

Centers for Medicare and Medicaid Services
Hospice Compare Website Call
Moderator: Susie Butler
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3:00 p.m. ET

Operator: Good afternoon. My name is (Carol) and I will be your conference operator today. At this time I would like to welcome everyone to the new Hospice Compare Website call.

All lines have been placed on mute to prevent any background noise. After the speakers' remarks there will a question and answer session. If you'd like to ask a question at that time, simply press star then the number one on your telephone keypad. If you would like to withdraw your question please press the pound key.

At this time I would like to turn the call over to Susie Butler, Director of Partner Relations Group in the office of Communications.

Susie Butler: Thanks a lot, (Carol), and I want to thank everyone for joining us today. This is a national call on the new Hospice Compare website. This call is for stakeholders and partners only. If you're a member of the press we ask that you contact the CMS Press Office for more information or with any questions that you might have.

I'd first like to introduce Dr. Kate Goodrich, the Director of the Center for Clinical Standards and Quality here at CMS and our Chief Medical Officer. She'll provide some more details about the Hospice Compare website. Welcome, Kate. It's all yours.

Kate Goodrich: OK, thank you Susie. Good afternoon everyone. So I am really excited to talk to you a little bit today about the release of the Hospice Compare website. It went live yesterday.

This website is tailored to consumers, patients and families who are searching for hospice services. And it reports quality information on about 3,800 hospice providers across the nation. It provides a snapshot of the quality of care that's delivered by each provider.

We believe that the information on Hospice Compare will help consumers make more informed decisions about important aspects of hospice care that would be supportive of their experiences. And that it would encourage hospice facilities to improve the quality of care and support that is provided to patients and caregivers.

So CMS created the new Hospice Compare website for patients and family members to support their ability to find and compare hospice providers based on whether the provider assessed the patient's goals and treatment preferences and other quality indicators such pain – assessment for pain, assessment for shortness of breath and whether a patient's beliefs and values were addressed.

Providers can start a conversation with patients and family members about how the new Hospice Compare website impacts them by explaining that the Compare website provides a snapshot of the quality of care hospice offers. The website encourages patients and their family members to review quality ratings. And they can help to strengthen patients and family member's ability to make the best decisions for their care.

The Hospice Compare tool takes hospice providers quality measured data and provides it to the public in a ready to use format for a snapshot of care delivered by each hospice provider. And these data can demonstrate how a hospice provider service quality compares to other local providers as well as to the average national quality scores.

There are currently seven NQF endorsed quality measures that are displayed on the Hospice Compare site. These include treatment preferences, whether or not a patient's beliefs and values were addressed, screening for pain, assessing pain, screening for dyspnea or shortness of breath and treatment for that dyspnea and shortness of breath. And finally whether or not patient's who are treated with opioids were given a bowel regimen.

We know there's a lot of interest in the caregiver caps or caregiver experience hospice survey out there. That information is not currently on the Hospice Compare site but will be displayed during a refresh of the site in the winter of 2018. So now what I'm going to do is I'm going to turn this over to Charles Padgett who works here in the Center for Clinical Standards and Quality. So Charles...

Charles Padgett: Thank you Kate. I appreciate it. Welcome everybody to the call. I greatly appreciated you joining this afternoon. And as Kate said we're really excited to have launched the Hospice Compare website. And the data on that website for the first time here.

And we look forward to providers and consumers being able to use this data in order to hopefully choose a hospice and be aided in their choice of a hospice. I just wanted to talk a little bit about the site. The data currently on this site has been contributed to, as Kate said, by nearly 3,800 hospices across the nation. And all of that data comes from hospice's submission of the hospice item set which is the source of that data.

We allow a search for a hospice agency on the website by either a zip code, city and state, and/or the name of provider. And you can also get the Hospice Compare website on your mobile phone or a tablet. It is optimized for viewing on both of those type devices.

And once you begin searching you're able to look at one hospice agency at a time if you like or you're also able to compare up to three hospice agencies at once looking at all of their measure results or measure scores alongside one another. And the data is not only available in a sort of table format on the website but it's also available in a graphic format for a visual which helps some folks in comparing providers.

Lastly that same – the data set that was used to calculate the measure scores that are displayed on Hospice Compare at any given time is available also for download and that is available for download at data.medicare.gov. You can also access provider demographic information and so forth from the

data.medicare.gov website. Some of that information is included on Hospice Compare but not all of it.

And Hospice Compare is – you're able to link directly from data.medicare.gov or vice versa. You're also able to navigate to Hospice Compare from any other of the CMS Compare sites. That's really all I have. I just wanted to talk a little bit about it and let you know that we're excited.

Oh, one last thing. There are several resources that are available on the Hospice Compare website. We do also offer a list of questions that may be helpful for consumers when trying to choose a hospice and some basic information on hospice services that should be offered by all hospices. And I think at this point I'll turn it back over to Susie.

Susie Butler: OK. Thanks Charles. (Carol) I think we're ready for questions so if you can open up a line and re-instruct our participants on how to pose a question.

Operator: Certainly. If you'd like to ask a question over the phone please press star followed by the number one on your telephone keypad. We'll pause for just a moment to allow people to queue.

And again that's star one on your telephone keypad. And we have no questions in queue at this time.

Susie: All right, then I want to thank everyone for joining us today. I know it's a middle of a workday for you so I appreciate that. This brief recording will be available in about 24 hours for review if you want to share with colleagues and then we will repost that and send that out again for people to hear.

Thank for joining us today. We look forward to engaging with you in the future.

Operator: This concludes today's conference. You may now disconnect.

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