



Real-Time Survey of Patients' Home Health Experiences

HHCAHPS (Home Health Consumer Assessment of Healthcare Providers and Systems)

Survey Return Rate

Total mailed surveys for reporting period:	306
Total number of ineligible surveys:	1
Total completed surveys returned:	114
Survey return rate:	37%

	You	SHP Database
--	-----	--------------

Composite Measures

C1. Care of Patients

Percent of patients who reported that their Home Health provider "Always" was informed and treated them gently and with respect and that there were "No" problems with the care.

91%

88%

Providers

32039(ccn:367500)-MVI Home Care

Survey Count: 114

91%

C2. Communications Between Providers and Patients

Percent of patients who reported that their Home Health provider "Always" communicated well and promptly.

89%

85%

Providers

32039(ccn:367500)-MVI Home Care

Survey Count: 114

89%

Universal Measures

C3. Specific Care Issues

Percent of patients who reported that their Home Health provider handled specific care issues correctly.

87%

84%

Providers

32039(ccn:367500)-MVI Home Care

Survey Count: 114

87%

U1. Percent of patients who gave their HH Agency a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

87%

83%

Providers

32039(ccn:367500)-MVI Home Care

Survey Count: 114

87%

U2. Percent of patients who reported YES, they would definitely recommend the Home Health Agency

87%

79%

Providers

32039(ccn:367500)-MVI Home Care


Survey Count: 114

87%

Composite Measure 1

Care of Patients


Q 9. In the last 2 months of care, how often did home health providers from this agency seem informed and up-to-date about all the care or treatment you got at home?

Response	Count	You	SHP
Never	4	4%	2%
Sometimes	4	4%	5%
Usually	10	11%	21%
Always 	72	80%	73%
I only had one provider in the last 2 months of care	20		
Total	110		

[Providers](#)

	Never	Sometimes	Usually	Always	Surveys
32039(ccn:367500)-MVI Home Care	4%	4%	11%	80%	110


Q 16. In the last 2 months of care, how often did home health providers from this agency treat you as gently as possible?

Response	Count	You	SHP
Always 	103	91%	91%
Usually	8	7%	8%
Sometimes	2	2%	1%
Never	0	0%	0%
Total	113		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	91%	7%	2%	0%	113


Q 19. In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?

Response	Count	You	SHP
Always 	107	95%	94%
Usually	4	4%	5%
Sometimes	2	2%	1%
Never	0	0%	0%
Total	113		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	95%	4%	2%	0%	113

Q 24. In the last 2 months of care, did you have any problems with the care you got through this agency?

Response	Count	You	SHP
Yes	5	4%	6%
No 	108	96%	94%
Total	113		


[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	4%	96%	113

Composite Measure 2

Communications Between Providers and Patients


Q 2. 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?

Response	Count	You	SHP
Yes 	108	100%	96%
No	0	0%	4%
Do not remember	6		
Total	114		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	100%	0%	114


Q 15. In the last 2 months of care, how often did home health providers from this agency keep you informed about when they would arrive at your home?

Response	Count	You	SHP
Always 	101	89%	79%
Usually	8	7%	15%
Sometimes	3	3%	4%
Never	1	1%	1%
Total	113		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	89%	7%	3%	1%	113


Q 17. In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand?

Response	Count	You	SHP
Always 	97	85%	83%
Usually	14	12%	14%
Sometimes	3	3%	2%
Never	0	0%	1%
Total	114		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	85%	12%	3%	0%	114


Q 18. In the last 2 months of care, how often did home health providers from this agency listen carefully to you?

Response	Count	You	SHP
Always 	94	84%	84%
Usually	14	13%	14%
Sometimes	4	4%	2%
Never	0	0%	1%
Total	112		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	84%	13%	4%	0%	112


Q 22. In the last 2 months of care, when you contacted this agency's office did you get the help or advice you needed?

Response	Count	You	SHP
Yes 	28	93%	92%
No	2	7%	8%
I did not contact this agency	4		
Total	34		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	93%	7%	34

Q 23. When you contacted this agency's office, how long did it take for you to get the help or advice you needed?

Response	Count	You	SHP
Same Day 	21	78%	75%
1 to 5 days	6	22%	22%
6 to 14 days	0	0%	2%
More than 14 days	0	0%	1%
I did not contact this agency	6		
Total	33		


[Providers](#)

	Same Day	1 to 5 days	6 to 14 days	More than 14 days	Surveys
32039(ccn:367500)-MVI Home Care	78%	22%	0%	0%	33

Composite Measure 3

Specific Care Issues


Q 3. 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?

