

MINUTES OF MEETING  
OF THE  
HOSPITAL AUTHORITY OF COLUMBUS, GEORGIA  
March 1, 2022

A regularly scheduled meeting of the Hospital Authority of Columbus, Georgia (HAC) was held at 11:00 a.m. on Tuesday, March 1, 2022. The Board previously agreed to meet on March 1, 2022 instead of February 22, 2022. This was the first in-person meeting since February of 2020. The meeting was held in the conference room at Orchard View on Whitesville Road, Columbus, Georgia and by Zoom call. A notice was emailed to each member. A copy of the notice was posted more than 24 hours before the meeting on the door of the building in which the meeting was held on Monday, February 28, 2022.

Present at the meeting were Chairman Ernie Smallman, Vice Chairman Sarah Lang, Betty Tatum and Dr. John Kingsbury. Participating via conference call were Mike Welch, Warner Kennon and Jennings Chester. Cynthia Jordan was excused.

Britt Hayes, Interim Acting CEO and Rick Alibozek, CFO and Kenneth M. Henson, Jr., Secretary/Attorney were present at the meeting.

INVOCATION AND WELCOME

Chairman Ernie Smallman called the meeting to order. He welcomed everyone to the meeting. Betty Tatum gave a silent invocation.

DETERMINATION OF QUORUM

It was determined during the meeting that there was a quorum.

MINUTES

The Board Minutes from the January 25, 2022 Board Meeting were reviewed and on motion made by Dr. John Kingsbury and seconded by Betty Tatum, the January 25, 2022 Minutes were unanimously approved by the Board.

BOARD BUSINESS

On motion made by Dr. John Kingsbury and seconded by Betty Tatum, Ernie Smallman was re-elected as Chairman of the Board, Sarah Lang was re-elected as Vice-Chairman of the Board, and Mike Welch was re-elected as Chairman of the Finance Committee and Treasurer.

On motion made by Dr. John Kingsbury and seconded by Betty Tatum, Kenneth M. Henson, Jr. was re-elected as Secretary of the HAC.

## PRESIDENT'S REPORT

Britt Hayes gave the President's report.

Britt Hayes announced that a Resolution had been prepared for the City Council to honor Frank Morast and his service to the community and the HAC. He anticipated this resolution would be presented and approved in March after Frank had retired.

**Surveys:** Ridgecrest had a previous survey with some deficiencies. These deficiencies were corrected. On a revisit inspection, Ridgecrest was found to be in compliance.

**Cobis:** Britt reported that Cobis Personal Care Home had lost money since it opened in 1989 and it had been vacant for some time. They had looked at several options for the reuse and repurpose of Cobis and had looked at trying to sell Cobis. The Plummer House, The House of Mercy and others had looked at trying to repurpose it. Most recently, Safe House Ministries, which is run by Neil Richardson, had looked at the facility and made a proposal to lease the building. Safe House would relocate all the men in the homeless program to Cobis. His current facility would have more than enough capacity to house all the women that were in their program. According to Britt, this would not be a location where residents would stay for just one night. They would enter the program. This location would be better for Safe House Ministries because the residents would leave in the morning to go to a job or treatment and then return in the evening. There would be no distractions and convenient stores at this location. Britt felt this was a wonderful opportunity for the HAC to better serve Muscogee County citizens. He proposed that the HAC enter into a lease with the right to terminate with Safe House Ministries. Safe House Ministries would be responsible for all expenses and maintenance and would pay a negotiated rent. The adoption of the lease would save HAC \$36,000 in costs and they would get lease payments. On motion made by Dr. John Kingsbury and seconded by Sarah Lang, the Board unanimously approved and authorized Britt to enter into a lease with Safe House Ministries.

**Vendors:** Britt announced that the HAC changed several vendors to improve service and reduce costs.

They changed to Orkin as the new pest control company because they had a less expensive product for bed bugs if that became a problem. They also agreed to comply with the vaccine mandate.

Mediacom had provided cable service at Orchard View since Orchard View opened. Their contract was up for renewal and Mediacom wanted to charge \$7,000 a month. Britt had used another satellite service Senior TV at Ridgecrest and it worked well. Retirement Home TV made an offer to provide cable at Orchard View and it would save \$65,000 a year. This Retirement Home TV was more flexible than Mediacom and less expensive, and Britt changed the cable service to Retirement Home TV.

Restorative healthcare was being provided in house. Britt signed a new contract with AEGIS Restorative Program. The costs will be approximately the same, however, they will not have any administration duties or expenses. It should increase the reimbursement rate to provide additional income.

**Employees:** Britt had started several new programs to encourage employees. He is writing personnel thank you notes. He has enacted a star point system. The employee of the month now participates in selecting the next employee of the month. He is hoping that keeping the employees involved and thanking them will improve the quality of service and help with retention.

**HAC News:** Britt reported that he had been appointed to the GHCA Legislative Committee and the DPH COVID-19 Steering Committee. He had also recently joined Rotary International. Finally, he had received his nursing home preceptor license so that he could now offer and certify new nursing home administrators. Britt reported that Rick had been appointed the GHCA Reimbursement Committees which is one of their most important committees. Faith Scott, who is the Clinical Reimbursement Coordinator had been appointed to the GHCA Quality Committee and had completed the Georgia Leadership Certification which is a one-year program offered by GHCA. Finally, Jennifer Kelley, the Ridgecrest Administrator, had been appointed as West Central Council Coordinator for the District, GHCA Emergency Preparedness Committee, and Region I Healthcare Coalition Executive Committee.

**Muscogee Home Health:** Britt gave a report on Muscogee Home Health. The Professional Advisory Board minutes will be attached to these minutes. The Muscogee Home Health has never made a profit. It has lost over \$1,000,000 since its inception and is currently losing approximately \$250,000 a year. Britt has looked at several options with the goal being to sell the home health agency and

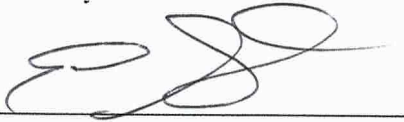
The next meeting will be Tuesday, March 29, 2022.

There being no further business the meeting was adjourned.

A handwritten signature in blue ink, appearing to read "K. Henson, Jr.", written over a horizontal line.

KENNETH M. HENSON, JR.

