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### **NHIF publishes annual rates of patient satisfaction with home infusion**

**Alexandria, Va.** (August 19, 2020) – The [National Home Infusion Foundation](#) (NHIF) has released results of an annual patient satisfaction study with home and specialty infusion in the study: *2019 Assessment of Home Infusion Patient Satisfaction*.

The study summarizes data collected from a sample of over 32,000 home infusion patients and more than 6,000 completed surveys, on their experiences and level of satisfaction with home infusion services.

Home and specialty infusion is a \$19 billion industry serving more than 3.2 million patients annually, according to the NHIF [Infusion Industry Trends 2020](#) report.

The study summarizes data based on the NHIF Uniform Patient Satisfaction Survey Questions published in 2017, which cover the essential elements of services when patients receive infusions in the home setting.

“Overall, there was a void in validated patient satisfaction questions that generate accurate results with less potential for measurement error and misinterpretation.,” said NHIA’s President & CEO Connie Sullivan, BSPHarm. “To meet this need, NHIF took the lead in the development of the Uniform Patient Satisfaction Survey Questions for Home Infusion Providers (Patient Satisfaction Survey) and this subsequent study to measure the home infusion patient experience and establish national benchmarks.”

The key finding from the study is that patients are overwhelmingly satisfied with their home infusion experience. When asked if they were satisfied with the overall quality of services on a five-point scale, the results show a mean score of 4.78 (SD=.55). Of all home infusion therapy categories, those receiving biologics were the most satisfied, with a mean score of 4.82 (SD=.52) out of 5.

Another key finding was that patients felt home infusion clinicians provide clear instructions on how to receive infused medication properly. Patients gave high marks to each aspect of the instructions provided for how to wash hands, self-administer medications, and care for the IV catheter. The average top box score for these questions, which uses a yes/no rating scale was 98.36%.



“These study results reinforce that patients are able to receive infusion treatment safely and effectively in their homes, and that the home setting remains a preferred site of care,” said Sullivan.

The key findings of the study are available in NHIF’s [open-access report](#), which represent the 2019 industry-wide composite benchmarks for patient satisfaction.

Digital copies of the full study including responses for all 22 data points are now available for \$55. Proceeds from the sale of the final results will be used to expand NHIF sponsored benchmarking programs. To learn more about the report and order a copy, visit [https://www.nhia.org/nhif\\_research/](https://www.nhia.org/nhif_research/).

*NHIF is a non-profit organization supporting the enhancement of patient care and outcomes through leadership, research, and education. Established by NHIA, the foundation aims to provide data-driven programs that identify best practices and facilitate quality infusion care to patients. For more information, visit <https://www.nhia.org/nhif>.*

*NHIA is a trade association that represents companies that provide infusion therapy to patients in their homes, as well as companies that manufacture and supply infusion and specialty pharmacy products. The association’s mission is to provide advocacy, education, and resources to the home and specialty infusion community so the patients they serve can lead healthy, independent lives. Infusion therapy involves patient-specific compounded medications, supplies, and a range of pharmacy, nursing, and other clinical services for delivering care to patients in the home setting. For more information, visit <http://www.nhia.org/>.*

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