Response	Count	You	SHP
Yes 	85	86%	83%
No	14	14%	17%
Do not remember	15		
Total	114		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	86%	14%	114


Q 4. 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?

Response	Count	You	SHP
Yes 	96	93%	90%
No	7	7%	10%
Do not remember	11		
Total	114		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	93%	7%	114


Q 5. When you started getting home health care from this agency, did someone from the agency ask to see all the prescription and over-the-counter medicines you were taking?

Response	Count	You	SHP
Yes 	82	87%	86%
No	12	13%	14%
Do not remember	18		
Total	112		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	87%	13%	112


Q 10. In the last 2 months of care, did you and a home health provider from this agency talk about pain?

Response	Count	You	SHP
Yes 	104	93%	90%
No	8	7%	10%
Total	112		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	93%	7%	112


Q 12. In the last 2 months of care, did home health providers from this agency talk with you about the purpose for taking your new or changed prescription medicines?

Response	Count	You	SHP
Yes 	26	81%	82%
No	6	19%	18%
I did not take any new prescription medicines or change any medicines	10		
Total	42		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	81%	19%	42


Q 13. In the last 2 months of care, did home health providers from this agency talk with you about when to take these medicines?

Response	Count	You	SHP
Yes 	26	76%	76%
No	8	24%	24%
I did not take any new prescription medicines or change any medicines	7		
Total	41		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	76%	24%	41

Q 14. In the last 2 months of care, did home health providers from this agency talk with you about the important side effects of these medicines?

Response	Count	You	SHP
Yes 	24	69%	67%
No	11	31%	33%
I did not take any new prescription medicines or change any medicines	8		
Total	43		



[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	69%	31%	43

Universal Measure 1

Percent of patients who gave their Home Health Agency a rating of 9 or 10 on a scale from 0 (lowest) to 10(highest)

Q 20. What number would you use to rate your care from this agency's home health providers?

Response	Count	You	SHP
0 Worst home health care possible	0	0%	0%
1	0	0%	0%
2	0	0%	0%
3	1	1%	0%
4	2	2%	0%
5	0	0%	1%
6	1	1%	1%
7	3	3%	3%
8	8	7%	10%
9 	5	4%	15%
10 Best home health care possible 	93	82%	68%
Total	113		


[Providers](#)

	0	1	2	3	4	5	6	7	8	9	10	Surveys
32039(ccn:367500)-MVI Home Care	0%	0%	0%	1%	2%	0%	1%	3%	7%	4%	82%	113

Universal Measure 2

Percent of patients who reported YES, they would definitely recommend Home Health Agency

Q 25. Would you recommend this agency to your family or friends if they needed home health care?

Response	Count	You	SHP
Definitely no	1	1%	1%
Probably no	3	3%	2%
Probably yes	11	10%	18%
Definitely yes 	98	87%	79%
Total	113		

[Providers](#)

	Definitely no	Probably no	Probably yes	Definitely yes	Surveys
32039(ccn:367500)-MVI Home Care	1%	3%	10%	87%	113

Your Home Health Care


Q 1. According to our records, you got care from the home health agency, MVI Home Care. Is that right?

Response	Count	You	SHP
Yes	107	100%	100%
No	0	0%	0%
Total	107		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	100%	0%	107


Q 2. 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?

Response	Count	You	SHP
Yes 	108	100%	96%
No	0	0%	4%
Do not remember	6		
Total	114		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	100%	0%	114


Q 3. 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?

Response	Count	You	SHP
Yes 	85	86%	83%
No	14	14%	17%
Do not remember	15		
Total	114		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	86%	14%	114


Q 4. 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?

Response	Count	You	SHP
Yes 	96	93%	90%
No	7	7%	10%
Do not remember	11		
Total	114		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	93%	7%	114

Q 5. When you started getting home health care from this agency, did someone from the agency ask to see all the prescription and over-the-counter medicines you were taking?

Response	Count	You	SHP
Yes 	82	87%	86%
No	12	13%	14%
Do not remember	18		
Total	112		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	87%	13%	112

Your Care from Home Health Providers

Q 6. In the last 2 months of care, was one of your home health providers from this agency a nurse?

