

# Hospice

## Quality Reporting Program Provider Training



### Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey

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**Date:** January 18, 2017

# Objectives

- Describe the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey process and basic requirements.
- Explain the compliance thresholds for the CAHPS Hospice Survey in Fiscal Year (FY) 2017 and future years.
- Summarize the consequences for noncompliance with CAHPS Hospice Survey requirements.
- List two reasons that would exempt a hospice from the CAHPS Hospice Survey requirement.



# About the CAHPS Hospice Survey

- The CAHPS Hospice Survey measures the experiences that patients and their caregivers have with hospice care.
- National implementation of the CAHPS Hospice Survey began January 1, 2015.
- The Family Evaluation of Hospice Care (FEHC), National Quality Forum No. 0208, is a precursor of the CAHPS Hospice Survey.
- A major difference between them is the detailed requirements for survey administration of the CAHPS Hospice Survey.



# About the CAHPS Hospice Survey

The CAHPS Hospice Survey:

- Provides for a consistent source of information from all hospices.
- Allows for comparison among hospices.
- Enables selected measures to be publicly reported.
- May serve as a decision aid for beneficiaries and their families.
- Aids hospices with their internal quality improvement efforts.
- Allows for external benchmarking with other hospices.
- Provides the Centers for Medicare & Medicaid Services (CMS) with information for monitoring the response to care provided.



# About the CAHPS Hospice Survey

The CAHPS Hospice Survey is:

- Composed of 47 questions.
- Administered to the primary informal caregiver of the decedent who died while receiving hospice care.
- Available in several languages.
- Administered using three modes (mail only, telephone only, and mixed mode [mail with telephone follow-up]).



# Topics Included in the CAHPS Hospice Survey

- Hospice team communication.
- Getting timely care.
- Treating family members with respect.
- Getting emotional and religious support.
- Getting help for symptoms.
- Getting hospice care training.
- Rating of hospice.
- Willingness to recommend.



# CAHPS Hospice Survey Timing

- CAHPS Hospice Survey administration begins 2 months following the month of patient death.
- The data collection process must be completed within 42 calendar days after initial contact.
- Submission of the data to the CAHPS Hospice Survey Data Warehouse occurs quarterly.

# CAHPS Hospice Survey Requirements

- In 2015, hospices were required to submit a minimum of 10 months of data to the CAHPS Hospice Survey Data Warehouse. This included 1 month during the dry run and monthly data for all 9 months from April 2015 through December 2015.
- In subsequent years, continuous monthly participation is required.



# CAHPS Hospice Survey Requirements

- To comply with CMS' quality reporting requirements, all eligible hospices are required to contract with an approved survey vendor to collect data using the CAHPS Hospice Survey on an ongoing monthly basis.
- Participation in the CAHPS Hospice Survey is required to meet the pay-for-reporting requirement of the Hospice Quality Reporting Program for the associated FY annual payment update (APU).



# CAHPS Hospice Survey Requirements for the APU

- Hospices need to participate monthly to receive the full APU. If they miss months, they will receive a 2% reduction in their APU payments.
- For the FY 2018 APU, hospices need to participate in the survey January-December 2016.
- For the FY 2019 APU, hospices need to participate in the survey January-December 2017.
- Hospices should count on continually participating in the survey for future APU payments in future fiscal years.



# CAHPS Hospice Survey Requirements

- All Medicare-certified hospices must participate in the CAHPS Hospice Survey in order to receive their full APU.
- CMS uses the hospices' CMS Certification Numbers to track survey compliance.
- There are two allowable exemptions from the survey:
  - Exemption for Newness, and
  - Exemption for Size.



# Participation Exemption for Size

- The criterion for this exemption is that the hospice must have served fewer than 50 survey-eligible decedents/caregivers in the reference year.
- The reference year is the CY immediately prior to the CY for which the exemption is requested.

# Participation Exemption for Size

- For example: A hospice serving fewer than 50 survey-eligible decedents/caregivers during the year from January 1, 2015, through December 31, 2015, may apply for a CY 2016 annual exemption on the basis of size.

# Participation Exemption for Size

- This exemption is good for only 1 year.
- Hospices must reapply annually if they qualify for this exemption in subsequent years.
- To apply for the exemption, the hospice must fill out and submit a Participation Exemption for Size Form on the CAHPS Hospice Survey Web site ([www.HospiceCAHPSSurvey.org](http://www.HospiceCAHPSSurvey.org)).

# Exemption for Newness

- The exemption for newness is based on how recently the hospice received its CCN, also known as the Medicare Provider Number.
- The criterion for this exemption is that the hospice must have received its CCN on or after the first day of the performance year for the CAHPS Hospice Survey.

# Exemption for Newness

- For example: For CY 2017, hospices that received their CCN on or after January 1, 2017, are eligible for a one-time exemption for newness.
- To continue the example, if a hospice receives its CCN in October 2017, then the hospice would receive an exemption for newness for CY 2017.



# Exemption for Newness

- This is a one-time exemption for each hospice as identified by CCN.
- Hospices eligible for this exemption will be identified by CMS, as this exemption is based on when the hospice's CCN is assigned.
- There is no form for hospices to submit.

# For More Information

- The official Web site for announcements and information pertinent to the CAHPS Hospice Survey is [www.HospiceCAHPSSurvey.org](http://www.HospiceCAHPSSurvey.org).
- For information and technical assistance, contact the CAHPS Hospice Survey Project Team via email at [HospiceCAHPSSurvey@HCQIS.org](mailto:HospiceCAHPSSurvey@HCQIS.org) or by calling toll-free at (844) 472-4621.
- To communicate with CMS staff about implementation issues, please email: [HospiceSurvey@cms.hhs.gov](mailto:HospiceSurvey@cms.hhs.gov).

# Questions and Answers

