

# Hospice Quality Measures



Speaker:  
Paul A. Ledford, President & CEO

# Background:

- At the state level, hospices report data to both DOEA and to AHCA
- DOEA publishes an annual Hospice Demographics and Outcome Measures report
- AHCA uses data for “Needs Projections” and regulatory oversight

# Background:

- Feds have long-collected “Cost Reports” (related to Medicare and MedPAC)
- Feds are now collecting:
  - Hospice Item Set “HIS” (process measures - self reported)
  - Consumer Assessment of Healthcare Providers and Systems “CAHPS” (outcome measures - third party collected/reported)

# History:

- AHCA Hospice Report Card 2009-2014
  - FHPCA initiated in 2008
  - First Voluntary Hospice Report Card in the Nation
  - Used Family Evaluation of Hospice Care "FEHC"
  - FEHC phased out a few years ahead of the full refinement of HIS/CAHPS

# 2009-2014 AHCA Hospice Report Card using FEHC with 1-5 Stars

- Patient's personal needs taken care of
- Patient treated with respect
- Family kept informed of patient condition
- Care patient received while under care of hospice
- Hospice team response to you on evening/weekend needs

SB474 - 2017 (FHPCA's bill), among other things, amends Part IV, Chapter 400, F.S. to create ss. 400.60501

*" Outcome measures; adoption of federal quality measures; public reporting; annual report.—"*

(1) No later than December 31, 2019, the department, in conjunction with the agency, *shall adopt the national hospice outcome measures and survey data in 42 C.F.R. part 418* to determine the quality and effectiveness of hospice care for hospices licensed in the state.

(2) The department, in conjunction with the agency, shall:

(a) Make available to the public the national hospice outcome measures and survey data in a format that is comprehensible by a layperson and that allows a consumer to compare such measures of one or more hospices.

(b) Develop an annual report that analyzes and evaluates the information collected under this act and any other data collection or reporting provisions of law.

History.—s. 7, ch. 2006-155; s. 1, ch. 2017-119.

# Hospice Item Set "HIS" - "Yes" or "No" - Did provider do it?

- NQF #1617 Patients Treated with an Opioid who are Given a Bowel Regimen
- NQF #1634 Pain Screening
- NQF #1637 Pain Assessment
- NQF #1639 Dyspnea Screening (shortness of breath)
- NQF #1638 Dyspnea Treatment
- NQF #1641 Treatment Preferences
- NQF #1647 Beliefs/Values Addressed (if desired by the patient)
- Hospice Visits when Death is Imminent
- NQF #3235 Hospice and Palliative Care Composite Process Measure - Comprehensive Assessment at Admission

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# Hospice Item Set - HIS

(process measures - self reported)

Publicly reported by CMS/HHS  
by measure using numerical  
score, on a 100-point scale

# Consumer Assessment of Healthcare Providers and Systems "CAHPS"

- Outcome measures - third party collected/reported
- Each of the 8 CAHPS scores is an aggregate score of area-related questions. There are 47 CAHPS questions in the survey tool
- Administered to "*the primary informal caregiver of the decedent who died while receiving hospice care*" (by mail, telephone, combo)
- Numerical score - 100-point scale

# Consumer Assessment of Healthcare Providers and Systems "CAHPS"

(process measures - self reported)

Reported publicly on a 100-point scale

- "Communication with family
- Getting timely help
- Treating patient with respect
- Emotional & spiritual support
- Help for pain & symptoms
- Training family to care for patient
- Rating of this hospice
- \*Willing to recommend this hospice"

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# Challenges of Hospice Quality Measures

- It is never the patient answering the questions
- Venue of care has a material affect upon responses (private residence, SNF, ALF, GIP, Hospital, etc.)
- Hospices with higher penetration in some institutional settings, score lower
  - It is not necessarily clear to caregivers at all times, who residential clinical staff works for
- Long-distance family members may be asked to complete the CAHPS
- Uses demographic “weighting” (e.g. there is a propensity of respondents <age 55 to be more critical, so, they are weighted downward by the system)

# FHPCA Recommendations

- Use the CAHPS & HIS Aggregate Score
  - Display the CAHPS first
  - Include state averages for context/comparison
- Remember to Keep It Super Simple
- Keep It Consumer-friendly
- Allow FHPCA to provide assistance in developing explanations; continue to use us as a resource
- Collaborate with DOEA

# Resources

Current Measures- [https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Downloads/Current-Measures\\_121117.pdf](https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Downloads/Current-Measures_121117.pdf)

CAHPS Fact Sheet [https://www.hospicecahpssurvey.org/globalassets/hospice-cahps/home-page/cahps\\_hospice\\_survey\\_fact\\_sheet\\_january-2017.pdf](https://www.hospicecahpssurvey.org/globalassets/hospice-cahps/home-page/cahps_hospice_survey_fact_sheet_january-2017.pdf)

DOEA 2017 Hospice Demographics and Outcome Measures  
[http://elderaffairs.state.fl.us/doea/Evaluation/2017\\_Hospice\\_Report.pdf](http://elderaffairs.state.fl.us/doea/Evaluation/2017_Hospice_Report.pdf)

[www.LetHospiceHelp.org](http://www.LetHospiceHelp.org)

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# Questions?

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