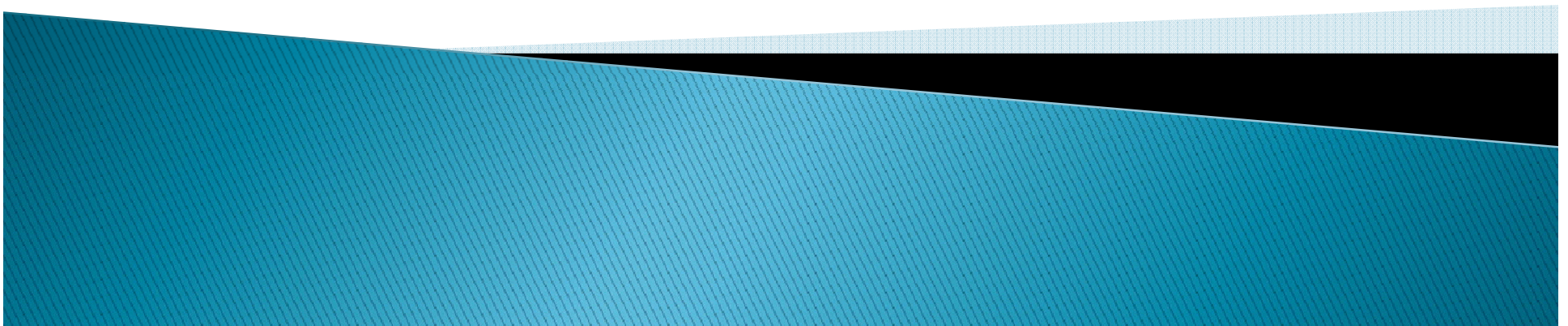


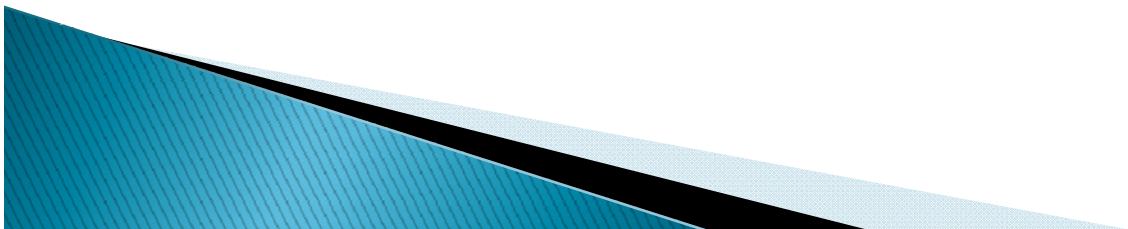
HOSPICE CAHPS SURVEY 2015

Consumer Assessment of Healthcare
Providers and Systems



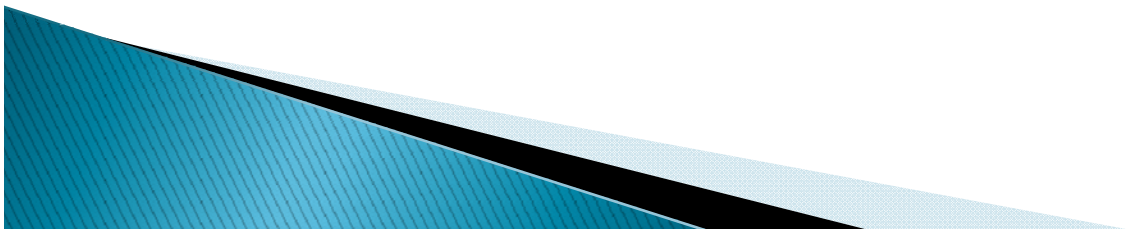
What is Hospice CAHPS?

- ▶ New national survey for CMS(Centerfor Medicaid and Medicare Services)
- ▶ Developed using the same process as other CAHPS surveys–current use for Home Health Care
- ▶ Selected measures from the survey will be used as national quality measures.



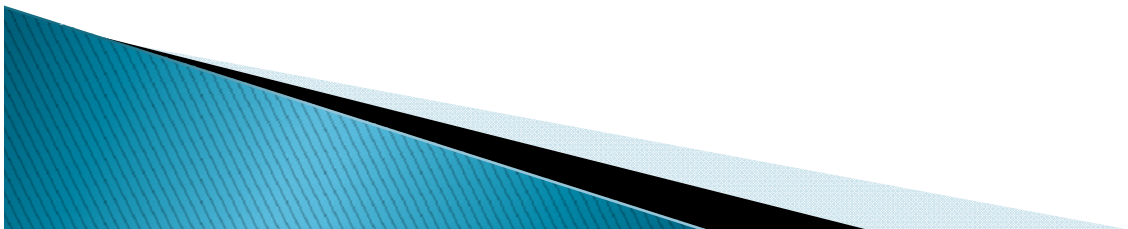
What is Hospice CAHPS?

