The purpose was to review and analyze 2 years of home infusion patient satisfaction data and understand how patients perceive their home infusion services. Two years of quarterly patient satisfaction data has been collected, benchmarked, and reported. The next step was publishing the 2020 results and comparing 2019 and 2020 annual results. With the majority of home infusion patients receiving anti-infective therapy, additional analysis was conducted on this subcategory. Overall Patient Satisfaction (Q11) data was cross tabulated with “Age Group” (0-64 and 65+) and “Patient Status (Active Versus Discharged)” was performed using Chi-square analysis. The large data sets in 2019 (n=3,635) and 2020 (n=3,871) allowed for a multivariable analysis.

RESULTS
The sample size of administered surveys in 2019 and 2020 was 32,921 and 36,129 respectively, with an average return rate of 19.3% and 20.43%. The survey question result in 7 composites which become benchmarks and the 2019 and 2020 data is reviewed in Exhibit 2 using benchmarking results were reported as 7 composites.

DISCUSSION
Home infusion patients are very satisfied with their home infusion services. Despite high rates of satisfaction there are opportunities for providers to improve. For example, the financial benefits are more complex for patients over the age of 65. When comparing anti-infective patient age groups, the 0-64 was significantly more satisfied in both 2019 and 2020 with their home infusion services. Even though both age groups had high top box scores, additional research needs to be conducted to determine why the scores in the 65+ age group are lower.

REFERENCES
NHIF would like to thank Strategic Healthcare Programs for their partnership in collecting and deidentifying the patient satisfaction data.

ACKNOWLEDGEMENTS
NHIF received grant funding from Melinta Therapeutics and CSL Behring to support the patient satisfaction program in 2019.

DISCLOSURES

1. NHIF Uniform Patient Satisfaction Survey for Home Infusion Providers

2. National Home Infusion Association, Alexandria Virginia; 2. D. J Haines Research Consulting, Columbus, Ohio

INTRODUCTION
In 2017, the National Home Infusion Foundation (NHIF) developed and validated the Uniform Patient Satisfaction Survey for Home Infusion Providers1 (see Exhibit 1). From quarterly data collections, annual patient satisfaction benchmarks were determined and shared industry wide. To date, 2 years of patient satisfaction data has been collected from participants in the benchmarking program. To determine data trends, a comparison of 2019 and 2020 data was completed. Cross tabulations were performed by age group and therapy category. Since anti-infective patients account for almost half of home and specialty infusion patients, their results are highlighted in this abstract. Data was cross tabulated by “overall patient satisfaction” to describe this patient population.

PURPOSE
The purpose was to review and analyze 2 years of home infusion patient satisfaction data and understand how patients perceive their home infusion services.

METHODS
Two years of quarterly patient satisfaction data has been collected, benchmarked, and reported. The next step was publishing the 2020 benchmarks and compare 2019 and 2020 annual results. With the majority of home infusion patients receiving anti-infective therapy, additional analysis was conducted on this subcategory. Overall Patient Satisfaction (Q11) data was cross tabulated with “Age Group” (0-64 and 65+) and “Patient Status (Active Versus Discharged)” was performed using Chi-square analysis. The large data sets in 2019 (n=3,635) and 2020 (n=3,871) allowed for a multivariable analysis.

RESULTS
The sample size of administered surveys in 2019 and 2020 was 32,921 and 36,129 respectively, with an average return rate of 19.3% and 20.43%. The survey question result in 7 composites which become benchmarks and the 2019 and 2020 data is reviewed in Exhibit 2 using benchmarking results were reported as 7 composites. The survey question result in 7 composites which become benchmarks and the 2019 and 2020 data is reviewed in Exhibit 2 using benchmarking results were reported as 7 composites.

DISCUSSION
Home infusion patients are very satisfied with their home infusion services. Despite high rates of satisfaction there are opportunities for providers to improve. For example, the financial benefits are more complex for patients over the age of 65. When comparing anti-infective patient age groups, the 0-64 was significantly more satisfied in both 2019 and 2020 with their home infusion services. Even though both age groups had high top box scores, additional research needs to be conducted to determine why the scores in the 65+ age group are lower.

REFERENCES
NHIF would like to thank Strategic Healthcare Programs for their partnership in collecting and deidentifying the patient satisfaction data.

ACKNOWLEDGEMENTS
NHIF received grant funding from Melinta Therapeutics and CSL Behring to support the patient satisfaction program in 2019.

DISCLOSURES

1. NHIF Uniform Patient Satisfaction Survey for Home Infusion Providers