WHAT TO ASK WHEN CHOOSING YOUR HOME HEALTH AGENCY
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“Where do I start?”

So you need home health care. Now what?

A home health agency that provides high quality, compassionate care is your ticket to regaining mobility and independence.

However, the wrong home health care provider can be detrimental to your health, and it can be overwhelming to navigate all of the information at your fingertips.

We’re here to help you ask the right questions and connect you with the right support. So, if you’re not sure what to look for in a home health agency, fear not!

You’re in the right place.
Medicare star ratings are a great way to compare all the agencies in your area, and see which ones shine.

These star ratings provide effective, multi-faceted accountability for all legitimate home health agencies.

They’re a gold mine of insight for potential clients, like you!

**HOWEVER...**

Before Medicare’s star rating system can be useful to you, you have to understand how it works and what it means for you.
QUALITY OF PATIENT CARE
STAR RATINGS

These will give you a general idea of how an agency performs and how effective they are in improving the lives of their patients. They are broken up into two scores:

PROCESS OF CARE
This score tells you how often an agency:

- Provided the recommended care for patients
- Initiated care in a timely manner
- Provided medication education and reconciliation for patients and caregivers
- Ensured that each patient received a flu shot for that season

OUTCOME OF CARE
This score measures how often an agency’s patients:

- Got better at walking or moving around
- Got better at transferring to and from their bed
- Got better at bathing themselves
- Engaged in activity with less pain
- Had less shortness of breath
- Required acute care hospitalization (less is better on this one!)*

*medicare.gov
Patient Survey Star Ratings

These ratings give you a snapshot of what an agency’s clients think about them.

When checking out a home health agency, be on the lookout for this award: (It means their clients like them!)

“The HHCAHPS (Home Health Consumer Assessment of Healthcare Providers and Systems) star ratings were developed to make it easier to use the information on Home Health Compare and to spotlight excellence in healthcare quality.”*

Patient survey ratings are a great resource for you, since they are based on independently reported survey results and honest assessments from an agency’s patients.

Maybe you’re still asking, “What does all of this mean for me?”

*MEDICARE.GOV
The home health agency you choose is the difference between recovery and readmission.

The right support is critical to regaining mobility and independence.

Medicare ratings show you which home health agencies consistently improve patients’ health, mobility, and quality of life.

A five star rating means five-star education, care, & customer service.
A top complaint among home health care patients is that their agency does not practice good communication.

Here are a few communication questions you should be sure to ask:

“Will I have one caregiver or multiple?”

“If my caregiver is late or sick, will I be notified?”

“Will I be informed about the pay schedule or any changes in billing?”

“Will I be able to get a hold of a live person from my home health agency in the event of special circumstances or emergencies?”

When it comes to your health, good communication and accessibility are crucial. Save yourself some frustration and find out how your potential home health agency communicates.
Quick initiation of care isn’t just convenient - it’s necessary.

If you have recently suffered a decline in mobility or functionality due to illness, a surgical procedure, or a recent hospital stay, prompt initiation of home health care is the ticket to a smooth recovery.

The longer the gap in care, the greater your chances of being readmitted to an acute care setting.

That’s why a home health agency should initiate your home health care as soon as possible in order to get you back on your feet and help you stay safely at home.

At A Care Connection Home Health, we pride ourselves in initiating home care in 24-48 hours.
Whether you need private nursing or just some help with daily activities of living, the right support is always compassionate.

Compassionate caregivers address your emotional and mental well-being and are concerned about the health of the whole person.

This sort of caregiver will preserve your dignity when helping you bathe, get dressed, and move around, and always exhibits gentleness, patience, and professionalism.

At A Care Connection, we hire the most qualified, compassionate caregivers, in order to provide top-notch home health services for all of our clients.
Get connected to the

RIGHT SUPPORT

You might be thinking,
“*I just need a companion!*”

However, if you have trouble getting out of bed, leaving your home, or performing other daily activities of living, you may need more hands-on care.

When selecting a home health agency, ensure that they are able to offer the specific care services that you need and provide the appropriate caregivers if your condition changes or worsens.

At A Care Connection Home Health, our mission is to connect you with the right support. That’s why we offer a full spectrum of home health care services, from companion care to private nursing.
A Care Connection Home Health exists to help you regain mobility, remain independent, and stay safely in your own home. We are located in Jacksonville Beach and serve clients throughout seven counties in North Florida, including Nassau, Duval, Baker, Clay, Flagler, Volusia, and St. John’s County.

We have received a 5-star Medicare rating and consistently surpass local, state, and national averages in all aspects of home health care, ranking among the top 25% of all Medicare-certified agencies in the United States. We are accredited by the Joint Commission and have received the Gold Seal of Approval, among other honors and awards. We are fully accredited, bonded, licensed, and insured.

Our caregivers are compassionate, punctual, and specially trained to suit your needs, and all undergo Level 2 background checks for your safety. We take pride in our excellent customer service and the effectiveness of our home health care services. We always answer the phone and love to speak with clients and their family members.

If you have questions about our services, joining our caregiver team, or anything else, give us a call at (904) 899-5520 or schedule a complimentary consultation.