Response	Count	You	SHP
Yes	106	95%	92%
No	6	5%	8%
Total	112		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	95%	5%	112

Q 7. In the last 2 months of care, was one of your home health providers from this agency a physical, occupational, or speech therapist?

Response	Count	You	SHP
Yes	76	70%	68%
No	33	30%	32%
Total	109		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	70%	30%	109


Q 8. In the last 2 months of care, was one of your home health providers from this agency a home health or personal care aide?

Response	Count	You	SHP
Yes	55	51%	53%
No	52	49%	47%
Total	107		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	51%	49%	107


Q 9. In the last 2 months of care, how often did home health providers from this agency seem informed and up-to-date about all the care or treatment you got at home?

Response	Count	You	SHP
Never	4	4%	2%
Sometimes	4	4%	5%
Usually	10	11%	21%
Always 	72	80%	73%
I only had one provider in the last 2 months of care	20		
Total	110		

[Providers](#)

	Never	Sometimes	Usually	Always	Surveys
32039(ccn:367500)-MVI Home Care	4%	4%	11%	80%	110

Q 10. In the last 2 months of care, did you and a home health provider from this agency talk about pain?

Response	Count	You	SHP
Yes 	104	93%	90%
No	8	7%	10%
Total	112		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	93%	7%	112


Q 11. In the last 2 months of care, did you take any new prescription medicine or change any of the medicines you were taking?

Response	Count	You	SHP
Yes	31	28%	44%
No	78	72%	56%
Total	109		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	28%	72%	109


Q 12. In the last 2 months of care, did home health providers from this agency talk with you about the purpose for taking your new or changed prescription medicines?

Response	Count	You	SHP
Yes 	26	81%	82%
No	6	19%	18%
I did not take any new prescription medicines or change any medicines	10		
Total	42		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	81%	19%	42


Q 13. In the last 2 months of care, did home health providers from this agency talk with you about when to take these medicines?

Response	Count	You	SHP
Yes 	26	76%	76%
No	8	24%	24%
I did not take any new prescription medicines or change any medicines	7		
Total	41		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	76%	24%	41


Q 14. In the last 2 months of care, did home health providers from this agency talk with you about the important side effects of these medicines?

Response	Count	You	SHP
Yes 	24	69%	67%
No	11	31%	33%
I did not take any new prescription medicines or change any medicines	8		
Total	43		

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	69%	31%	43


Q 15. In the last 2 months of care, how often did home health providers from this agency keep you informed about when they would arrive at your home?

Response	Count	You	SHP
Always 	101	89%	79%
Usually	8	7%	15%
Sometimes	3	3%	4%
Never	1	1%	1%
Total	113		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	89%	7%	3%	1%	113


Q 16. In the last 2 months of care, how often did home health providers from this agency treat you as gently as possible?

Response	Count	You	SHP
Always 	103	91%	91%
Usually	8	7%	8%
Sometimes	2	2%	1%
Never	0	0%	0%
Total	113		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	91%	7%	2%	0%	113


Q 17. In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand?

Response	Count	You	SHP
Always 	97	85%	83%
Usually	14	12%	14%
Sometimes	3	3%	2%
Never	0	0%	1%
Total	114		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	85%	12%	3%	0%	114


Q 18. In the last 2 months of care, how often did home health providers from this agency listen carefully to you?

Response	Count	You	SHP
Always 	94	84%	84%
Usually	14	13%	14%
Sometimes	4	4%	2%
Never	0	0%	1%
Total	112		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	84%	13%	4%	0%	112



Q 19. In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?

Response	Count	You	SHP
Always 	107	95%	94%
Usually	4	4%	5%
Sometimes	2	2%	1%
Never	0	0%	0%
Total	113		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	95%	4%	2%	0%	113

Q 20. What number would you use to rate your care from this agency's home health providers?

Response	Count	You	SHP
0 Worst home health care possible	0	0%	0%
1	0	0%	0%
2	0	0%	0%
3	1	1%	0%
4	2	2%	0%
5	0	0%	1%
6	1	1%	1%
7	3	3%	3%
8	8	7%	10%
9 	5	4%	15%
10 Best home health care possible 	93	82%	68%
Total	113		

[Providers](#)

	0	1	2	3	4	5	6	7	8	9	10	Surveys
32039(ccn:367500)-MVI Home Care	0%	0%	0%	1%	2%	0%	1%	3%	7%	4%	82%	113

Your Home Health Agency


Q 21. In the last 2 months of care, did you contact this agency's office to get help or advice?