Secretary

A handwritten signature in black ink, appearing to read "E. Smallman, IV.", written over a horizontal line.

ERNEST SMALLMAN, IV.

Chairman



Professional Advisory Board – Quarterly Meeting  
(no actual meeting conducted due to Covid – data emailed with summary. Medical Director reviewed in  
face to face meeting with Administrator)

Muscogee Home Health

February 1, 2022

#### AGENDA

- I. Call to Order - Meeting data sent out via email with summary of data
- II. Update – Board Membership List
- III. Admission Review and Comparison of YTD data for FY 2021 and FY 2022
- IV. Visit Statistics Review – YTD FY 2022
- V. Home Health Quality Data Report – July 1, 2021 – December 31,2021
- VI. Staffing Update
- VII. Covid Update
- IX. Adjournment

**Professional Advisory Committee Members  
2022**

<p>Name: Woody O'Dell          Title: Administrator, Muscogee Home Health          Address: 1725 William s Rd          Columbus, Ga 31904  <a href="mailto:wodell@hacga.com">wodell@hacga.com</a>          (706)561-0855</p>	<p>Present</p>
<p>Dr. Joseph Lewis          Address: 6801 River Rd          Suite 301          Columbus, Ga 31904-3352          (706) 494-0694/(706) 494-0695</p>	
<p>Name: Mr. Charles K. Hecht, III          Title: Physical Therapist, Muscogee Home Health          Address: 1725 Williams Rd          Columbus, Ga. 31904          706-561-0588  <a href="mailto:checht3@aol.com">checht3@aol.com</a></p>	
<p>Name: Greg Allmendinger          Title: Sr. Vice President Wells Fargo          Address: 101 13<sup>th</sup> St          Columbus, Ga. 31901          (706) 571-6556  <a href="mailto:greg.allmendinger@gmail.com">greg.allmendinger@gmail.com</a></p>	
<p>Name: Mr. Ronald Mack          Title: Attorney          Address: PO Box 1525          Columbus, Ga. 31902          (706) 324-7171          Email address:  <a href="mailto:ronaldmmack@yahoo.com">ronaldmmack@yahoo.com</a></p>	
<p>Name: Mr. Dan Doleman          Title: Physical Therapist          Address: PO Box 12094          Columbus, Ga. 31907-2094          (706) 321-0130          Email Address:  <a href="mailto:Rivertownrehab@hotmail.com">Rivertownrehab@hotmail.com</a></p>	
<p>Name: Pat Killough          Address: 5073 Sedona Court          Columbus, Ga. 31904          (706) 718-0990  <a href="mailto:kilo827@aol.com">kilo827@aol.com</a></p>	

<p>Name: Randy Bell  Address: PO Box  Waverly Hall , Ga. 31831  Cell (706) 332-5131  Email Address:  <u>Randyb5888@gmail.com</u></p>	
<p>Name: Lee Brantley  Address: 8193 Chapel Lake  Midland, Ga. 31820  Email Address:  <u>CIBACHROME9@yahoo.com</u></p>	
<p>Name: Shamekia Averett  Title: Thrive  706-562-5952  <u>s.averett@columbushospice.com</u></p>	
<p>Name: Richard Saunders  Address: 9324 Comanche Rd  Columbus, Ga. 31904  (706) 322-6479  <u>Fr2magoo2@aol.com</u></p>	
<p>Name: Kristi Graw  Address: 7914 Shallowford Rd.  Upatoi , Ga. 31829  <u>kristen.graw@pw.utc.com</u></p>	
<p>Name: Michael Greenblatt  Address: PO Box 6369  Columbus, Ga. 31917-6369  (706) 689-1361  <u>Mag18575@aol.com</u></p>	
<p>Name: Max Brabson  1217 Munro Ave  Columbus Ga 31907  (706)561-9875  <u>max.brabson@gmail.com</u></p>	
<p>Name: Beverly Lewis  St Francis Hospital Case Management  706-325-9110  <u>Bell1691@att.net</u></p>	

Bill Massey, LCSW  
[Kbmassey1@gmail.com](mailto:Kbmassey1@gmail.com)  
706-575-6599

Bill Massey, LCSW <u><a href="mailto:Kbmassey1@gmail.com">Kbmassey1@gmail.com</a></u> 706-575-6599	



Date : 01/26/2022

Time 8:11 AM

Group : Management

Name : Admission Statistics - Carry Over

**Muscogee Home Health Agency**

Primary Payor : ALL PAYOR

Date From : 07/01/2021 To : 12/31/2021

**Admission Payer Number of Admission Number of P**

<b>ALL PAYOR</b>	
Clinic or Physicians Office	6
Non-Health Care Facility Point of Origin	12
Transfer from an SNF	11
Transfer from hospital	69
<b>Payor Total :</b>	<b>98</b>
<b>Grand Total :</b>	<b>98</b>

Date : 01/26/2022

Time 8:12 AM

Group : Management

Name : Admission Statistics - Carry Over

**Muscogee Home Health Agency**

Primary Payor :ALL PAYOR

Date From : 07/01/2020 To :12/31/2020

**Admission Payer Number of Admission Number of P**

<b>ALL PAYOR</b>	
Clinic or Physicians Office	<b>3</b>
Non-Health Care Facility Point of Origin	<b>23</b>
Transfer from an SNF	<b>13</b>
Transfer from another health care facility	<b>1</b>
Transfer from hospital	<b>88</b>
<b>Payor Total :</b>	<b>128</b>
<b>Grand Total :</b>	<b>128</b>

Date : 01/26/2022

Time 8:13 AM

Group : Management

Name : Admission Statistics - Carry Over

**Muscogee Home Health Agency**

Primary Payor : Medicare Part A

Date From : 07/01/2021 To : 12/31/2021

Admission	Payer	Number of Admission	Number of P
<b>Medicare Part A</b>			
Clinic or Physicians Office			<b>3</b>
Non-Health Care Facility Point of Origin			<b>4</b>
Transfer from an SNF			<b>10</b>
Transfer from hospital			<b>30</b>
	<b>Payor Total :</b>		<b>47</b>
	<b>Grand Total :</b>		<b>47</b>

