

# *Home Infusion Patient Satisfaction Benchmarking Program*

Open Access  
Results for Sample Months: April - June 2019



# *Remarks from Connie Sullivan*

## *President and CEO*



Patients are a critical voice in the success of health care. So much that measuring patient satisfaction is ubiquitous in the push toward improving quality care. Recognizing that, the National Home Infusion Foundation (NHIF) made

patient satisfaction the first metric of its industry-wide benchmarking initiative. I am thrilled that the program has launched and is gaining momentum with a growing number of participating providers.

NHIA has worked for more than a decade to establish national quality standards using validated data and will continue to expand upon our benchmarking and quality data initiatives. As data from these programs is gathered, providers and industry stakeholders will gain new insights into how home and specialty infusion services are impacting patients' lives. In addition, participating providers can use the data to hone their services and improve quality.

A handwritten signature in black ink, appearing to read 'Connie Sullivan'.

### *About National Home Infusion Foundation*

The National Home Infusion Foundation (NHIF) is a nonprofit organization supporting the enhancement of patient care and outcomes through leadership, research, and education. NHIF has led the effort to create a standardized, validated patient satisfaction survey instrument, and a process for anonymized submission and third-party data analysis. The resulting data accurately and objectively reflects industry-wide standards for how patients perceive the performance of home infusion providers.



### *About Strategic Healthcare Programs*

Strategic Healthcare Programs (SHP), an affiliate of Managed Health Care Associates, Inc. (MHA), is a leader in data analytics and benchmarking that drive daily clinical and operational decisions. Our solutions bring real-time data to post-acute providers, hospitals, physician groups, and ACOs to better coordinate quality care and improve patient outcomes. Since 1996, SHP has helped more than 6,500 organizations nationwide raise the bar for health care performance. For more information, visit: <https://www.shpdata.com>.



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## 1.1. Program Overview

The Home Infusion Satisfaction Benchmarking Program measures how patients perceive home infusion services. Benchmarking translates subjective results into meaningful, quantifiable, and actionable data. At the provider level, benchmarking identifies system gaps and becomes the foundation for quality improvement. Patients are a critical voice in the success of health care and measuring their perceptions of care is a priority for the home and specialty infusion industry.



Patients are a critical voice in the success of health care.



## 1.2. Validation

To participate in the patient satisfaction benchmarking program home infusion providers are required to use the NHIF validated and standardized *Uniform Home Infusion Patient Satisfaction Survey tool* to collect data. This survey was developed by NHIF using a 15-member expert panel with Delphi methodology to validate and establish consensus for the survey questions. Providers were also required to validate their sample populations, which ensured that survey data was only collected for a defined population of patients who received infused therapies at home. This was necessary because most providers sample a much broader mix of

patients, such as patients who use self-injectable or enteral products, who may not meet the home infusion patient criteria. Patients represented in the industry-wide benchmarks were either: 1) discharged patients who were active to the home infusion provider for seven or more days and received at least one infusion treatment at home, or 2) active home infusion patients who had been on service for at least six months. Infusion treatment means the administration of a drug through an intravenous (IV) or subcutaneous (SC) catheter. Catheter care patients were included in these benchmarking results.

## 1.3. Comparing Individual Data to the Industry Benchmarks

To allow for the universal comparison of home infusion patient satisfaction data, it is incumbent that all participating providers use the same set of patient satisfaction survey questions. This requirement ensures that benchmarking

results are valid. Providers that satisfied the benchmarking participation criteria received an NHIF Data Validation Certificate and insignia that may be displayed on the individual location-based reports and materials.



### *Patient Satisfaction Benchmarking Program Requirements*

**Home infusion providers represented in these results met the following criteria:**

1

Utilized the unmodified *Uniform Home Infusion Patient Satisfaction Survey* published by NHIF.

2

Utilized a third-party administrator to issue and collect survey data. (Waived for 2019.)

3

Made a paper version of the survey available to all patients either as the standard survey or upon request.

4

Submitted to NHIF an organizational policy describing the survey procedures and methods for identifying benchmarking-eligible patients and exclusions.

5

Signed the NHIF and/or Strategic Healthcare Programs (SHP) participation agreements.

6

Completed the “Home Infusion Location Benchmarking Profile” survey.

## 1.4. Participation

Benchmarking was done at the individual home infusion location level. Each location received a Data Participation Code (DPC) from SHP, the third-party data analytics partner. This code was submitted with each transaction to enable the data administrator and NHIF to track and confirm data transfers in an anonymous manner. There was no fee for provider members of NHIA to participate in benchmarking.