- ▶ Standard survey administration protocols allows for fair comparison across hospices
- ▶ Anticipated public reporting in 2018
- ▶ Failure to participate results in 2% payment reduction to Hospice.



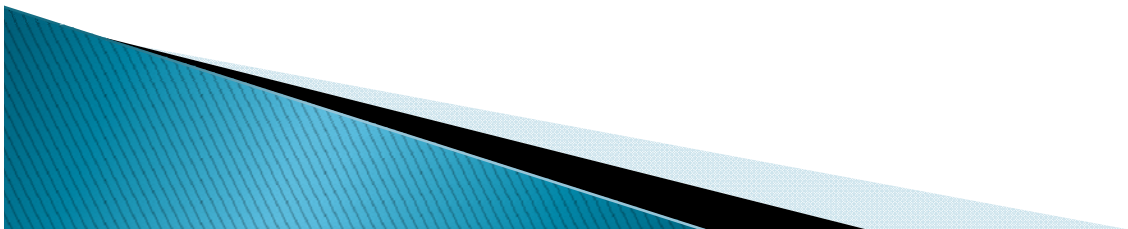
SURVEY DESIGN

- ▶ Includes 47 Core questions
- ▶ Focus on patient/caregiver *experience* of care rather than caregiver *satisfaction*.
- ▶ Covered topics include:
 - ▶ Hospice team communication
 - ▶ Getting timely care
 - ▶ Treating family member with respect
 - ▶ Providing emotional support



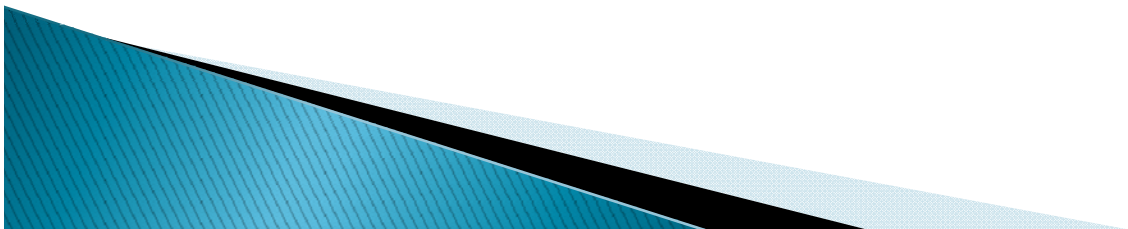
SURVEY DESIGN

- ▶ Support for Religious and Spiritual Beliefs
- ▶ Getting help for symptoms
- ▶ Information continuity
- ▶ Understanding the side effects of medication
- ▶ Getting Hospice care training
- ▶ *Focus is on experiences and behaviors*
- ▶ *More actionable, specific and objective than general ratings*



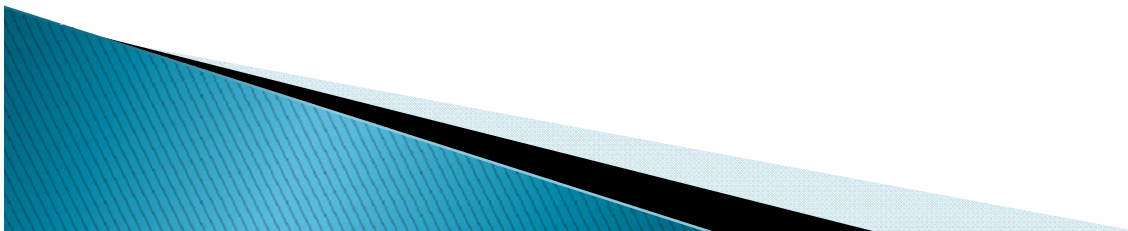
Who will complete the survey and when?

- ▶ Hospices are required to send surveys (through a designated vendor) beginning in January 2015. At least one survey will be sent in the first quarter of 2015.
- ▶ After the first quarter, surveys will be sent on a monthly basis.
- ▶ Post death survey is sent to the primary caregiver—treats the caregiver and patient as the unit of care.