Date : 01/26/2022

Time 8:12 AM

Group : Management

Name : Admission Statistics - Carry Over

**Muscogee Home Health Agency**

Primary Payor : Medicare Part A

Date From : 07/01/2020 To : 12/31/2020

**Admission Payer Number of Admission Number of P:**

<i>Medicare Part A</i>	
Clinic or Physicians Office	3
Non-Health Care Facility Point of Origin	9
Transfer from an SNF	10
Transfer from hospital	38
<b>Payor Total :</b>	<b>60</b>
<b>Grand Total :</b>	<b>60</b>



Muscogee Home Health  
 Orchard View, Ridgecrest and Muscogee Manor Admissions

	Orchard View			Muscogee Manor			Ridgecrest		
	To MHH	Total HH	% #DIV/0!	To MHH	Total HH	% #DIV/0!	To MHH	Total HH	%
July	-	-	#DIV/0!	1	1	100.0%	2	7	28.6%
August	-	2	0.0%	-	-	#DIV/0!	2	6	33.3%
September	-	3	0.0%	-	-	#DIV/0!	3	8	37.5%
October	-	7	0.0%	-	-	#DIV/0!	-	2	0.0%
November	2	4	50.0%	-	-	#DIV/0!	-	4	0.0%
December	3	10	30.0%	-	3	0.0%	1	6	16.7%
January	2	4	50.0%						
February									
March									
April									
May									
June									
Total	7	30	23.0%	1	4	25.0%	8	33	24.2%
Avg/month	0.40	3.20		0.17	0.67		1.14	4.71	

Muscogee Home Health  
Visits Tracking FY 2022

	SN	%	PT	%	OT	%	ST	%	HHA	%	MSW	%	Total	Census	Admissions
July	154	25.7%	238	39.7%	59	9.8%	26	4.3%	122	20.4%	-	0.0%	599	44	16
August	117	30.1%	150	38.6%	40	10.3%	9	2.3%	73	18.8%	-	0.0%	389	36	12
Sept	162	38.4%	137	32.5%	46	10.9%	12	2.8%	65	15.4%	-	0.0%	422	44	20
Oct	143	34.5%	145	35.0%	58	14.0%	12	2.9%	56	13.5%	-	0.0%	414	40	11
Nov	160	38.6%	156	37.7%	49	11.8%	8	1.9%	41	9.9%	-	0.0%	414	44	20
Dec	192	35.2%	230	42.1%	55	10.1%	5	0.9%	64	11.7%	-	0.0%	546	46	19
January		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!			
Feb		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!			
March		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!			
April		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!			
May		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!			
June		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!			
FY 2022 (total)	928	33.3%	1,056	37.9%	307	11.0%	72	2.6%	421	15.1%	-	0.0%	2,784	42	98
avg/mo	155		176		51		12		70				464		
FY 2021 (total)	2,716	35.4%	2,950	38.5%	674	8.8%	206	2.7%	1,119	14.6%	6	0.1%	7,671	54	270
avg/mo	226		245		56		17		93				639		23
FY 2020 (total)	2,495	34.7%	2,467	34.4%	714	9.9%	210	2.9%	1,289	18.0%	5	0.1%	7,180	43	271
avg/mo	208		206		60		18		107		0		598		23
FY 2019 (total)	3,319	38.0%	3,110	35.6%	939	10.7%	271	3.1%	1,079	12.3%	19	0.2%	8,737	52	345
avg/mo	277		259		78		23		90		2		728		29

Muscogee Home Health – Staffing FY 2022

Kimberly Noel RN – resigned July 2022 – Has not been replaced

Melissa Moore CAN – resigned November 2022 – replace by part time CNA

Elizabeth Bloodgood PT – retired December 2022 – replaced with contract staff

Staffing as of January 2022

Full Time Staff – 1 RN Administrator, 2 RN, 1 PTA, 1 Office Manager

Part Time Staff – 1 PT, 1 ST, 1 CNA

Contract Staff – 3 PT, 1 OT, 2 COTA

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Results based on all surveys reported by survey return date.

Interim results. Only CMS-published results are official.

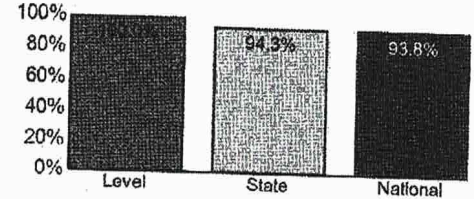
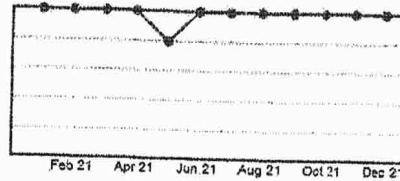
**CARE & SERVICE MEASURES**

**Likelihood to use services again**  
(Very likely or Somewhat likely)

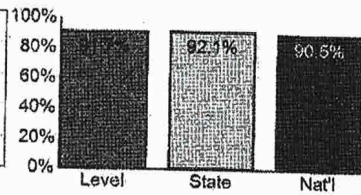
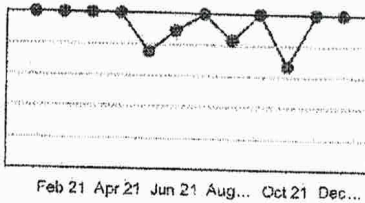


- Very likely
- Somewhat likely
- Undecided
- Somewhat unlikely
- Very unlikely

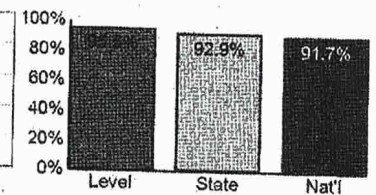
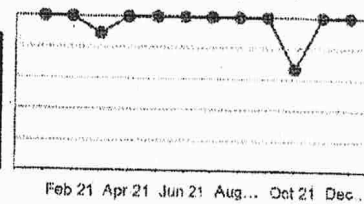
95.8%  
4.2%  
0.0%  
0.0%  
0.0%



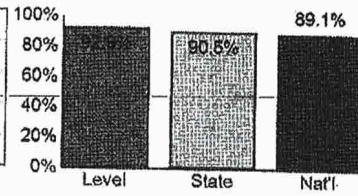
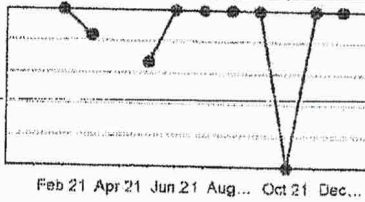
**Service of person who scheduled care**  
(Excellent or Very good)