This report includes survey and demographic data from 49 home infusion provider locations. Most locations (60.0%) were multi-site organizations, not affiliated with a hospital or acute care system while 22.5% were affiliated with a hospital or acute care system. The remaining locations (17.5%) were single-site organizations.

Results are based on an analysis from the 1,679 completed and returned surveys representing 8,615 patients who received home infusion services between April and June of 2019. As noted in Table 1, there were 49 providers who participated in the program. To ensure the integrity of the benchmarking data, the data was processed and de-identified by SHP, a third-party survey administrator, prior to being forwarded to NHIF to be analyzed and reported.

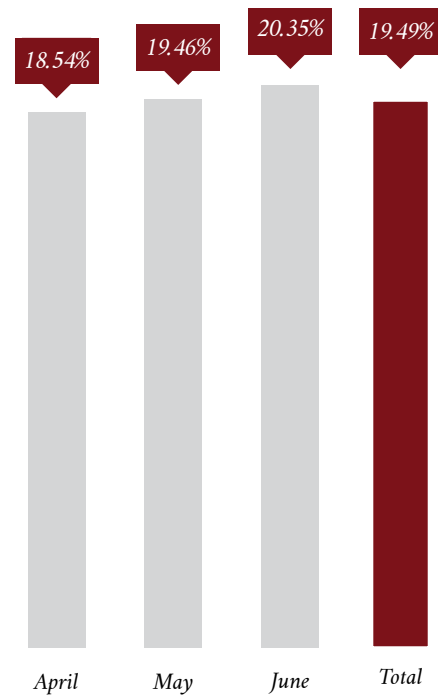
**+1,679**  
Completed and  
returned surveys

## 1.5. Return Rates

The average number of completed surveys submitted by each provider was 34.27. As shown in Table 1, the overall survey return rate for the quarter was 19.49% with the monthly return rates also shown. Overall, both monthly and quarterly return rates are acceptable since on average the standard return rate for external surveys is 10-15%.

These results track very closely with those from Q1. The consistency is further supported by an increase in sample size in Q2. The average number of providers per month rose from 39.33 to 48.33 and the number of returned surveys for the quarter grew 22%.

*Survey Return Rate*



*Table 1. Quarter 2, 2019 Sample Size and Return Rate*

Month	Surveys Administered	Surveys Returned	Return Rate	Number of Providers
April	2,610	484	18.54%	48
May	3,057	595	19.46%	49
June	2,948	600	20.35%	48
Total	8,615	1,679	19.49%	n/a

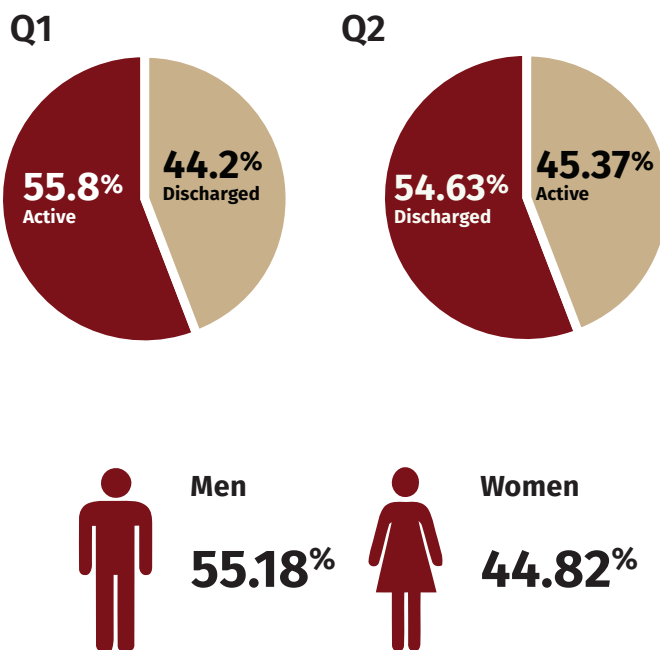
**19.49%**

Return Rate Q2 Benchmark



## 1.6. Patient Demographics

Patient demographic data supplied by SHP included age, gender, active versus discharge status, and therapy type. Analysis of patient demographic data shows that the average age of the responding patient was 61.59 (SD=16.95) years with a range of 1-100 years. The percentage of males and females was 55.18% and 44.82%, respectively while the comparison of active versus discharged patients shows that 45.37% were active while 54.63% were discharged. By far, the most common type of therapy received was anti-infectives (63.31%). Smaller percentages of patients received biologics and immune globulin therapies (7.92%) and parenteral nutrition (2.88%). Approximately one-quarter (25.89%) of patients received one or more of the following therapies or services: catheter care, non-biologic therapy, chemo therapy, inotropic therapy, pain therapy, or hydration.

