS data from January 1, 2019 - December 31, 2019

Freeze Period

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

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HHCAHPS Public Reporting CY2021 Freeze Period

TENTATIVE PLANS FOR PUBLIC REPORTING:

- No data will be refreshed in 2021 due to CMS's decision not to report COVID-expected quarters of data
- The next public refresh of HHCAHPS survey data will be in January 2022, for data collected CY2020,Q3-CY2021,Q2
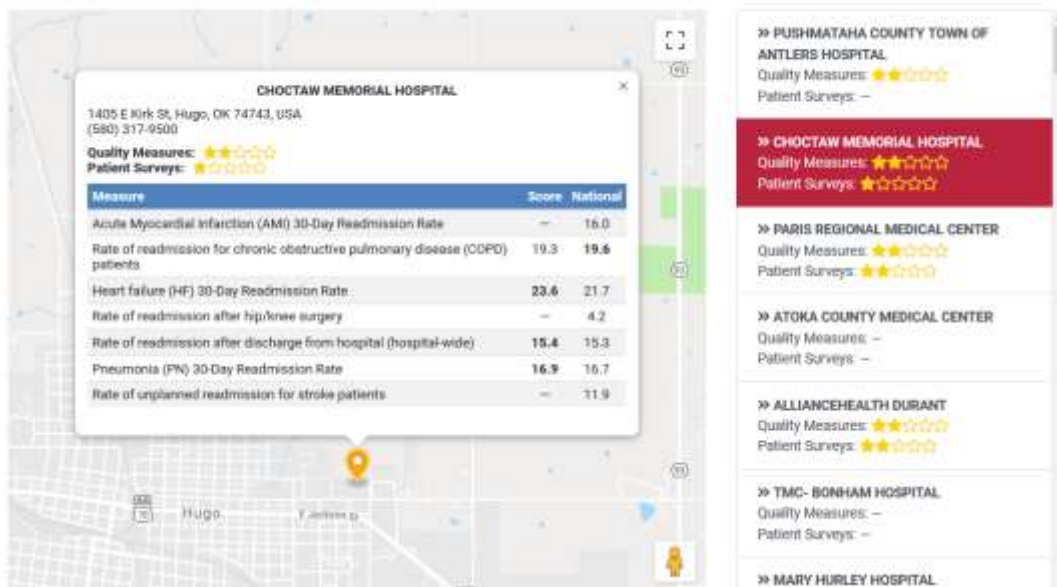
Market Insights

Home Health Star Ratings

This feature will open a Google map showing the star rating for the organization with a red pin icon and the surrounding home health organizations with yellow pin icons. The feature enables organizations to compare the patient care star ratings to the star ratings of other organizations in the organization's area. The right side is a list of the same organizations and selecting anyone highlights (red) it on the map with its star rating.

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Hospice Star Ratings

This feature will open a Google map showing the star rating for the organization with a red pin ![icon] icon and the surrounding home health organizations with yellow pin ![icon] icons. The feature enables organizations to compare the patient care star ratings to the star ratings of other Hospice organizations in the organization's area. The right side is a list of the same organizations and selecting anyone highlights (red) it on the map with its star rating.
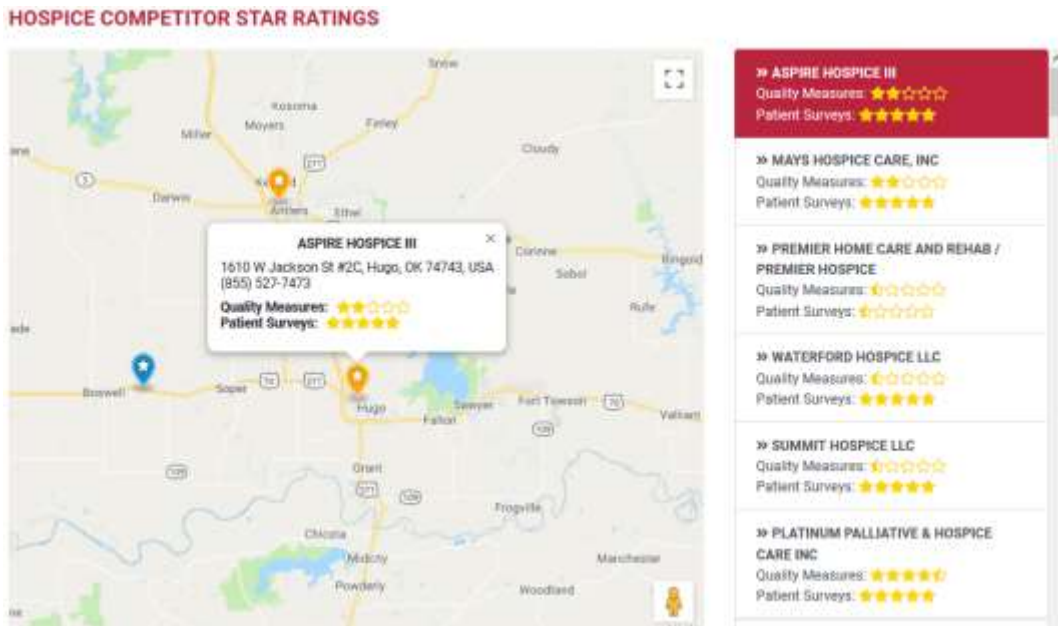
Hospital Readmissions