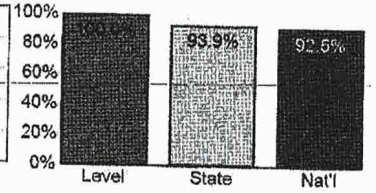
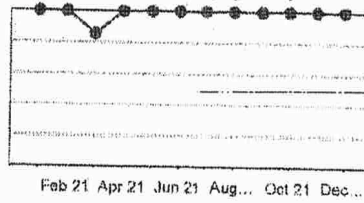
**Concern shown by nurses**  
(Excellent or Very good)



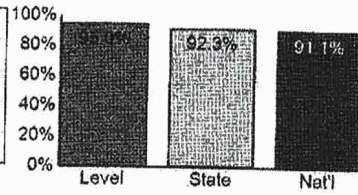
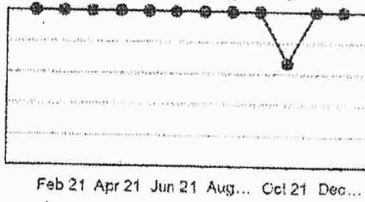
**Concern shown by aides**  
(Excellent or Very good)



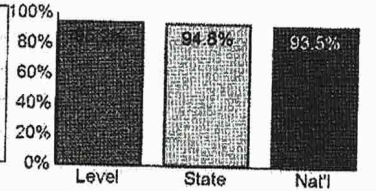
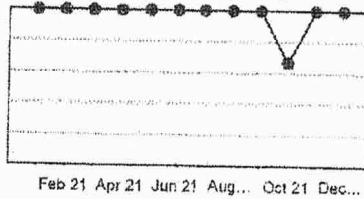
**Concern shown by therapists**  
(Excellent or Very good)



**Respect shown for personal privacy**  
(Excellent or Very good)



**Respect shown for personal items**  
(Excellent or Very good)





HHCAHPS Analytics

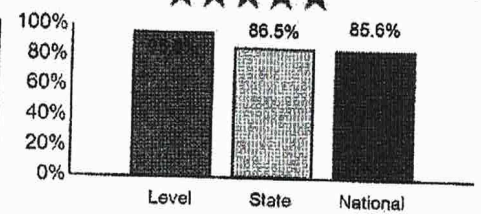
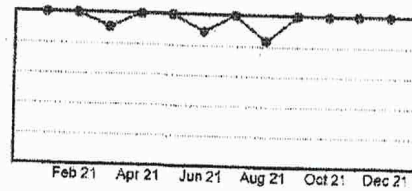
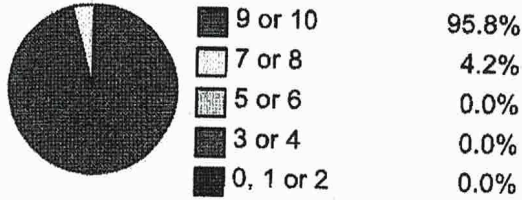
Results based on all surveys reported by survey return date.

Interim results. Only CMS-published results are official.

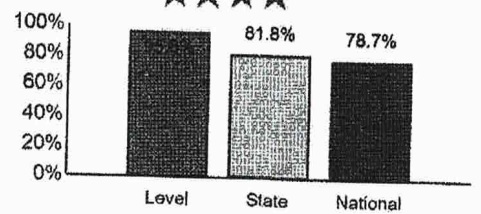
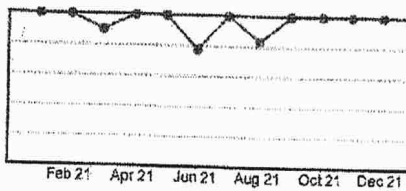
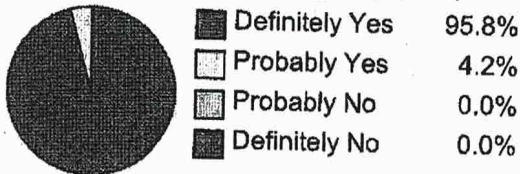
GLOBAL MEASURES

HCF Summary Star Rating: ★★★★★

Rating of patient care (# 20)

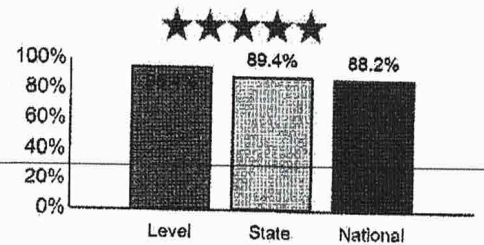
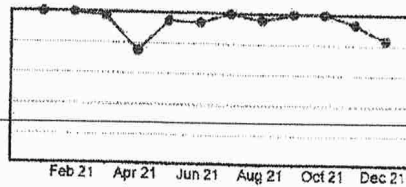
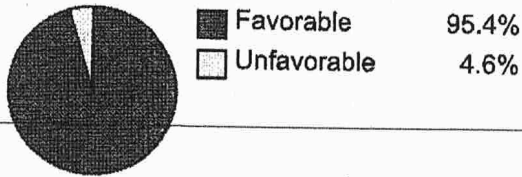


Would recommend this agency (# 25)

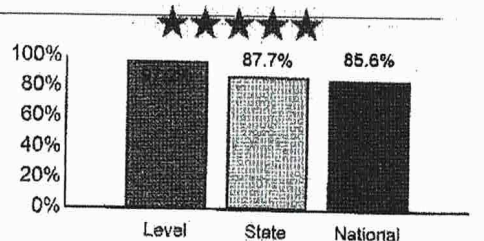
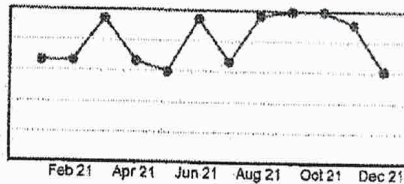


