



## TOOL HIGHLIGHT: Public Reporting and Availability of Hospice Data and Metrics

### TOOL: Hospice Data & Metrics Guide

INFORMATION	RELATED FYI	SOURCE	PRIMARY AUDIENCE	WHERE IS IT ACCESSED?	PURPOSE	LINKS TO MORE INFO
Quality Assessment Performance Improvement (QAPI) The hospice's internal data gathering, analysis and quality improvement program.	3.16 4.11 6.14	The hospice conducts, monitors, assesses and reports these internally.	Hospice staff and leadership, surveyors.	Each hospice maintains records as part of the Quality Program.	To improve care delivery and quality.	<a href="https://www.cms.gov/medicare/quality/quality-assessment-instruments/quality-assessment-reporting">https://www.cms.gov/medicare/quality/quality-assessment-instruments/quality-assessment-reporting</a>
PEPPER: Hospice Program for Evaluating Payment Patterns Electronic Report 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.	4.12 6.1 7.7 7.8 9.9 10.1 11.7 15.8	Medicare UR-04 paid claims submitted by the hospice.	CMS, Medicare Administrative Contractors (MACs), UPIC, SMC, and related program integrity agencies.	PEPPER transmitted to the administrators of each hospice.	To identify outlier billing patterns that may indicate risk for improper payment by Medicare.	<a href="https://www.cms.gov/medicare/coverage/coverage-topics/pepper">https://www.cms.gov/medicare/coverage/coverage-topics/pepper</a>
CAHPS: The Hospice and Consumer Assessment of Healthcare Providers and Systems. A 47 question survey completed by the caregivers and patients that direct under hospice care.	6.25 6.24	Responses to survey completed by primary informal caregivers as identified by the hospice.	<b>RELEVANT AUDIENCE:</b> These results are aggregated into a comparison and are available to everyone that views the Hospice Compare website.	The Hospice Compare website: <a href="http://www.hospicecompare.com">http://www.hospicecompare.com</a>	To obtain information about the experience of hospice care.	<a href="https://www.cms.gov/medicare/quality/quality-topics/cahps">https://www.cms.gov/medicare/quality/quality-topics/cahps</a>
HS: The Hospice Item Set. This is comprised of 7 National Quality Forum (NQF) endorsed measures and one non-NQF endorsed measure. These are process measures. The measures are either scored as achieved or not achieved. Responses to survey completed by primary informal caregivers as identified by the hospice.	6.20 6.7 6.1	The hospice gathers the information during the admission process and is required to report this information to CMS.	<b>RELEVANT AUDIENCE:</b> These results are available to everyone that views the Hospice Compare website.	The Hospice Compare website: <a href="http://www.hospicecompare.com">http://www.hospicecompare.com</a>	To gather information on whether key clinical measures at admission are gathered by the hospice.	<a href="https://www.cms.gov/medicare/quality/quality-topics/hs">https://www.cms.gov/medicare/quality/quality-topics/hs</a>

### Notes

- These categories are applicable to patients receiving care under the hospice Medicare benefit.
- A hospice should also have a broad policy outlining the process for billing of physician services.
- Medicare allows for billing of medically necessary patient care visits rendered by a physician and in certain instances a nurse practitioner.

**WHAT:** A visual reference tool to assist with understanding the key categories of hospice information, and who can see it.

**WHY:** With the increased use of technology and the availability of data, hospices have seen an increase in the number of data collection and reporting initiatives. This information can be used to by a range of stakeholders, in a variety of ways.

**WHO MIGHT USE IT:**

- Center for Medicare and Medicaid Services (CMS)
- Competitors
- Healthcare Consumers
- Hospice leadership, staff, and governance
- Medicare Administrative Contractors (MACS)
- Program Integrity and Fraud Contractors
- Surveyors
- Referral sources