

Hospice Quality Reporting Program Forum

Hospice Care Index (Claims-Based Measure)

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Welcome and Introductions

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Agenda

- Welcome and Introductions
- Background and Rationale of Hospice Care Index
- High-Level Methodology and Component Indicators
- Discussion

Glossary

- **CAHPS**[®]: Consumer Assessment of Healthcare Providers and Systems[®] Hospice Survey
- **CMS**: Centers for Medicare & Medicaid Services
- **HCI**: Hospice Care Index
- **HIS**: Hospice Item Set
- **HQRP**: Hospice Quality Reporting Program
- **QM**: Quality Measure
- **QRP**: Quality Reporting Program

Background of Hospice Care Index

Zinnia Harrison

Abt Associates

Sr. Associate

HQRP

- Develop a patient assessment instrument that supports quality measurement for hospice care.
- Develop quality measures based on the patient assessment instrument and other available data sources.
- Evaluate and consider patient, family, and caregiver needs, as well as electronic health record (EHR) and other health information technology (HIT) requirements/issues.

Current State of HQRP

- The Social Security Act established the HQRP as a pay-for-reporting program.
- The HQRP promotes delivery of patient-centered, high-quality care.
- The program currently reports quality information from the HIS and CAHPS®.



Current HQRP

Measures interdisciplinary team's activities at admission and discharge.

HIS

+

Measures the experiences of informal caregivers (family and friends) who cared for patients that died under hospice care.

CAHPS®

Current HQRP Measures

HIS

- Hospice and Palliative Care Composite Process Measure – Comprehensive Assessment at Admission
 - Treatment Preferences
 - Beliefs/Values Addressed (if desired by patient)
 - Patients Treated with an Opioid who are Given a Bowel Regimen
 - Pain Screening
 - Pain Assessment
 - Dyspnea Screening
 - Dyspnea Treatment
- Hospice Visits When Death Is Imminent (Measure 1)

CAHPS® Hospice Survey

- Willingness to recommend the hospice
- Communication with family
- Getting timely help
- Treating patient with respect
- Emotional and spiritual support
- Help for pain and symptoms
- Training family to care for patient
- Rating the hospice

Addressing the Quality Measure Gap

Why use claims-based measures?

- Claims-based data are readily accessible
- Reduces provider burden
- Excellent source for quality measure development
- Every other Quality Reporting Program has Claims-Based Measures
- It's a win-win for stakeholders



**Admission
(HIS)**

**Discharge
(HIS and CAHPS®)**

Claims Data Used in QRPs

QRPs *with* claims-based measures

- Ambulatory Surgical Center QRP
- End-Stage Renal Disease Quality Incentive Program
- Home Health QRP
- Hospital Inpatient QRP
- Hospital Outpatient QRP
- Inpatient Psychiatric Facility QRP
- Inpatient Rehabilitation Facility QRP
- Long Term Care Hospitals QRP
- Payment System Exempt Cancer Hospital Quality Reporting
- Prospective Payment System-Exempt Cancer Hospital Quality Reporting
- Skilled Nursing Facility QRP

QRPs *without* claims-based measures

- HQRP

Why develop a claims-based index measure?

- CMS is interested in identifying useful quality information and methods to describe hospices' good care processes for public reporting from currently available data sources.
- Stakeholders suggested CMS develop quality measures that reflect the holistic approach of hospice.
- The Hospice Care Index considers past rulemaking comments and addresses this quality measurement gap in HQRP.
- Index measures with multiple indicators better identify differences and variability between hospices than single measures.