Response	Count	You	SHP
Yes	26	24%	35%
No	83	76%	65%
Total	109		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	24%	76%	109

Q 22. In the last 2 months of care, when you contacted this agency's office did you get the help or advice you needed?

Response	Count	You	SHP
Yes 	28	93%	92%
No	2	7%	8%
I did not contact this agency	4		
Total	34		



Scores & Benchmarks

MVI Home Care

Provider ID: 32039

SHP for HHCAHPS

08/01/2011 - 12/31/2011

Report Date: 1/4/2012

[Providers](#)

	Yes	No	Surveys
32039(ccn:367500)-MVI Home Care	93%	7%	34

Q 23. When you contacted this agency's office, how long did it take for you to get the help or advice you needed?

Response	Count	You	SHP
Same Day	21	78%	75%
1 to 5 days	6	22%	22%
6 to 14 days	0	0%	2%
More than 14 days	0	0%	1%
I did not contact this agency	6		
Total	33		

[Providers](#)

	Same Day	1 to 5 days	6 to 14 days	More than 14 days	Surveys
32039(ccn:367500)-MVI Home Care	78%	22%	0%	0%	33

Q 24. In the last 2 months of care, did you have any problems with the care you got through this agency?

Response	Count	You	SHP
Yes	5	4%	6%
No	108	96%	94%
Total	113		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	4%	96%	113

Q 25. Would you recommend this agency to your family or friends if they needed home health care?

Response	Count	You	SHP
Definitely no	1	1%	1%
Probably no	3	3%	2%
Probably yes	11	10%	18%
Definitely yes	98	87%	79%
Total	113		

[Providers](#)

	Definitely no	Probably no	Probably yes	Definitely yes	Surveys
32039(ccn:367500)-MVI Home Care	1%	3%	10%	87%	113

About You

Q 26. In general, how would you rate your overall health?

Response	Count	You	SHP
Excellent	9	8%	7%
Very Good	15	14%	13%
Good	37	33%	34%
Fair	47	42%	33%
Poor	3	3%	13%
Total	111		



Scores & Benchmarks

MVI Home Care

Provider ID: 32039

SHP for HHCAHPS

08/01/2011 - 12/31/2011

Report Date: 1/4/2012

Providers

	Excellent	Very Good	Good	Fair	Poor	Surveys
32039(ccn:367500)-MVI Home Care	8%	14%	33%	42%	3%	111

Q 27. In general, how would you rate your overall mental or emotional health?

Response	Count	You	SHP
Excellent	22	20%	16%
Very Good	33	30%	27%
Good	37	33%	33%
Fair	16	14%	19%
Poor	3	3%	4%
Total	111		

Providers

	Excellent	Very Good	Good	Fair	Poor	Surveys
32039(ccn:367500)-MVI Home Care	20%	30%	33%	14%	3%	111

Q 28. Do you live alone?

Response	Count	You	SHP
Yes	34	30%	31%
No	80	70%	69%
Total	114		

Providers

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	30%	70%	114

Q 29. What is the highest grade or level of school that you have completed?

Response	Count	You	SHP
8th grade or less	6	5%	9%
Some high school, but did not graduate	20	18%	14%
High school graduate or GED	51	46%	38%
Some college or 2 - year degree	20	18%	22%
4 - year college graduate	8	7%	8%
More than 4 - year college degree	5	5%	9%
Total	110		

Providers

	8th grade or less	Some high school, but did not graduate	High school graduate or GED	Some college or 2 - year degree	4 - year college graduate	More than 4 - year college degree	Surveys
32039(ccn:367500)-MVI Home Care	5%	18%	46%	18%	7%	5%	110

Q 30. Are you Hispanic or Latino/Latina?

Response	Count	You	SHP
Yes	1	1%	4%
No	108	99%	96%
Total	109		



Scores & Benchmarks

MVI Home Care

Provider ID: 32039

SHP for HHCAHPS

08/01/2011 - 12/31/2011

Report Date: 1/4/2012

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	1%	99%	109

Q 31. What is your race? Please select one or more.

Response	Count	You	SHP
American Indian or Alaska Native	1	1%	2%
Asian	0	0%	1%
Native Hawaiian or other Pacific Islander	0	0%	0%
Black or African American	6	5%	6%
White	107	94%	91%
Total	114		

[Providers](#)

	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Black or African American	White	Surveys
32039(ccn:367500)-MVI Home Care	1%	0%	0%	5%	94%	114

Q 32. What language do you mainly speak at home?

