



Healthcare Quality Reporting Program
HOME HEALTH PATIENT SATISFACTION
Satisfaction Report, October-December 2010

Patients' satisfaction with their home health care is [reported on the Department of Health's \(HEALTH's\) Web site](#). Patients took surveys and answered questions about their experience with home care. There were two different surveys, based on the kind of home health care patients received:

- **Skilled care paid for by Medicare**, such as nursing and therapy
- **Non-skilled care**, such as help with dressing, bathing and light cleaning

The agencies that provide *both* kinds of care are listed twice, so that information is included from patients receiving both kinds of care.

Each agency is awarded diamonds for a number of different categories, showing how different their performance is from the state average for each category:

- — — Better than the Rhode Island average
- — About the same as the Rhode Island average
- Worse than the Rhode Island average

The diamond categories are different for skilled care paid for by Medicare and non-skilled care, because services for these patients are different.

You can learn more by reading the Methods document that goes with this report. This includes:

- The surveys for each kind of home health care (skilled care paid for by Medicare and non-skilled care)
- How the rates and diamonds are calculated
- How many people answered each survey
- Why this information is important

While the diamond report evaluates satisfaction, it is only one measure of quality and there are other ways for consumers to assess quality. You may want to contact an agency to ask questions, or speak with other patients who have received care from that agency. Agencies that provide similar care or services may have differences that can affect patients' experiences and may make one agency a better "fit." For example, some agencies may provide a lot of care for patients with multiple illnesses, whose care is more difficult. Remember to check other sources of information when choosing a home health agency.

With questions about an agency (performance, service area, etc.), please contact the agency directly. You can get contact information from the Department of Health by calling 401-222-2566.

The diamonds show you how agencies compare to one another



Table 1: Patient satisfaction with agencies providing **skilled care paid for by Medicare** (e.g., nursing and therapy)

Home Health Agency (Alphabetical)	Care of Patients	Communication between Providers and Patients	Specific Care Issues	Care from the Agency's Home Health Providers	Recommend this Agency to Friends or Family
1. Assisted Daily Living	---	---	---	---	-
2. Bayada Nurses	----	---	----	---	---
3. Capitol Home Care Network	----	-	-	---	---
4. Cathleen Naughton	----	---	---	---	---
5. Concord Home Health Services	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>
6. Home Care Advantage	---	----	----	---	---
7. Interim Healthcare of RI	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>
8. Life Care At Home of RI	----	----	----	----	---
9. Memorial Hospital Home Care	-	-	-	---	---
10. Roger Williams Home Care	----	----	---	----	---
11. Nursing Placement	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>
12. St Jude Home Care	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>
13. Tender Loving Care	----	----	----	---	---
14. Vital Care of RI	-	-	-	---	---
15. VNA of Care New England	----	----	----	----	---
16. VNA of RI	----	----	----	-	---
17. VNS Home Health Services	----	----	----	----	---
18. VNS of Greater RI	----	-	-	----	---
19. VNS of Newport & Bristol Counties	-	-	-	---	---

Some agencies were not required to submit these data:

Consistent Care, H & T Medicals, and Homefront Healthcare received a Federal exemption because they had too few Medicare patients during this time frame (October-December 2010). Independence Health Services is seeking a similar exemption.

Dependable Health Services had no patients during this time frame (October-December 2010) because the agency was new.

The diamonds show you how agencies compare to one another

Table 2: Patient satisfaction with agencies providing **non-skilled care** (e.g., help with dressing, bathing and light cleaning)

Home Health Agency (Alphabetical)	Arranging Home Care	Dealing with the Office	Nurses	Home Health Aides	Homemakers/ Companions	Therapists and Others	Likelihood to Recommend	Overall Quality
1. A Caring Experience	-	-	-	-	-	n/a	-	-
2. Access Healthcare	---	---	---	---	---	n/a	---	---
3. All About Homecare	----	----	---	----	----	n/a	----	----
4. Alternative Care Medical Services	-	-	-	-	-	n/a	-	-
5. Assisted Daily Living	---	---	---	---	---	n/a	---	---
6. Bayada Nurses	---	---	---	---	---	---	---	---
7. Bayside Nursing	-	-	-	-	-	-	-	-
8. Bright Star Health Care of Kent/ Washington Counties	-	-	-	-	-	n/a	-	-
9. Brightstar Healthcare	-	-	-	-	-	n/a	-	-
10. Cathleen Naughton	---	---	---	---	---	n/a	---	---
11. Child & Family Services of Newport	---	---	----	---	---	n/a	---	---
12. Community Care Nurses	---	---	---	---	---	n/a	---	---
13. Concord Home Health Services	---	---	-	---	-	n/a	---	---
14. Consistent Care	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>
15. Cowesett Home Care	---	---	---	---	---	n/a	---	---
16. Family Friends Health Care	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>
17. Gleason Medical Services	-	-	-	-	-	-	-	-
18. H & T Medicals	---	---	---	---	---	n/a	----	---
19. Health Care Connections Nursing Services	---	---	---	---	---	n/a	---	---
20. Health Care Services	---	---	---	---	---	n/a	---	---
21. Healthtouch	---	---	---	---	---	n/a	-	-
22. Home Care Advantage	---	---	---	----	---	n/a	----	----
23. Home Care Services of RI	---	----	---	---	---	n/a	----	----
24. Home Care Solutions	-	---	---	---	---	n/a	---	---
25. Homefront Health Care	---	---	---	---	---	n/a	---	---
26. Hope Nursing Home Care	---	---	---	---	---	n/a	---	---

Home Health Agency (Alphabetical)	Arranging Home Care	Dealing with the Office	Nurses	Home Health Aides	Homemakers/ Companions	Therapists and Others	Likelihood to Recommend	Overall Quality
27. Ideal Home Care Service	---	---	---	---	---	n/a	---	---
28. Independence Health Services	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>
29. Jamestown Home Health	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>	<i>Did not survey</i>
30. Lifetime Medical Support Services	---	---	---	---	---	n/a	---	---
31. Mass Home Care of RI	---	---	-	---	-	n/a	-	---
32. Maxim Healthcare Services	-	-	-	-	-	n/a	-	-
33. Morning Star Homecare	---	---	---	---	---	n/a	---	---
34. New Care	---	-	-	-	-	n/a	-	---
35. Nursing Placement Inc	---	---	---	---	---	n/a	---	---
36. Ocean State Nursing Service	---	---	---	---	---	n/a	---	---
37. Phenix Home Care	---	---	---	---	---	n/a	---	---
38. Preferred Health Care Services	-	-	-	-	-	n/a	-	-
39. Senior Helpers	---	---	---	---	---	n/a	---	---
40. South County Quality Care	-	-	-	-	-	n/a	-	-
41. Specialty Home Care Services	---	---	---	---	---	n/a	---	---
42. St Jude Home Care	---	---	---	---	---	n/a	---	---
43. Summit Health Services	-	-	-	-	-	n/a	-	-
44. Visiting Angels	-	-	-	-	-	n/a	-	-
45. VNA Support Services	----	----	-	----	-	n/a	----	----
46. VNS of Newport & Bristol Counties	-	-	-	-	-	n/a	-	-

n/a Not applicable. Non-skilled patients do not typically receive these services.

- Data withheld because fewer than 10 patients provided feedback.

Dependable Health Services had no patients during this time frame (October-December 2010) because the agency was new.