COMPOSITE MEASURES

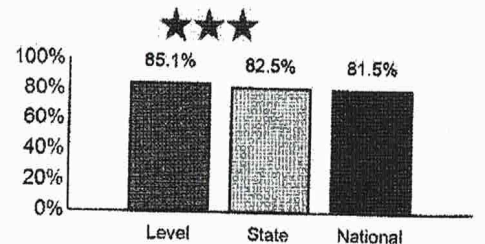
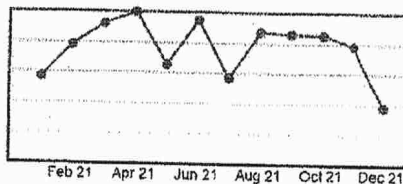
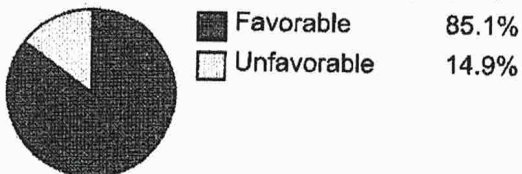
Care of patients (# 9, 16, 19, 24)



Communication between providers and patients (# 2, 15, 17, 18, 22, 23)



Specific care issues (# 3, 4, 5, 10, 12, 13, 14)



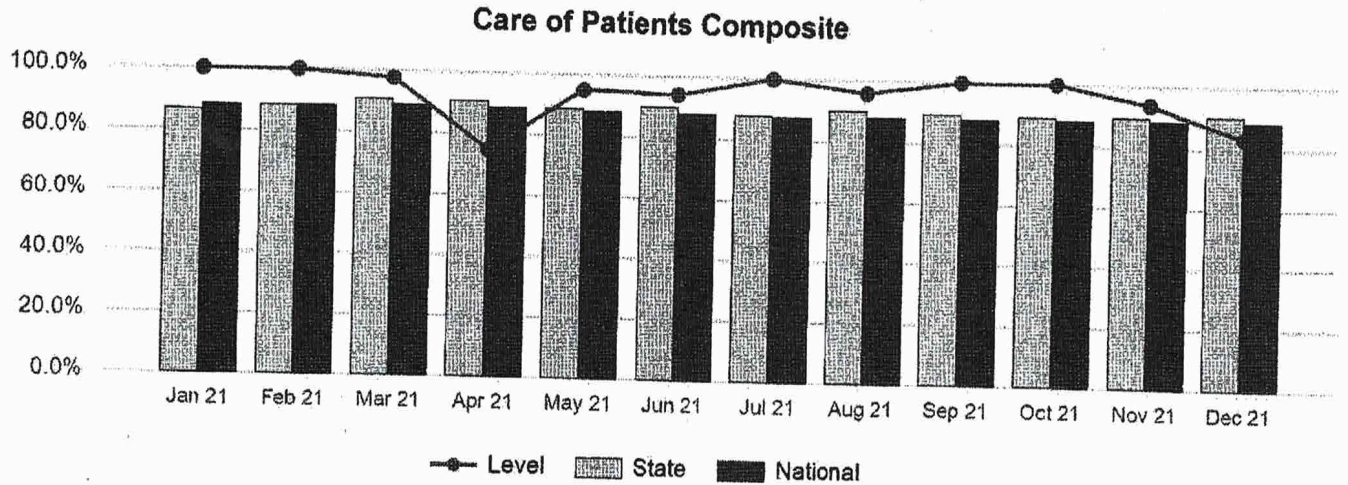
SURVEY PARTICIPATION

Survey volumes and return rate calculations require data to be reported by sample month.

Results based on all surveys reported by survey return date.

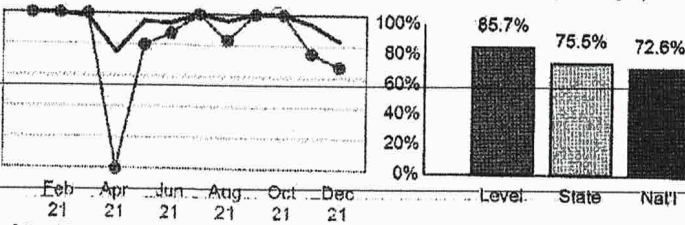
Interim results. Only CMS-published results are official.

COMPOSITE MEASURE TREND

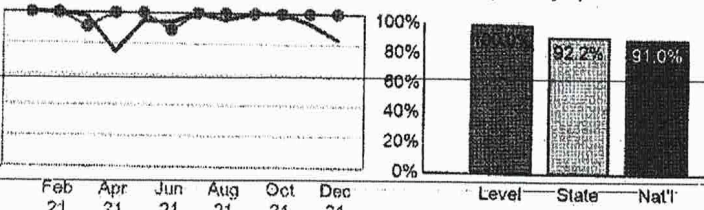


COMPONENT MEASURES

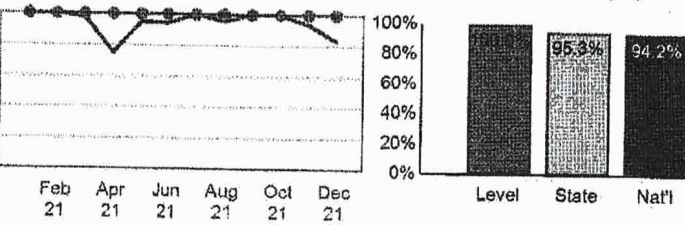
9. Providers were informed and up-to-date (Always)



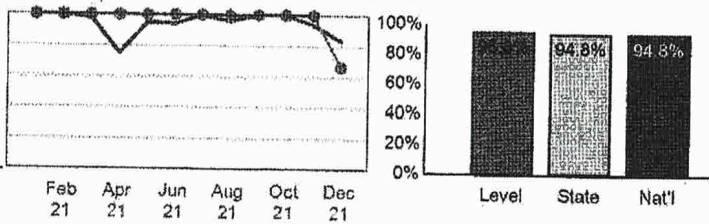
16. Treated you as gently as possible (Always)