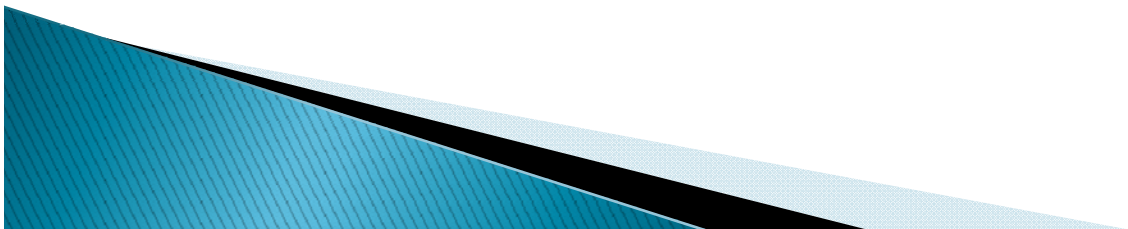
Who will complete the survey and when?

- ▶ To allow the caregiver some recovery time, the survey will be mailed two months after the month of death. Caregivers of January decedents will receive the survey in April.
- ▶ If the survey is not received in 21 days a second survey and reminder letter is mailed.



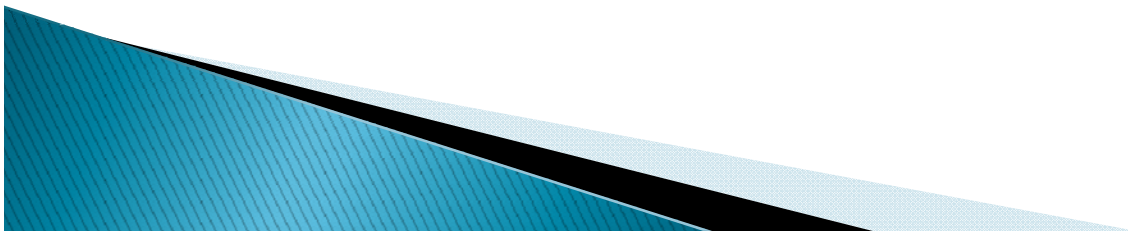
What does the CAHPS mean to me as a member of Hospice IDT?

- ▶ We become an active participant in evaluation of the care we provide,
- ▶ We learn in an objective and measurable way what is important to families and patients regarding Hospice care
- ▶ We can focus very clearly on needed improvements and successes!
- ▶ Survey focuses on the Hospice team not individual discipline



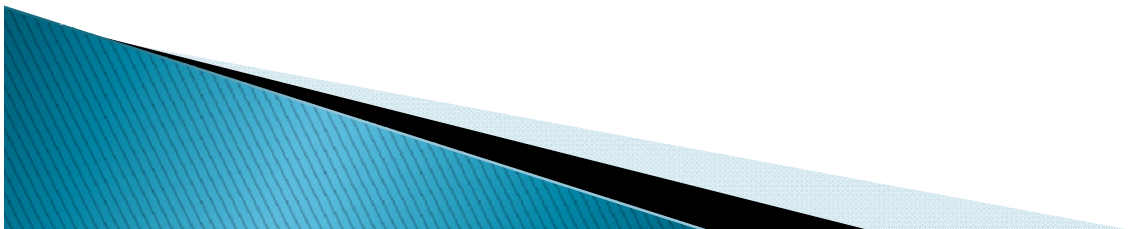
Hospice CAHPS Quality Measures

- ▶ Nine selected survey questions will be selected as a quality measure for public reporting.
- ▶ Some of the questions include:
- ▶ *Hospice team communication:*
- ▶ Q9 How often did the hospice team keep you informed about your family member's condition?



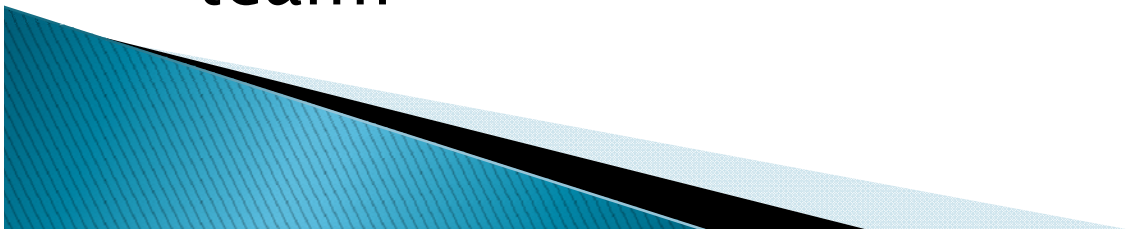
Hospice CAHPS Quality Measures

- ▶ *Getting timely care:*
- ▶ Q5 How often did you get the help you needed from the Hospice team during evenings, weekends or holidays?
- ▶ *Treating family member with respect.*
- ▶ How often did you feel that the hospice team really cared about your family member?



