

HH-CAHPS surveying Program Options from Wisconsin Homecare Organization

Name	Price	Methods	Services	
Deyta, LLC	61-250-\$1,080 251-500 = \$1,890 501-1000 - \$2,970	Phone, mail & web-based	Trends, areas for improvement	
California Survey Research Serv.	NOT READY YET!!!!			
Anderson, Niebuhr & Assoc., Inc.	Mail only \$3969/yr Phone only \$4200/yr Mixed mode \$4560/yr	Phone, mail & mixed mode	Compliance, raw data sent quarterly to WHO	35 years home health care research experience
Fazzi Associates	\$2,200 plus administrative costs		Compliance, regular training sessions to improve patient satisfaction, targeted & on-demand reports, individual agency consulting	
OCS Homecare	1-300 patients \$1,995 301-500 = \$2,995 501-750 = \$3,995 75 & over - \$4,995	Mail	Partnering with PressGaney for reporting	Quality, Patient Safety, Patient Satisfaction, Cost and Utilization Benchmarks Healthcare Analytics
Total Benchmarking Solutions, Inc.	300 patients at \$2,600/agency/year	Electronic web based surveys		work with several of the patient satisfaction vendors to integrate survey data with quality, utilization and cost data to provide comprehensive scorecards
Healthstream Research, Inc.	Less than 400 - phone only = \$3,000 Mail only \$1,750 More than 400 – phone only = \$4,500 Mail only = \$2,750	Phone-only or mail-only	Survey Data Collection and data submission to CMS Online Reporting w/ training webinars for data interpretation HSR's National Comparative Database Proportionate Sampling (No quotas at branch level) Personalized Start Up/ Overview Packets Dedicated Customer Service Manager to handle day-to-day process	Strongly recommend using the phone methodology Only charge by number of completes each year, mail is based on the number of surveys being sent out. Response rates higher than mail and turn around time quicker. Better assurance that the correct person is responding to the survey.

Institute for Public Service and Policy Research University of South Carolina	Currently only providing services to agencies in South Carolina														
MSR Group	\$6000 / year* \$8800 / year** prices are for phone method		Phone, mail & mixed	*Compliance, **advocacy & service enhancement modes											
NRC Picker	\$6,500/ year		mail												
JL Morgan & Associates	Annul patient Volume: 1-350 patients = \$1,920/yr 601-999 patients = \$4,500/yr 1000+ patients - \$5,700/yr		telephone	Completed survey success rate should minimally be equal to the HCAHPS success rate. (i.e. 35%)		The HH Client will have unlimited access to all HH data in real time)									
Communications for Reseaarch, Inc.	Programing & setup = \$200 Interviewing 300@\$13 = \$3,900 TOTAL = \$4,100		Telephone	Telephone survey with families who use Home Health Care services; 300 completed interviews annually; Using the approved HH-CAPS survey; Data delivery as prescribed by HH CAHPS regulations											
Arbor Associates, Inc.	\$19.00 per completed telephone interview		Telephone	using the 32 HH-CAHPS required questions plus 6-8 custom questions specific to each participating member, we will deliver survey results and verbatim patient comments every month via <i>ArborOnLine</i> and upload data to CMS every quarter with copies to each participating member.											
DSS Research, Inc.	<table border="1"> <tr> <td>•Mail only</td> <td>\$2,500</td> <td>\$3,400</td> </tr> <tr> <td>•Mixed mode</td> <td>\$3,840</td> <td>\$4,800</td> </tr> <tr> <td>•Telephone only</td> <td>\$7,393</td> <td>\$8,450</td> </tr> </table>	•Mail only	\$2,500	\$3,400	•Mixed mode	\$3,840	\$4,800	•Telephone only	\$7,393	\$8,450		Mail, mixed or phone	We offer two options: VALUE and PLUS+. The VALUE option gives you all the basics including a snapshot report. The PLUS+ option gives you all of this plus the more detailed reporting, analytics and tools		
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•Telephone only	\$7,393	\$8,450													
MN Rural Health	Annual program access fee = \$3,000 for non-members		Mail	Creation of survey, printing of		Since MRHC has conducted the									

Cooperative	Mail out/mail back = \$5.25 per patient discharge		survey forms, mailing forms and return postage envelopes, scanning of returned surveys, compilation of comparison reports	MCAHPS surveys, it has had an average return rate of around 48%
Alexandria Marketing Research Group, Inc.	Total Annual Price = \$8,037 Total monthly price = \$669.79	Mail-only	Quarterly feedback will be provided for each participating Home Health Agency ; Graphical presentation of the performance data compiled monthly and Identification of performance drivers for overall satisfaction. Data presentation will be provided in PowerPoint presentation software for easy navigation and demonstration of data analysis.	
Rural Comprehensive Care Network (RCCN)	\$300 base cost \$2.50/per survey mailed out (i.e. 1,000 surveys mailed out would be annual cost of \$2,800)	Mail-only	Discuss with each facility the guidelines as well as the info. needed to conduct the survey. Patient info is submitted through secure and HIPAA compliant website. track the surveys as they return and three weeks after the initial contact, a second mailing is sent to those patients who have not yet responded. From there we continue to track and enter data as needed. When the data is complete, it is converted to XML format and submitted to CMS.	The reports include frequencies, means, graphs, crosstabulations as well as trend data. Any comments written on the survey will be included in this report as well. Each report includes benchmark data as well. We also have the ability to provide you with the raw data to do the internal analysis.
North American Testing Organization	Annual response of 300: mail-only - \$5,435, telephone only is \$3,950, mixed mode is \$5,460	Mail-only Phone-only Mixed mode	Cross tabulation tables Graphs and Graphics Methodology Comparisons of subgroups Discussion of Findings Conclusions	
Louisiana State University in	Surveying: \$14 per completed survey Additional Monthly Administrative Charge: \$72.00 per month		Obtaining patient information, collecting survey data, and	

Shreveport			submitting data to CMS	
The Benjamin Rose Institute	Mail-only surveys = \$10/client Phone-only surveys = \$15/client	Mail-only OR phone-only	These charges include: the cost of importing agency-supplied client data; contacting clients according to CAHPS requirements; producing all survey-related materials; tracking the status of each client; conducting the surveys; entering survey data; formatting data for transmittal; and submission to CMS.	Any agency-specific reports, charges for those reports will be negotiated separately.