19. Treated you with courtesy and respect (Always)



24. Had problems with care (No)



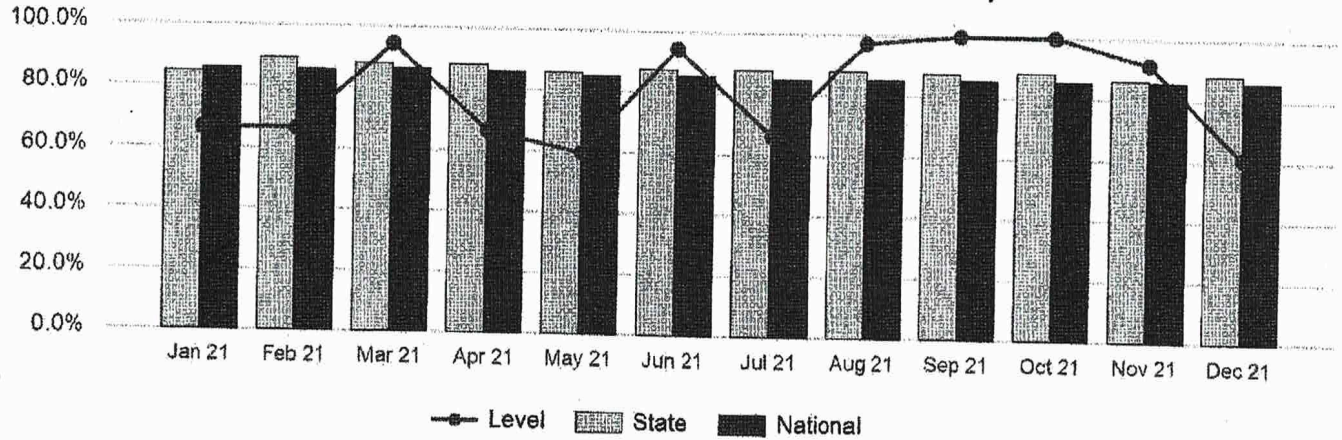


Results based on all surveys reported by survey return date.

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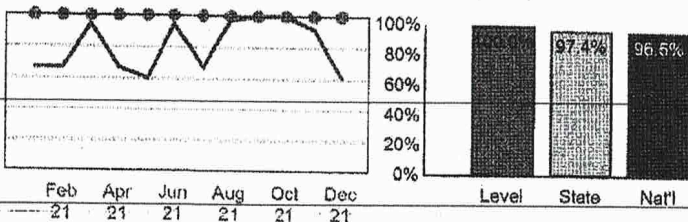
COMPOSITE MEASURE TREND

Communication Between Providers and Patients Composite

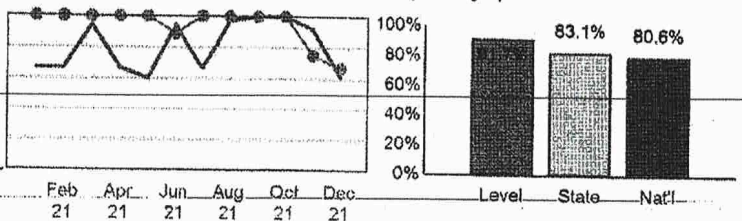


COMPONENT MEASURES

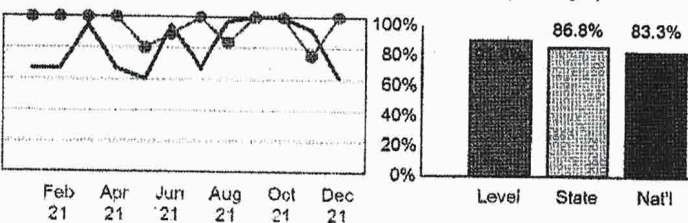
2. Told you about care and services (Yes)



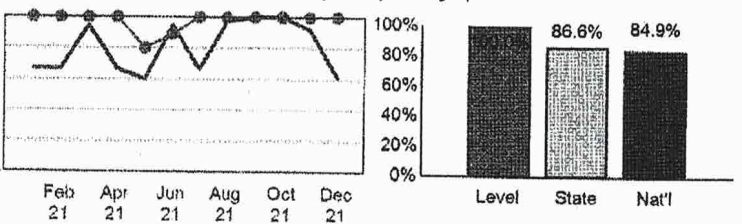
15. Informed about arrival time (Always)



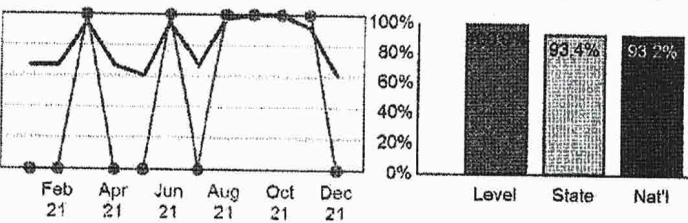
17. Explained in a way you understand (Always)



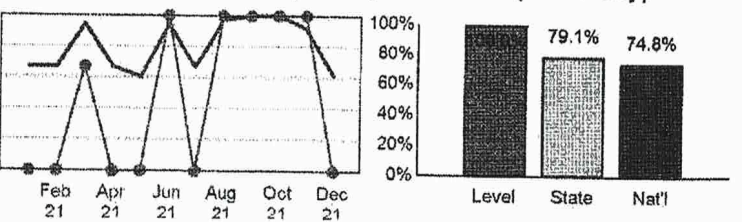
18. Listened carefully to you (Always)



22. Received help or advice when contacting office (Yes)



23. Amount of time to get help or advice (Same day)

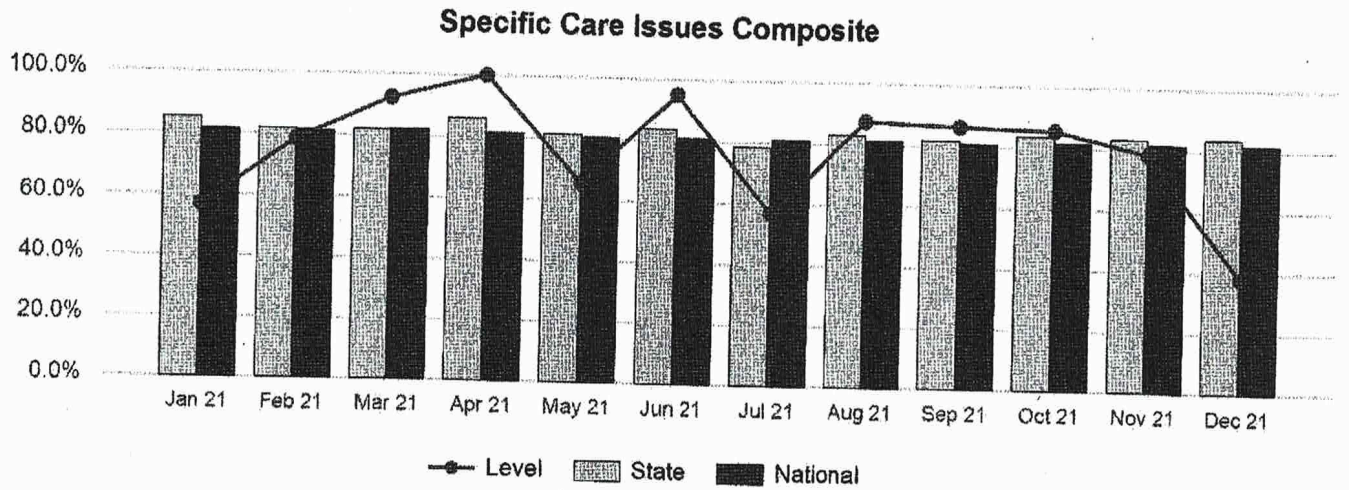




Results based on all surveys reported by survey return date.