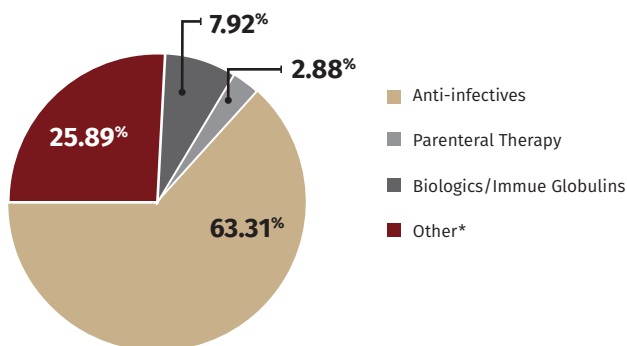


1 Year Old

93 Years Old

**61.59**  
Average Age  
of Respondant

### Therapy Type



Results for patient age and gender in Q2 very closely mirrored those for Q1. The ratio of active to discharged patients reversed from one quarter to the next, with the majority of responses coming from discharged patients in Q1 and from active patients in Q2.

\*Catheter care, non-biologic therapy, chemo therapy, inotropic therapy, pain therapy, hydration



*Benchmarks: Uniform Home Infusion Patient Satisfaction Survey Questions*

Q2 patient satisfaction data was from providers who had patients who were discharged from service April 2019-June 2019, or had been on service for at least six months. The composite categories are formed by combining data from questions that have similar themes. Seven composite categories are formed from the 22 data points on the patient satisfaction survey as indicated in the box below.

Most of the scores reported in this report are top box scores. Top box scoring method only accounts for the percentage of respondents who selected the highest-rated option for the given survey question. For example, if the survey response option included Highly Agree, Agree, Uncertain, Disagree, and Highly Disagree, the top box would be Highly Agree and the presented score would be the percentage of patients who chose this option. To determine a composite score for categories that include more than one survey question, the percentage of patients selecting the top box score for each survey question was totaled and divided by the number of survey questions in the composite. The composite range includes the lowest and highest individual provider benchmark score. Only providers with 15 or more returned surveys were used in the composite range calculations.



<i>Equipment &amp; Supplies</i>	<i>General Communication</i>	<i>Staff Courtesy</i>	<i>Staff Helpfulness</i>	<i>Instruction</i>	<i>Satisfied Overall</i>	<i>Would Recommend</i>
Composite 1 Questions 1-3	Composite 2 Questions 4-7	Composite 3 Questions 8a-d	Composite 4 Questions 9a-d	Composite 5 Questions 10a-e	Composite 6 Question 11	Composite 7 Question 12

## Composite 1: Equipment and Supplies

This composite was comprised of questions 1, 2, and 3 of the *NHIF Uniform Home Infusion Patient Satisfaction Survey*. Questions 1 and 2 had yes/no responses while question 3 used a 5-point Always-Never scale. The questions pertained to the delivery of pumps, medications, and supplies, as well as whether the pump worked properly. To accommodate patients who do not use a pump, there was also a not applicable (NA) response option. The questions in Composite 1 included the following:

- Q1. The home infusion pump was clean when it was delivered.
- Q2. The home infusion pump worked properly.
- Q3. The home infusion medications and supplies arrived before I needed them.

The industry benchmark for Composite 1 represents the average of the top box scores for questions 1, 2, and 3. A benchmark composite score of 95.45% shows that patients are very satisfied with their home infusion equipment and the delivery of medications and supplies. Top box results for Q2 show a slight increase (0.14%) in patient satisfaction regarding the delivery of medications and supplies (Question 3) from 89.94% to 90.08%. The range is 89.41% – 100% and represents the low and high composite score from the individual providers.

**95.45%**

Range: 89.41% – 100%



## Composite 2: General Communication

This composite was from questions 4, 5, 6, and 7 of the satisfaction survey with the questions relating to the effectiveness of communication with the patient. Questions 4, 6, and 7 had yes/no responses while question 5 used a 5-point Always-Never scale. The questions in this composite included the following:

- Q4. I knew who to call if I needed help with my home infusion therapy.
- Q5. The response I received to phone calls for help on weekends or during evening hours met my needs.
- Q6. The home infusion nurse or pharmacist informed me of the possible side effects of the home infusion medication.
- Q7. I understood the explanation of my financial responsibilities for home infusion therapy.

