



Your CAHPS
scores and survey
data should be
working for you

Our trusted services can help
make that happen.

MatrixCare[®]
by ResMed



Our CAHPS and survey services for home health and hospice help simplify compliance and offer actionable insights to support improved quality and performance. The result is more time to focus on what matters most — **providing excellent patient care and quality of life experiences.**

- **Gain clear insight** with verbatim feedback and survey-level results.
- **Address concerns quickly** with an alert system that notifies when a negative or serious comment is received.
- **Analyze performance** with comprehensive dashboards and reports, including the ability to review patient and survey-level detail.
- **Better support patients and their loved ones** with our bereavement survey program that includes our Hospice Grief Support Services (HGSS) survey.

3 reasons we're the trusted CAHPS solution

1

We are the industry experts.

With more than 20 years of experience in survey administration, we deploy specialized CAHPS and regulatory teams to implement reliable processes.

2

We deliver actionable results.

Our comprehensive and dynamic reporting provides real-time results and actionable comment analysis.

3

We produce measurable improvement.

Through meaningful comparative benchmarks, our customers experience measurable improvement.



MatrixCare is one of the approved vendors able to offer web mail mode for Hospice CAHPS

As part of the 2025 Hospice CAHPS survey updates, caregivers can be invited to complete the survey online through web mail before a follow-up paper survey is mailed. This new web-mail mode offers a more convenient way to complete the survey and can help improve response rates.

Hospice providers must select one of the available survey administration modes:



Web-mail mode (NEW):

Up to two email invitations and two paper survey reminders



Mail-only mode:

Paper survey followed by a second reminder paper survey



Telephone-only mode:

Includes up to five call attempts



Mixed mode:

Paper survey followed by up to five call attempts

Creating CAHPS magic with dashboards and dynamic reporting

Our recipe for CAHPS success starts with a multi-level reporting framework that allows users to drill down to patient-level details as general or specific as needed. Results can be viewed by return date or sample month, include only “CMS Complete” surveys or all surveys returned, and link directly to individual surveys.

QUALITY MEASURES



COMPONENT QUESTIONS



SPECIFIC RESPONSES



Our variety of reporting options make our dashboard a dynamic tool for users who need the right data at the right time:

Categorized comment reporting

Users can drill through to individual survey responses and get notifications of negative or serious comments designated by users.

Quality Measure Dashboard

This report provides a high-level overview — including breakdowns by response, 6-quarter or 12-month trends, scores for the agency or selected reporting level, Star Ratings, and state and national benchmarks.

Top 5 report

Get data-driven guidance for QAPI based on analysis and interpretation of your agency's data set — helping identify measures with the greatest impact and target areas that need improvement.

Comparison report

Identify differences in scores that are statistically significant, not just if the score is higher or lower than a comparison group (you can also compare your performance against the state or national benchmark).

Percentile ranking report

Choose which percentile scores to display (available for every fifth percentile) to identify your score, the number of surveys included, and your rank.

Composite measure analysis for HHCAHPS

Showcase quarterly composite trends and measure details so your home health agency can identify key drivers of performance and focus on improvement efforts.



Quality indicator report

Customize this report to include some or all quality measures, component questions, and question responses.

Return rate analysis

Compare return rates across different reporting levels (i.e., locations) and timeframes — as well as return rate comparison based on paper or web survey administration.

Response distribution

See the number of responses to every available survey question, including any “No” and “Do not remember” responses.

Home Health and Hospice Honors programs

Our prestigious HHCAHPS Honors and Hospice CAHPS Honors programs recognize agencies that excel in delivering positive patient experiences and high-quality care as measured by the Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) and Hospice Consumer Assessment of Healthcare Providers (CAHPS) satisfaction scores.

These programs are a meaningful recognition of the dedication and hard work that home health and hospice agencies put into delivering exceptional care. By highlighting agencies that excel in patient satisfaction and quality of care, these honors programs not only celebrate outstanding achievement, but also set standards of excellence within the industry.



Fostering trust, compassion and innovation

We believe these programs inspire agencies to continually prioritize the patient and caregiver experiences — fostering trust, compassion, and innovation in home health and hospice services. And we're dedicated to doing just that.

Contact our experts at 866.469.3766
or visit matrixcare.com to learn more.

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