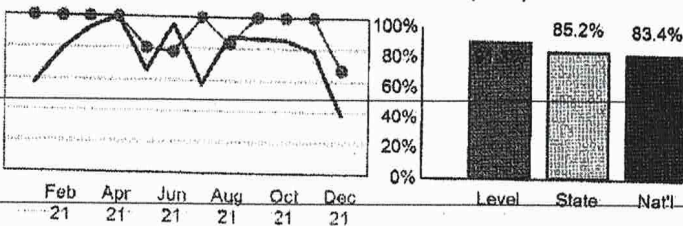
Interim results. Only CMS-published results are official.

COMPOSITE MEASURE TREND

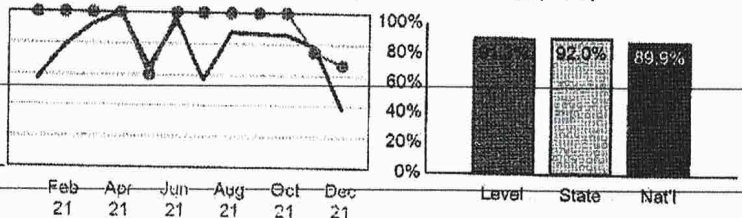


COMPONENT MEASURES

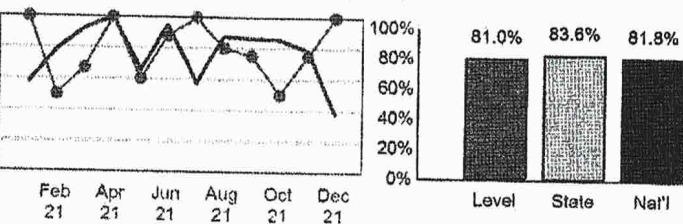
3. Talked about how to set up home (Yes)



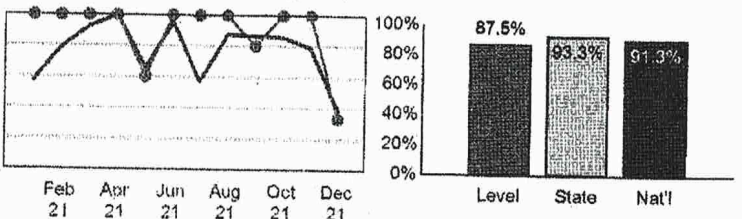
4. Talked about medicines you are taking (Yes)



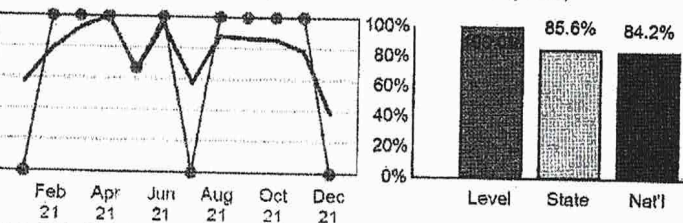
5. Asked to see medicines (Yes)



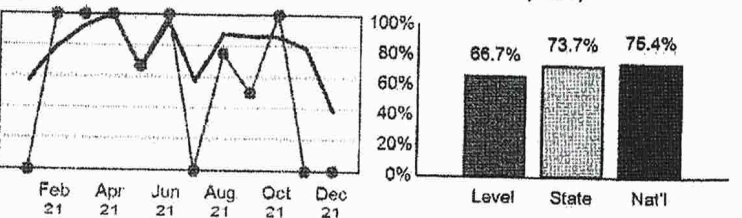
10. Talked about pain (Yes)



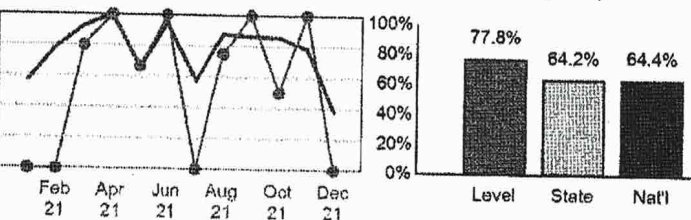
12. Talked about purpose for medicines (Yes)



13. Talked about when to take medicines (Yes)



14. Talked about side effects of medicines (Yes)





**HCAHPS Analytics**

Results based on all surveys reported by survey return date.

Interim results. Only CMS-published results are official.

**Survey ID:** 1710871422      **Patient Name:**      **Mail Date:** 08/16/2021  
**Sample Month:** Jul 2021      **Patient ID:** 3361      **Return Date:** 09/24/2021  
**Location/Team:** Muscogee Home Health  
 THANK CANDI AND MARIE.

**Survey ID:** 1710888422      **Patient Name:**      **Mail Date:** 08/16/2021  
**Sample Month:** Jul 2021      **Patient ID:** 3437      **Return Date:** 08/30/2021  
**Location/Team:** Muscogee Home Health

LIZ DID AN EXCELLENT JOB WITH MY P.T. SHE PROVIDED ME WITH THE NECESSARY EXERCISES TO ALLOW ME TO REACH MY GOALS AND STRENGTHEN MY LEGS TO ENABLE ME TO WALK QUICKLY.

**Survey ID:** 1710911422      **Patient Name:**      **Mail Date:** 08/16/2021  
**Sample Month:** Jul 2021      **Patient ID:** 3436      **Return Date:** 09/02/2021  
**Location/Team:** Muscogee Home Health

VERY PERSONABLE, NICE, CARING, VERY KNOWLEDGEABLE, AND CONCERNED!