Similar to Q1, General Communication received the lowest composite score (89.53%). Even so, the score is still very good. The range of the individual providers' scores for this composite was 76.96% – 96.88%.



# 89.53%



Range: 76.96% – 96.88%



## Composite 3: Staff Courtesy

This composite incorporates the results from question 8 which had four parts (a-d). The four scores were averaged to determine the composite score. The questions addressed the courteousness of four different home infusion staff and was patient scored using a 5-point Always-Never scale. The questions in this composite included the following:

Q8a. The delivery staff was courteous.

Q8b. The billing staff was courteous.

Q8c. The pharmacy staff was courteous.

Q8d. The nursing staff was courteous.

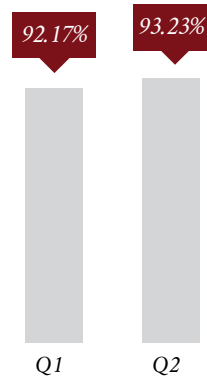
A composite score of 93.23% shows that patients perceive home infusion personnel as being courteous. In addition, the top box scores for each of these four questions improved from Q1 to Q2. The range of the individual providers' average scores for this composite was 76.79% – 100%.

# 93.23%



Range: 76.79% – 100%

### Staff Courtesy



## Composite 4: Staff Helpfulness

This composite category was similar to composite 3 but addressed staff helpfulness, instead of courtesy. The question also had four parts (a-d) with the average of the scores from the four questions comprising the composite score. Patients scored these questions using a 5-point Always-Never scale. The questions in this composite included the following:

Q9a. The delivery staff was helpful.

Q9b. The billing staff was helpful.

Q9c. The pharmacy staff was helpful.

Q9d. The nursing staff was helpful.

The composite score for staff helpfulness (92.18%) was comparable to Q1 (92.92%) and to staff courtesy (93.23). Both scores showed that home infusion personnel are viewed in a very positive manner. The range of the individual providers' composite scores was 75.59% – 100%.

# 92.18%



Range: 75.59% – 100%



## Composite 5: Patient Instruction

The focus of this composite was the patient's understanding of instructions, which is extremely important to the success of home infusion. The composite score was the average score of the five parts (a, b, c, d, and e) of question 10. Knowing how patients perceive their understanding of instructions is important in all areas of health care, especially home infusion. All five questions in this category had a primary response option of either "yes" or "no." This response option provided data that was the most conclusive and thus actionable.

**98.21%**



Range: 94.50% – 100%

Q10a. I understood the instructions provided for how to wash my hands.

Q10b. I understood the instructions provided for how to give home infusion medication(s).

Q10c. I understood the instructions provided for how to care for the IV catheter.

Q10d. I understood the instructions provided for how to store the home infusion medication(s).

Q10e. I understood the instructions provided for how to use the home infusion pump.

This composite category received the highest patient top box rating (98.21%). This score, which was consistent from Q1 to Q2, provides evidence that patients do understand home infusion instructions. Much of the success of home infusion hinges on this patient understanding. This data should reassure home infusion staff who provide instructions to patients. The range of the individual providers' composite scores was 94.50% – 100%.

## Composites 6 and 7: Overall Satisfaction & Would Recommend

Two patient satisfaction questions most often asked and benchmarked in health care are Question 11, “I was satisfied with the overall quality of the services provided.” and Question 12, “I would recommend this home infusion company to my family and friends.” The top two boxes (Strongly Agree and Agree) are favorable responses for these two questions. If the top two boxes were calculated, the results for Question 11 would be 97.76% for Question 12 would be 96.20%, as indicated in Table 2. There was less than 0.5% difference between the top two box scores from Q1 to Q2, indicating consistently strong results.

Top box responses for Questions 11 and 12 were 81.94% and 79.47%, respectively. This represents a notable increase over Q1 ratings of 79.96% and 77.73%, respectively. Overall, the data confirms that there is a high rate of patient satisfaction with the home infusion experience.

Q11. I was satisfied with the overall quality of the services provided.

Q12. I would recommend this home infusion company to my family and friends.

*Table 2. Composite Results for Questions 11 and 12*

	<i>Benchmark Top 2 Boxes %</i>	<i>Benchmark Top Box %</i>	<i>Top Box Range*</i>
<b><i>Satisfied Overall (Q 11)</i></b>	97.76%	81.94%	88.24% - 100%
<b><i>Would Recommend (Q 12)</i></b>	96.20%	79.47%	86.49% - 100%

\*Top two boxes were used to determine range.

