

The Home Health and Hospice Care Nurse Staffing Study (HHHCNSS) assesses nurse staffing and related issues in home health and hospice agencies. In 2024, the Texas Center for Nursing Workforce Studies (TCNWS) administered the HHHCNSS to 435 Texas home health and hospice agencies with a patient census of at least 200. Previously, agencies with a census of 250 or greater were surveyed. Respondents provided data for 77 agencies for a response rate of 17.7%.

This report provides information on survey response rates by region, geographic designation, patient census, and agency type, as well as the number of nursing visits in 2023.

Response Rate

Response Rates by Region and Geographic Designation

The overall response rate for 2024 was 17.7%, a decrease from the 2022 response rate of 28.1% (for agencies with a patient census of 250 or greater).

- Due to low response rates, representativeness by region, geographic designation, agency type, and patient census were not measured.
- Response rates ranged from 3.3% in East Texas to 28.9% in South Texas (see Figure 1 and Table 1).

Figure 1. Response rate by region (n=77)

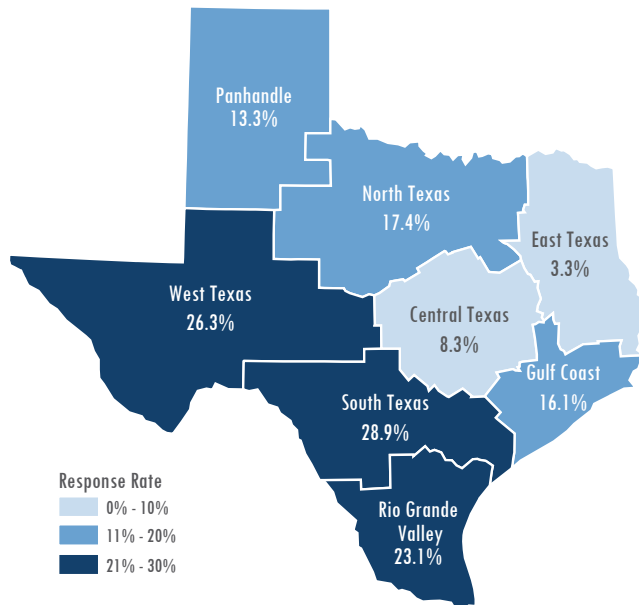


Table 1. Response rate by region

Region	Number of Agencies (Percentage of Responding Agencies)	Number of Agencies in Population	Response Rate
Panhandle	2 (2.6%)	15	13.3%
Rio Grande Valley	15 (19.5%)	65	23.1%
North Texas	23 (29.9%)	132	17.4%
East Texas	1 (1.3%)	30	3.3%
Gulf Coast	15 (19.5%)	93	16.1%
Central Texas	3 (3.9%)	36	8.3%
South Texas	13 (16.9%)	45	28.9%
West Texas	5 (6.5%)	19	26.3%

- 56 of 77 agencies (72.7%) were located in metropolitan, non-border counties, while only 2 of 77 agencies (2.6%) were from non-metropolitan, border counties (Table 2).

Table 2. Response rate by geographic designation

Geographic Designation	Number of Agencies (Percentage of Responding Agencies)	Number of Agencies in Population	Response Rate
Metro Border	13 (16.9%)	58	22.4%
Metro Non-Border	56 (72.7%)	324	17.3%
Non-Metro Border	2 (2.6%)	9	22.2%
Non-Metro Non-Border	6 (7.8%)	44	13.6%

Response Rates by Agency Type and Patient Census

Table 3 shows the response rate by agency type.

- The majority of responding agencies (84.4%) were home health agencies.
- Only 5 of 77 responding agencies (6.5%) were hospice agencies, and only 7 of 77 responding agencies (9.1%) were combined home health and hospice agencies.

Table 3. Response rate by agency type

Agency Type	Number of Agencies (Percentage of Responding Agencies)	Number of Agencies in Population	Response Rate
Combined	7 (9.1%)	43	16.3%
Home Health	65 (84.4%)	340	19.1%
Hospice	5 (6.5%)	52	9.6%

Table 4 shows the response rate by patient census. The patient census is the count of unique clients served by the agency in a 12-month period.

- Response rates were similar across patient census categories, ranging from 15.5% to 20.0%.

Table 4. Response rate by patient census

Patient Census	Number of Agencies (Percentage of Responding Agencies)	Number of Agencies in Population	Response Rate
200-500	58 (75.3%)	323	18.0%
501-1,000	11 (14.3%)	71	15.5%
1,001-2,000	5 (6.5%)	26	19.2%
2,001+	3 (3.9%)	15	20.0%

Nursing Visits

Agencies were asked for the number of billable and non-billable¹ nursing visits in 2023 by in-person and telehealth visits. Table 5 below shows the average number and range of visits for the responding agencies.

Table 5. In-person and Telehealth Nursing Visits

Type of Visit	Number of Responding Agencies	Mean Number of Visits	Range of number of visits	Total number of visits
In-person	69	14,537.1	204 - 99,060	1,003,063
Telehealth	9	1,293.4	12 - 9,554	11,641

34 of the 77 agencies responded to how many patients were declined in 2023 due to not having available staff to provide the necessary care.

- The average number of patients declined among responding agencies was 194.9.
- Declined patients ranged from 3 to 2,052.
- A total of 6,625 patients were declined across the 34 Texas agencies that responded to this question.

¹ A non-billable nursing visit is defined by the CMS as a visit providing service that is not reimbursable, such as delivering equipment. https://qtso.cms.gov/system/files/qtso/508_OASIS_CAT_2_Static_QA_FINAL_05_2022.pdf

Conclusion

In 2024, the HHHCNSS response rate was 17.7%. Response rates ranged from 3.3% in East Texas to 28.9% in South Texas. 56 of 77 agencies (72.7%) were located in metropolitan, non-border counties.

Representativeness was not measured due to low response rates.

Of the 69 agencies that responded, the mean number of in-person nursing visits was 14,537.1. Of the 9 agencies that responded, the mean number of telehealth nursing visits was 1,293.4.

A total of 6,625 patients were declined across 34 home health and hospice care agencies across Texas.

