

# 2019 Industry Benchmarks for Home Infusion Patient Satisfaction

These **industry benchmarks for patient satisfaction** represent data collected in 2019 from participants in the NHIF benchmarking program. Providers that use the standard NHIF patient satisfaction survey tool can reference these composite

benchmarks to make external comparisons. The following benchmarks reflect data from 53 providers, a patient sample population of 32,921 and 6,353 completed surveys. **The industry benchmark for survey response rate in 2019 is 19.3%.**

<i>Composite &amp; Category</i>	<i>Questions</i>	<i>2019 Benchmark N = 6,353</i>
<b>1. Composite</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.	95.28%
<b>2. General Communication</b>	4. I knew who to call if I needed help with my home infusion therapy. 5. The response I received to phone calls for help on weekend or evening hours met my needs. 6. The home infusion nurse or pharmacist informed me of the possible side effects of the home infusion medication. 7. I understood the explanation of my financial responsibilities from home infusion therapy.	89.51%
<b>3. Staff Courtesy</b>	8a. The delivery staff was always courteous. 8b. The billing staff was always courteous. 8c. The pharmacy staff was always courteous. 8d. The nursing staff was always courteous.	92.59%
<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	91.48%
<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.	98.36%
<b>6. Satisfied Overall</b>	11. I was satisfied with the overall quality of the services provided.	97.53%*
<b>7. Would Recommend</b>	12. I would recommend this home infusion company to my family and friends.	95.92%*

\*Top two boxes were used to determine national benchmark.

If your organization is not participating in the benchmarking program and would like more information about how to get involved, please go to <https://www.nhia.org/benchmarking/>. To purchase complete results for each question and cross-tabulations with covariants, visit [https://www.nhia.org/nhif\\_research/](https://www.nhia.org/nhif_research/).