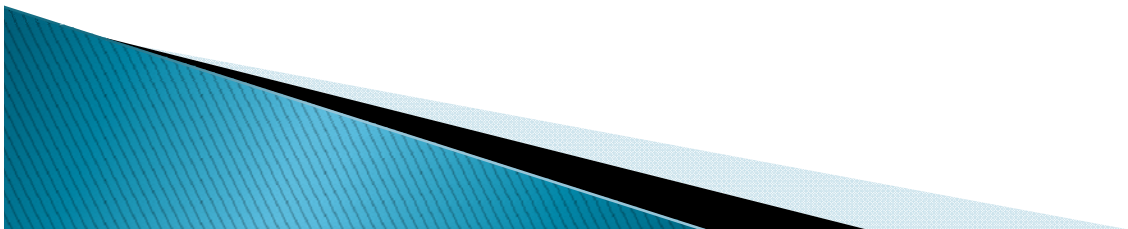
Hospice CAHPS Quality Measures

- ▶ *Providing emotional support:*
- ▶ Q37 How much emotional support did you get from the hospice team?
- ▶ *Getting help with symptoms:*
- ▶ Q16 Did you family member get as much help with pain as he or she needed?
- ▶ *Support for religious and spiritual beliefs:*
- ▶ Q36 How much support for your religious or spiritual beliefs did you get from the hospice team?



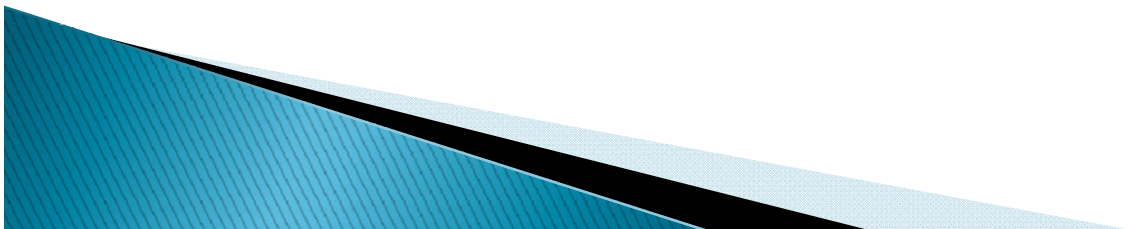
Hospice CAHPS Quality Measures

- ▶ *Information Continuity:*
- ▶ Q10 How often did anyone from the Hospice team give you confusing or contradictory information about your family member's care?
- ▶ *Understanding the side effects of pain medications*
- ▶ Q18 Did any member of the hospice team discuss side effects of pain medicine with you or your family member?



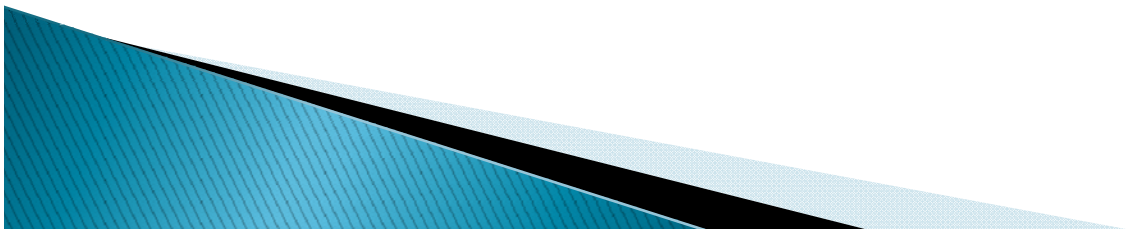
Hospice CAHPS Quality Measures

- ▶ *Getting Hospice Care Training*
- ▶ Q29 Did the hospice team give you the training you needed about what to do if your family member became restless or agitated?



Public Reporting of Survey Information

- ▶ Data will not be reported until at least 12 months of data are available
- ▶ Only Hospice CAHPs survey items will be reported.
- ▶ Possible public reporting of hospice data in 2018



What can I do? What can't I do?

- ▶ Become familiar with the survey questions
- ▶ “Test” the questions during the IDT meeting; consider how would the family answer a certain question at this point in time.
- ▶ *You cannot* give a copy of the survey to patients /families
- ▶ *You cannot* contact patients to ask them if they want to participate in the survey or advise them how to answer a question.