Conceptual Methodology

TJ Christian

Abt Associates

HQRP Quality Measurement Lead

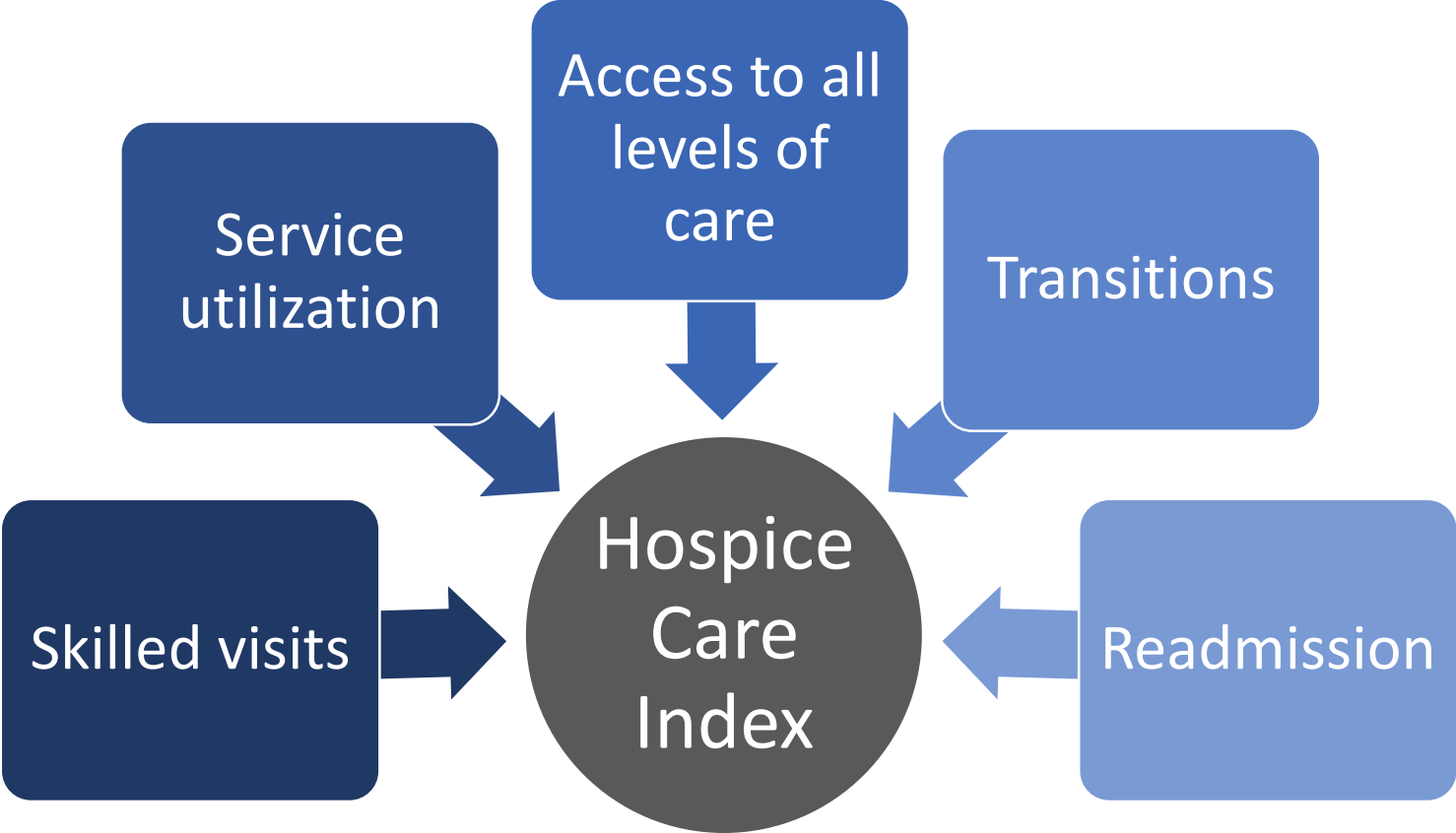
Hospice Care Index Claims-Based Concept

Measure Objective:

- Capture many aspects of hospice care with a broad, holistic set of claims-based quality measures.
- Identify indicators based on caregiver and provider feedback.
- Align index with family and caregiver perspectives from CAHPS®.