**Survey ID:** 1835310422      **Patient Name:**      **Mail Date:** 09/15/2021  
**Sample Month:** Aug 2021      **Patient ID:** 3445      **Return Date:** 09/30/2021  
**Location/Team:** Muscogee Home Health

I CAN NOT SAY ENOUGH ABOUT THE SUPERB QUALITY OF CARE AND THERAPY REHABILITATION RECIEVED FROM CHUCK HECHT, MARIE JUNRY. AND LIZ (?). TRULY SUPERIOR IN EVERY WAY.

**Survey ID:** 2154515422      **Patient Name:**      **Mail Date:** 10/21/2021  
**Sample Month:** Sep 2021      **Patient ID:** 3471      **Return Date:** 11/01/2021  
**Location/Team:** Muscogee Home Health

USUALLY, WHEN I HAD AN APPOINTMENT WITH ANYONE, THEY NOT ONLY GAVE A TIME TO BE HERE, BUT WOULD CALL TO LET ME KNOW THEY WERE ON THEIR WAY: IMPORTANT TO ME. ALSO, ALL WERE FRIENDLY AND KIND.

**Survey ID:** 2154525422      **Patient Name:**      **Mail Date:** 10/21/2021  
**Sample Month:** Sep 2021      **Patient ID:** 3476      **Return Date:** 11/01/2021  
**Location/Team:** Muscogee Home Health

NURSE NEKISHA BURT MADE ME FEEL COMFORTABLE WHEN I CALLED FOR HELP. PT LIZ BLOODGOOD WAS GREAT. SHE KEPT ENCOURAGING ME TO KEEP DOING BETTER EACH VISIT. MY THANKS TO BOTH OF THEM!

**Survey ID:** 2366024422      **Patient Name:**      **Mail Date:** 11/17/2021  
**Sample Month:** Oct 2021      **Patient ID:** 3495      **Return Date:** 12/27/2021  
**Location/Team:** Muscogee Home Health

MARIE, P.T. BEYOND EXCELLENT.

**HHCAHPS Analytics**

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Positive 
 Question or Suggestion 
 Negative 
 Serious 
 Call Back 
 Unassigned

**Survey ID:** 1273436422      **Patient Name:** \_\_\_\_\_  
**Sample Month:** May 2021      **Patient ID:** 3392      **Mail Date:** 06/18/2021  
**Location/Team:** Muscogee Home Health      **Return Date:** 07/12/2021  
 PLEASE THANK NEKISHA R.N.  
 THANK CANDICE AND THANK MARIE  
 THEY WERE ALL WONDERFUL.

**Survey ID:** 1273546422      **Patient Name:** \_\_\_\_\_  
**Sample Month:** May 2021      **Patient ID:** 3345      **Mail Date:** 06/18/2021  
**Location/Team:** Muscogee Home Health      **Return Date:** 07/26/2021  
 ALL WHO CAME, THANKS.

**Survey ID:** 1509059422      **Patient Name:** \_\_\_\_\_  
**Sample Month:** Jun 2021      **Patient ID:** 3090      **Mail Date:** 07/20/2021  
**Location/Team:** Muscogee Home Health      **Return Date:** 09/13/2021  
 THIS IS THE 6TH TIME I HAVE USED MUSCOGEE HOME HEALTH SO THEY ARE DOING SOMETHING RIGHT!

**Survey ID:** 1509073422      **Patient Name:** \_\_\_\_\_  
**Sample Month:** Jun 2021      MCKINNON      **Mail Date:** 07/20/2021  
**Location/Team:** Muscogee Home Health      **Patient ID:** 3408      **Return Date:** 07/29/2021  
 I HAD A TOTAL KNEE REPLACEMENT, I CREDIT MY PHYSICAL THERAPIST LIZ, WITH MY EXPEDITED RECOVERY. I ONLY HOPE SHE WILL BE AVAILABLE FOR MY OTHER KNEE.

**Survey ID:** 1710799422      **Patient Name:** \_\_\_\_\_  
**Sample Month:** Jul 2021      **Patient ID:** 3440      **Mail Date:** 08/16/2021  
**Location/Team:** Muscogee Home Health      **Return Date:** 08/27/2021  
 EXCELLENT PHYSICAL THERAPIST. HELPS A LOT.

**Survey ID:** 1710812422      **Patient Name:** \_\_\_\_\_  
**Sample Month:** Jul 2021      **Patient ID:** 3432      **Mail Date:** 08/16/2021  
**Location/Team:** Muscogee Home Health      **Return Date:** 10/25/2021  
 ALL GOOD, THANKS JAKE.

**Survey ID:** 1710857422      **Patient Name:** Not available      **Mail Date:** 08/16/2021  
**Sample Month:** Jul 2021      **Patient ID:** Not available      **Return Date:** 09/21/2021  
**Location/Team:** Muscogee Home Health  
 PERFECT IN EVERY WAY.

**HCAHPS Analytics**

Results based on all surveys reported by survey return date.

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**Survey ID:** 2366024422

**Patient Name:**

**Mail Date:** 11/17/2021

**Sample Month:** Oct 2021

**Patient ID:** 3495

**Return Date:** 12/27/2021

**Location/Team:** Muscogee Home Health

CHRISTINE, O.T. HAD A FULL TIME JOB AND TIMING (4:30-5:00) WAS NOT WORKABLE FOR ME. ONLY RECEIVED ONE SHOWER.

**Survey ID:** 2366079422

**Patient Name:**

**Mail Date:** 11/17/2021

**Sample Month:** Oct 2021

**Patient ID:** 3459

**Return Date:** 12/13/2021

**Location/Team:** Muscogee Home Health

RONDA REGISTER, OUR NURSE, HAS BEEN PROMPT, HELPFUL, CAIRNG, CONCERNED AND A PLEASURE TO HAVE LOOKING AFTER MY HUSBAND.

**Survey ID:** 2519769422

**Patient Name:**

**Mail Date:** 12/16/2021

**Sample Month:** Nov 2021

**Patient ID:** 3517

**Return Date:** 12/24/2021

**Location/Team:** Muscogee Home Health

MY HUSBAND WILL SOON HAVE KNEE SURGERY. WE HOPE THAT IF HE NEEDS HOME HEALTHCARE, HE WILL BE ABLE TO HAVE THE SAME PEOPLE TO HELP HIM.