**HOSPICE COMPARE**

**INAUGURAL RELEASE AND REFRESH 2017**

Included:
- 7 current HIS measures
- Individual scores
- National average scores
- Based on rolling 12 months of data

### Hospice Scores on Hospice Compare Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>December 2017 Score</th>
<th>August 2017 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospice and palliative care treatment preferences</td>
<td>93.9%</td>
<td>93.6%</td>
</tr>
<tr>
<td>Hospice and palliative care pain screening</td>
<td>92.2%</td>
<td>92.5%</td>
</tr>
<tr>
<td>Hospice and palliative care pain assessment</td>
<td>78.7%</td>
<td>77.7%</td>
</tr>
<tr>
<td>Hospice and palliative care dyspnea screening</td>
<td>97.5%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Hospice and palliative care dyspnea treatment</td>
<td>94.8%</td>
<td>94.6%</td>
</tr>
<tr>
<td>Patients treated with an opioid who are given a bowel regimen</td>
<td>93.5%</td>
<td>93.3%</td>
</tr>
</tbody>
</table>

**Source:** Hospice Compare
**HOSPICE COMPARE**

**2018 Refresh**

Includes:

- 7 current HIS measures
- Hospice CAHPS® measures
  - Starting with February Refresh (2/20/18)
  - Data from Quarter 2, 2015-Quarter 1, 2017

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**HOSPICE CAHPS® MEASURES**

**Eight** Measures using Hospice CAHPS® survey as data source

- **Six** composite measures (combined score from 2 or more survey items)
- **Two** global measures (single items)

Measures received NQF endorsement in 2016

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**Composite Measures**

- Hospice Team Communication (6 items)
- Getting Timely Care (2 items)
- Treating Family Member with Respect (2 items)
- Getting Emotional and Religious Support (3 items)
- Getting Help for Symptoms (4 items)
- Getting Hospice Care Training (5 items)
HOSPICE CAHPS® MEASURES

Global Measures
• Rating of Hospice (1 item)
• Willingness to Recommend (1 item)

SCORING
• Top Box Scores – proportion of best/positive response to a survey item
• Composite Measure scores – average of top box scores for all items in the measure
• Global Measure scores – proportion of 9-10 or Definitely Yes responses

HOSPICE CAHPS® MEASURES

SCORING
• Weighted
• Adjusted
  – Mode
  – Case Mix
HOSPICE CAHPS® MEASURES

Weighting
Hospice mean scores = weighted average of scores across all quarters
• Each quarter weighted according to the number of decedents/caregivers responding for that score.
National average = measure scores across all hospices that had a minimum of 30 completed questionnaires during that reporting period.

HOSPICE CAHPS® MEASURES

SCORING
Risk Adjustment
Takes into account factors not in control of the hospice
• Patient Mix — respondent characteristics
• Mode — mode adjustment value added/subtracted for mail-only and mixed

HOSPICE CAHPS® MEASURES

• Provider Preview Reports in CASPER — prior to Hospice CAHPS measure results inclusion in Hospice Compare
• Unadjusted scores (percentages) may differ from final risk adjusted scores
HOSPICE COMPARE

Hospice Demographic Issues
• Incorrect address, phone, tax status
• CMS Guidance 12/21/17
  ▪ Check Provider Reports and Hospice Compare
  ▪ Contact MAC for corrections — send the updated 855A (provider enrollment form) to the CMS Regional Office in order to update the ASPEN data
  ▪ QTSO Help Desk
  ▪ HospiceQualityQuestions@cms.hhs.gov — confirm changes made in ASPEN

Search Feature

Service Area Issues
• location do not served
• missing for a location do serve

CMS Guidance 12/21/17
• Updating the data that powers the search in winter 2018.
• Accurately complete the ZIP code item (Item A0550)
New in 2018

- HIS User’s Manual Version 2.00
  - Use as THE reference for calculating HIS measure scores
  - Quick Reference: Current Measures pdf (12/11/17)

HIS User’s Manual Version 2.0

**REMEMBER**

- HIS is a data collection tool
- Measure specifications (numerator and denominator) and HIS data elements may not be the same
- Do not confuse instructions for completing the HIS record with how the measure is calculated

HIS User’s Manual Version 2.0

**REMEMBER**

- More data are collected in HIS than are used in calculating the measures.
- More requirements for compliance with measure than indicated in data collection instructions
  
  Example: Pain items
HQRP COMPLIANCE

**HIS Submission Timeliness**

% of HIS Records Submitted on Time =

The number of HIS records in the numerator divided by the number of HIS records in the denominator, multiplied by 100 rounded to the nearest whole number.

- 90% for 2018 (FY 2020 penalty)

HOSPICE CAHPS SURVEY

- Survey vendor to collect and submit data on an ongoing monthly basis.
- Hospice responsible to see that vendor is in compliance

HEART

Hospice Evaluation & Assessment Reporting Tool

Standardized Assessment
- Admission
- Interim
- Discharge
HEART
Pilot Testing

- Two phases:
  - A: 1/2018 – 3/2018
  - B: 6/2018 - 9/2018
- Analysis: 9/2018
- Implementation: ???

New Measures
Specifications Known

- HIS Composite
- Hospice Visits When Death Is Imminent
  - RN, etc. last 3 days of life
  - SW, etc. last 7 days of life
  - Data collection started 4/2017
  - NQF endorsement before inclusion in HC

COMPOSITE MEASURE

Numerator: All patient stays from the denominator in which the patient meets the numerator criteria for all of the individual component QMs for which the patient is eligible.

Denominator: All patient stays (except for those that meet the exclusion criteria).
COMPOSITE MEASURE

- Added to CASPER Reports
- Patient stays with admission dates on or after 4/1/17

New Measures

Measure Concepts/Specifications Not Known

1. Potentially avoidable hospice care transitions
   - Live Discharges followed by death or acute care in short period of time
2. Access to levels of hospice care
   - Utilization of GIP and CHC

Data Source = Hospice Claims

TBD

Hospice Compare STAR ratings – Normative or Criterion based?

Value Based Purchasing
HQRP Website

HQRP Requirements and Best Practices page

- CASPER QM Report FACT Sheet
- FY 20 HQRP Requirements
- HQRP Activities Checklist
- Quarterly Updates

Hospice CAHPS Website

- Step-by-Step Guide for Calculating Top-Box Scores (includes mode adjustment)
- Case-Mix Adjustment Methods for CAHPS Hospice Survey Measures (document and podcast)
- CAHPS Hospice Survey Quality Assurance Guidelines Version 4.0 and the Summary of Updates and Emphasis
- Revised Informational Podcasts

CMS Training

- Hospice Quality Reporting Program Webinar
  - Tuesday, March 27, 2018
  - 1:30-3 pm ET
  - During this webinar, learn about updated coding guidance for the Hospice Item Set and learn how to navigate the Hospice Quality Reporting Program websites. Subject matter experts will also provide an update on Hospice CAHPS®.
  - For more information and to register, visit the Hospice Quality Reporting Training: Announcements and Registration webpage.