

# Hospice CAHPS Survey

April 2015

Home Health VNA  
Merrimack Valley Hospice  
HomeCare, Inc.



The Leaders in Home Health and Hospice Care

# Objectives

- ▶ The participant will be able to discuss Hospice CAHPS

# What is Hospice CAHPS?

- ▶ New national survey for CMS (Center for 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 members with respect
  - Providing emotional support

# Survey Design

- ▶ **Covered topics include:**
  - Support for Religious and Spiritual Beliefs
  - Getting help for symptoms
  - Information continuity
  - Understanding the side effects of medication
- ▶ **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 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 2015
- ▶ 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 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
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- The bottom of the slide features a decorative graphic consisting of several overlapping, wavy horizontal bands in various shades of blue and teal, creating a layered, water-like effect.

# 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

- ▶ **Some of the questions include:**
  - Providing emotional support
  - Q 37 – How much emotional support did you get from the Hospice team?
  - Getting help with symptoms
  - Q 16 – Did your family member get as much help with pain as he or she needed?
  - Support for religious and spiritual beliefs
  - Q36 – How much support for you religious or spiritual beliefs id you get from the Hospice team?

# Hospice CAHPS Quality Measures

► **Some of the questions include:**

- Information Continuity
- Q 10 – 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
- Q 18 – Did any member of the Hospice team discuss side effects of pain medicine with you or your family member?

# Hospice CAHPS Quality Measures

- ▶ **Some of the questions include:**
  - Getting Hospice Care Training
  - Q 29 – Did the Hospice team give you the training you needed about what to do if you 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 I do?

- ▶ Become familiar with the survey questions
- ▶ “Test” the questions during the IDT meeting and 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

# CAHPS Hospice Survey

- ▶ Review “CAHPS Hospice Survey” handout