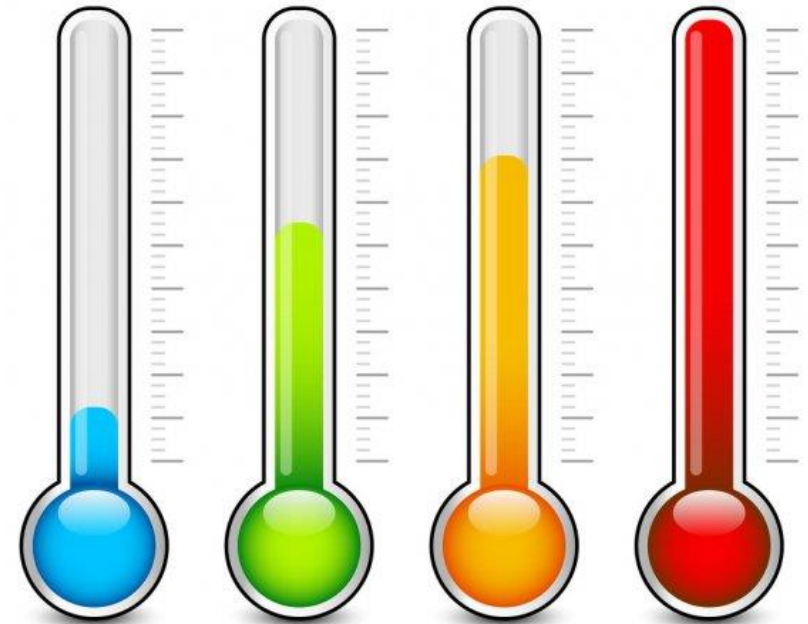
Potential Indicator Topics

Index benefits patients, caregivers by identifying hospices' performance across multiple dimensions of care

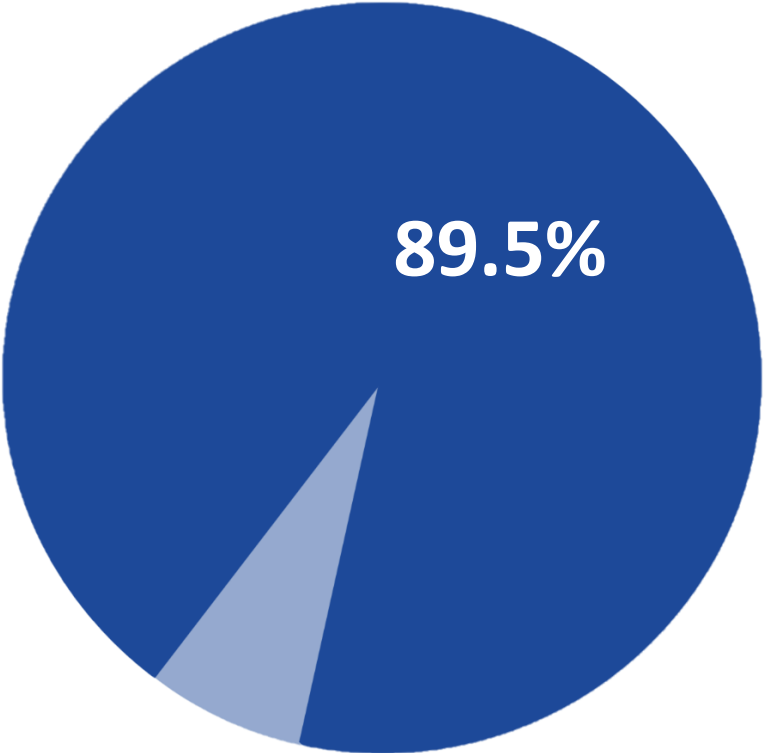


Design Concept

- Hospice Care Index is based on multiple indicators.
- Each indicator establishes an individual threshold criterion.
- A hospice's overall score is then calculated as the total number of instances that the hospice met the threshold's criterion.



Illustrative Example: Number of Hospices by Score



Score = 0-3 of 4 indicator thresholds met	3,645
Score = 4 of 4 indicator thresholds met	423

Discussion Questions

Cindy Massuda, Zinnia Harrison, and TJ Christian

Discussion Questions

- What are your thoughts about the Hospice Care Index measure concept?
- What do you think of an index measure that captures several aspects of care simultaneously, compared to a measure capturing one topic individually?
- What kinds of indicators would you like to see included in the Hospice Care Index?
- What aspects of hospice care not already included in the HQRP do you think CMS should measure and consumers would find useful?
- As a hospice, how does your organization use claims data to measure quality?

Discussion Questions

- You can ask questions in various ways, including:
 - **Phone** – Enter your audio pin and use the hand-raising icon to enable us to unmute your line.
 - **Computer Mic and Speakers** – Enable your microphone and use the hand-raising icon to enable us to unmute your line.
 - **Chat** – Type your question into the “Questions” box.
- CMS will answer questions as time permits.

Thank you!

Contact us at:

HospiceAssessment@cms.hhs.gov