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 blue pins ![icon] icon signify hospitals.

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HOSPITAL READMISSIONS

ADMIN TOOLS
User Manager
Users can be viewed, searched for and added. To remove users, select the **Remove User** button to the far right. Select the **Add New User** button to add a user.

Enter the Email Address then select the **Add** button.

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Add New User ✕

First Name:
John

Last Name:
Doe

Email Address:
email@example.com

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 on the user's computer by selecting the **Browse** button. Complete the process by selecting the **Upload** button.

Template files are available to download and a guide to the right of the page.

Upload Patient File

Upload for: **Testing Home Health Agency, Inc.**

CAHPS Type:

Home Health ⬍

Select patient file (CSV, Excel):

Choose file   Browse

⬆ Upload

🔒 Your patient data file will be securely uploaded to us.

File Specifications

Please upload your patient files according to our CAHPS file specification.

You can download a template file, Excel or CSV, and a Guide that describes each field of the template file below.

Home Health

Excel Template   CSV Template   File Specification Guide

Upload History

This page is the history of the uploads of patient sample files. The files have occurred for the organization either by the organization or automatically by Axxess allowing organizations to confirm that the CAHPS reports have been successfully uploaded into the system. The page is split into six columns, Period, Type, Uploaded By, Records, Status and Upload Date. There are four different statuses for upload files: Pending, Success, Failed and Error.

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UPLOAD HISTORY

Branch	Period	Type	Uploaded By	Records	Status	Reason	Upload Date
Testing Home Health Agency, Inc.	02-2022			0	Success		Mar 6, 2022
Testing Home Health Agency, Inc.	12-2021			0	Success		Jan 9, 2022
Testing Home Health Agency, Inc.		Home Health	Sharada		Failed	Wrong format	Aug 26, 2021
Testing Home Health Agency, Inc.	02-2021	Home Health	Maria Errera	2	Success		Jul 2, 2021
Testing Home Health Agency, Inc.	05-2021	Home Health	Rachel Hunter	7	Success		Jun 17, 2021
Testing Home Health Agency, Inc.	01-2021	Home Health	Maria Errera	1	Success		Jun 4, 2021
Testing Home Health Agency, Inc.	01-2021	Home Health	Maria Errera	1	Success		May 17, 2021
Testing Home Health Agency, Inc.	01-2021	Home Health	Maria Errera	1	Success		Apr 28, 2021
Testing Home Health Agency, Inc.		Home Health	Adrian Bavister		Failed		Apr 10, 2020

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
The Support Ticketing Center allows designated super-users 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.

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OASIS-D Reference

This page is a reference page for OASIS-D questions. Navigate through the list of OASIS items by selecting any of the categories on the left side which expands the category.

OASIS-C2 Reference

This page is a reference page for OASIS-C2 questions. Navigate through the list of OASIS items by selecting any of the categories on the left side which expands the category.

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Training Videos

This section is a list of helpful YouTube videos that explore different aspects of the Axxess CAHPS product.

MISSING AUTHORIZATION

If Axxess is not authorized to submit the organization's HHCAHPS data a pop-up notification will show upon login and the top of the Dashboard will show the blue warning below.
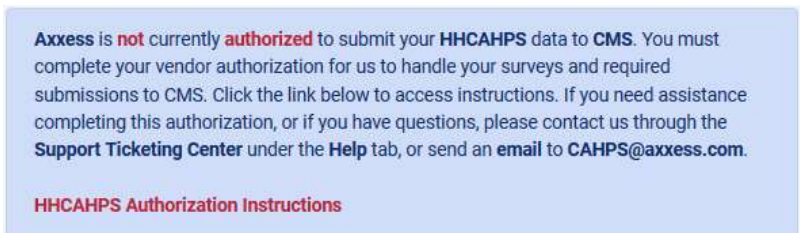
Profile

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

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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/

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