Hospice Quality Reporting Program Forum

Hospice Care Index
(Claims-Based Measure)

August 2020
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
• 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**

- **HIS**
  
  *Measures interdisciplinary team’s activities at admission and discharge.*

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

89.5%
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