Response	Count	You	SHP
English	112	98%	98%
Spanish	0	0%	1%
Some other language	2	2%	1%
Total	114		

[Providers](#)

	English	Spanish	Some other language	Surveys
32039(ccn:367500)-MVI Home Care	98%	0%	2%	114

Q 33. Did someone help you complete this survey?

Response	Count	You	SHP
Yes	24	22%	31%
No	87	78%	69%
Total	111		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	22%	78%	111

Q 34. How did that person help you? Check all that apply.

Response	Count	You	SHP
Read the questions to me	13	35%	32%
Wrote down the answers I gave	14	38%	36%
Answered the questions for me	8	22%	29%
Translated the questions into my language	1	3%	1%
Helped in some other way	1	3%	2%
No one helped me complete this survey	33		
Total	70		

[Providers](#)

	Read the questions to me	Wrote down the answers I gave	Answered the questions for me	Translated the questions into my language	Helped in some other way	Surveys
32039(ccn:367500)-MVI Home Care	35%	38%	22%	3%	3%	70

Q 35. Do you give your permission to provide your answers to this survey linked to your name to your home health agency?


Response	Count	You	SHP
Yes	94	85%	84%
No	16	15%	16%
Total	110		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	85%	15%	110

Supplemental Questions

Q 36. Did this home health care start as soon as you thought you needed? (Supplemental Question)

Response	Count	You	SHP
Yes 	110	98%	96%
No	2	2%	4%
Total	112		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	98%	2%	112


Q 37. Did your care from this agency follow a stay in a hospital, nursing home, or rehabilitation center (Supplemental Question)

Response	Count	You	SHP
Yes	84	74%	73%
No	30	26%	27%
Total	114		

[Providers](#)

	1-Yes	0-No	Surveys
32039(ccn:367500)-MVI Home Care	74%	26%	114


Q 38. In the last 2 months of care, how often did you have a hard time speaking with or understanding home health providers from this agency because you spoke different languages (Supplemental Question)

Response	Count	You	SHP
Always	1	1%	1%
Usually	0	0%	0%
Sometimes	2	2%	4%
Never 	110	97%	95%
Total	113		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	1%	0%	2%	97%	113


Q 39. In the last 2 months of care, how often did home health providers from this agency behave in a professional manner (Supplemental Question)

Response	Count	You	SHP
Always 	108	95%	93%
Usually	5	4%	5%
Sometimes	1	1%	1%
Never	0	0%	1%
Total	114		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	95%	4%	1%	0%	114

Q 40. In the last 2 months of care, how often did you feel that home health providers from this agency really cared about you (Supplemental Question)

Response	Count	You	SHP
Always 	100	88%	83%
Usually	9	8%	14%
Sometimes	3	3%	2%
Never	2	2%	1%
Total	114		

[Providers](#)

	Always	Usually	Sometimes	Never	Surveys
32039(ccn:367500)-MVI Home Care	88%	8%	3%	2%	114

Q 41. In the last 2 months of care, did you contact this agency's office about any problems (Supplemental Question)

Response	Count	You	SHP
Yes	13	13%	17%
No	43	43%	46%
Did not have problems	43	43%	36%
Total	99		

[Providers](#)

	Yes	No	Did not have problems	Surveys
32039(ccn:367500)-MVI Home Care	13%	43%	43%	99



Scores & Benchmarks

MVI Home Care


Provider ID: 32039

SHP for HHCAHPS

08/01/2011 - 12/31/2011

Report Date: 1/4/2012


Q 42. In the last 2 months of care, did this agency solve your problem as soon as you needed (Supplemental Question)

Response	Count	You	SHP
Yes 	54	93%	93%
No	4	7%	6%
I am still waiting	0	0%	1%
I did not call	49		
Total	107		

Providers

	Yes	No	I am still waiting	Surveys
32039(ccn:367500)-MVI Home Care	93%	7%	0%	107

Q 43. Are you satisfied with how this agency solved your problem (Supplemental Question)

Response	Count	You	SHP
Yes 	63	95%	95%
No	3	5%	4%
I am still waiting	0	0%	1%
I did not call	40		
Total	106		

Providers

	Yes	No	I am still waiting	Surveys
32039(ccn:367500)-MVI Home Care	95%	5%	0%	106