Key Finding: Nearly 98% of patients either Strongly Agreed or Agreed with the statement, “I was satisfied with the overall quality of the services provided.” For Q2, this benchmark improved by 0.29%.





## ***2.8. Composite Conclusions***

This data indicates that home infusion patients are very satisfied with their home infusion experience. When asked if they would recommend their home infusion company, 96.20% “Strongly Agreed” or “Agreed” that they would. The survey data also indicates that home infusion staff are courteous and helpful. For consecutive quarters the high composite score (98.21%) achieved for Composite 5 - Patient Instructions, shows that home infusion providers excel at teaching patients how to manage their home infusion therapies. Also receiving high marks from home infusion patients were questions pertaining

to equipment and general communication. Finally, the most often used statement to gauge patient satisfaction is “I was satisfied with the overall quality of the services provided,” 97.76%, of the responding patients (n=1,679) indicated that they “Strongly Agreed” or “Agreed” with this statement. It’s worth noting that these findings are consistent from Q1 to Q2, which speaks to the reliability of the survey instrument and the patient sampling procedures.

## Q2 Benchmarks at a Glance

Results are based on an analysis from the 1,679 completed and returned surveys representing 8,615 patients who received home infusion services between April and June of 2019. Most of the scores reported in this report are top box scores, reported in seven composite categories. The composites are formed by combining data from 22 questions with similar themes (see Table 3). The key take-away was the strong majority of patients indicating satisfaction with their home infusion services. It's worth noting that this finding is consistent from Q1 to Q2, which speaks to the reliability of the survey instrument and the patient sampling procedures.

For participating providers this data is highly instructive. Comparing their own results to the benchmarks is helpful in two ways. When a provider's satisfaction rates fall below the benchmark, data aids in the implementation of process improvements. When scores exceed the benchmark, participating providers can identify and lock-in best practices. In both cases, participation in the program allows for further monitoring as efforts continue.

<i>Composite &amp; Category</i>	<i>Questions</i>	<i>Q2 Benchmark</i>	<i>Range</i>
<b>1. Equipment &amp; Supplies</b>	1. The home infusion pump was clean when it was delivered. 2. The home infusion pump worked properly. 3. The home infusion medications and supplies arrived before I needed them.	95.45%	89.41 – 100%
<b>2. General Communication</b>	1. I knew who to call if I needed help with my home infusion therapy. 2. The response I received to phone calls for help on weekends or during evening hours met my needs. 3. The home infusion nurse or pharmacist informed me of the possible side effects of the home infusion medication. 4. I understood the explanation of my financial responsibilities for home infusion therapy.	89.53%	76.96 – 96.88%
<b>3. Staff Courtesy</b>	8a. The delivery staff was always courteous. 8b. The pharmacy staff was always courteous. 8c. The pharmacy staff was always courteous. 8d. The nursing staff was always courteous.	93.23%	76.79 – 100%
<b>4. Staff Helpfulness</b>	9a. The delivery staff was always helpful. 9b. The billing staff was always helpful. 9c. The pharmacy staff was always helpful. 9d. The nursing staff was always helpful.	92.18%	75.59 – 100%
<b>5. Patient Instructions</b>	10a. Understood the instructions provided for how to wash my hands. 10b. Understood the instructions provided for how to give home infusion medication(s). 10c. Understood the instructions provided for how to care for the IV catheter. 10d. Understood the instructions provided for how to store the home infusion medication(s). 10e. Understood the instructions for how to use the home infusion pump.	98.21%	94.50 – 100%
<b>6. Satisfied Overall</b>	11. I was satisfied with the overall quality of the services provided.	*97.76%	88.24 – 100%
<b>7. Would Recommend</b>	12. I would recommend this home infusion company to my family and friends.	*96.20%	86.49 – 100%

\*Top two boxes were used to determine benchmark and range.

In the coming year, NHIF plans to expand this program to include additional patient outcome metrics. If your organization is not already participating, now is the perfect time to get involved. Go to [www.nhia.org/nhif/patient-satisfaction.cfm](http://www.nhia.org/nhif/patient-satisfaction.cfm) to learn more and sign up.

*The National Home Infusion Foundation is most grateful to these companies for their support.*

**CSL Behring**  
Biotherapies for Life®

**Melinta**  
THERAPEUTICS  
The Antibiotics Company



*Enrollment for Q1 2020 is currently open.*



*To learn more about how to participate in Patient Satisfaction Benchmarking contact Jennifer Lyons at [Jennifer.lyons@nhia.org](mailto:Jennifer.lyons@nhia.org).*