

# Public Reporting *and* Availability of Hospice Data and Metrics

INFORMATION	RELATED FYI	SOURCE	PRIMARY AUDIENCE	WHERE IS IT ACCESSED?	PURPOSE	LINKS TO MORE INFO
<p><b>Quality Assessment Performance Improvement (QAPI):</b> The hospice's internal data gathering, analysis and quality improvement program</p>	<p>3.16 4.11 6.16</p>	<p>The hospice conducts monitors, assesses and reports these internally.</p>	<p>Hospice staff and leadership, surveyors.</p>	<p>Each hospice maintains records as part of their Quality Program</p>	<p>To improve care delivery and quality. Regulatory compliance</p>	<p><a href="https://www.cms.gov/medicare/quality-initiatives-patient-assessment-instruments/hospice-quality-reporting/downloads/userguidefordatacollection-.pdf">https://www.cms.gov/medicare/quality-initiatives-patient-assessment-instruments/hospice-quality-reporting/downloads/userguidefordatacollection-.pdf</a></p>
<p><b>PEPPER: Hospice Program for Evaluating Payment Patterns Electronic Report</b> Each hospice receives a report that compares their claims data with other hospices. Target areas focused on live discharges, location of care and length of stay.</p>	<p>4.12 5.5 7.7 7.8 16.9 18.3 15.7 15.8 17.6</p>	<p>Medicare UB-04 paid claims submitted by the hospice</p>	<p>CMS, Medicare Administrative Contractors (MACs), UPICs, SMRC and related program integrity agencies.</p>	<p>PEPPER transmittal to the administrator of each hospice</p>	<p>To identify outlier billing patterns that may indicate risk for improper payment by Medicare.</p>	<p><a href="https://pepper.cbrpep-per.org/Training-Resources/Hospices">https://pepper.cbrpep-per.org/Training-Resources/Hospices</a></p>
<p><b>CAHPS: The Hospice Consumer Assessment of Healthcare Providers and Systems:</b> A 47-question survey, completed by the caregivers of patients that died under hospice care.</p>	<p>6.25 6.24</p>	<p>Responses to survey completed by primary informal caregivers as identified by the hospice.</p>	<p><b>PUBLIC INFORMATION!</b> These results are aggregated into 8 categories and are available to anyone that views the Hospice Compare website</p>	<p><b>The Hospice Compare website:</b> <a href="https://www.medicare.gov/hospicecompare/">https://www.medicare.gov/hospicecompare/</a></p>	<p>To obtain information about the experience of hospice care</p>	<p><a href="https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/CAHPS%2%AE-Hospice-Survey.html">https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/CAHPS%2%AE-Hospice-Survey.html</a></p>
<p><b>HIS: The Hospice Item Set:</b> This is comprised of 7 National Quality Forum (NQF)-endorsed measures and one non-NQF-endorsed measure. These are process measures; they measure whether or not an assessment was done, not the clinical outcome. Responses to survey completed by primary informal caregivers as identified by the hospice.</p>	<p>5.20 6.2 16.1</p>	<p>The hospice gathers this information during the admission process and is required to report this information to CMS.</p>	<p><b>PUBLIC INFORMATION!</b> These results are available to anyone that views the Hospice Compare website</p>	<p><b>The Hospice Compare website:</b> <a href="https://www.medicare.gov/hospicecompare/">https://www.medicare.gov/hospicecompare/</a>  Compare results are used to give "Star Ratings" to other Medicare providers, including hospitals, skilled nursing facilities and home health agencies. Hospices do not yet receive Star Ratings.</p>	<p>To gather information on whether key clinical measures at admission are gathered by the hospice.</p>	<p><a href="https://www.cms.gov/medicare/quality-initiatives-patient-assessment-instruments/hospice-quality-reporting/hospice-item-set-his.html">https://www.cms.gov/medicare/quality-initiatives-patient-assessment-instruments/hospice-quality-reporting/hospice-item-set-his.html</a></p>

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<p><b>Hospice Compare:</b> The purpose of Hospice Compare is to help healthcare consumers make decisions that are right for them, by allowing for a comparison between hospice agencies across key metrics.</p>		<p>HIS and CAHPS results</p>	<p><b>PUBLIC INFORMATION!</b> These results are available to anyone that views the Hospice COMPARE website</p>	<p><b>The Hospice Compare website:</b> <a href="https://www.medicare.gov/hospice-compare/">https://www.medicare.gov/hospice-compare/</a></p>	<p>To compare hospices with one another across national quality metrics. This is of value to healthcare consumers, referral sources and competitors.</p>	<p><a href="https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Downloads/Hospice-Compare-Tips-for-Users-and-Providers_June-2018.pdf">https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Downloads/Hospice-Compare-Tips-for-Users-and-Providers_June-2018.pdf</a></p> <p><a href="file:///Z:/Hospice-Compare-Fact-Sheet-October-2017.pdf">file:///Z:/Hospice-Compare-Fact-Sheet-October-2017.pdf</a></p>
<p><b>HEART: Hospice Evaluation and Assessment Reporting Tool:</b> COMING SOON! This will be a mandatory comprehensive assessment instrument for hospice care, the way the OASIS is for Home Health. There will likely be a second pilot in 2020, after a year of information and feedback gathering in 2019.</p>	<p>19.3</p> <p>5.12</p> <p>5.15</p>	<p>Hospices will be required to report this information with CMS</p>	<p>CMS, Medicare Administrative Contractors (MACs), UPICs, SMRC</p>	<p>After implementation, the aggregation of data by CMS from all hospices will provide a vast amount of information on the quality of hospice care.</p>	<p>To help hospices understand the patient and family's care needs from admission through discharge, and inform care planning, The information will be used by CMS to identify quality metrics and also to make future payment refinements</p>	<p><a href="https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/HEART.html">https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/HEART.html</a></p>
<p><b>Program Metrics:</b> Average daily census, Number of admissions, Average length of stay, LOS, Location of Care, Level of Care, Visit Frequency and More!</p>		<p>The information is reported to CMS as part of the hospice billing requirements, and is aggregated and analyzed by Medicare</p>	<p>CMS, Medicare Administrative Contractors (MACs), UPICs, SMRC and competitors that purchase the information.</p>	<p>Your hospice's claims contain this information. CMS has this information from all Medicare hospices.</p> <p>PUF, MedPAC, OIG ereports</p>	<p>Some of this information is used in PEPPER reports. Your hospice may use it for strategic quality and growth planning, risk assessment. This information is also procured by vendors that sell it to competitors and other interested parties that want to know the volume and type of business hospices are doing; marketshare analysis.</p>	<p><i>Don't know if we want to include a link to Market Atlas—they are a vendor</i></p>