



# NHPCO Performance Measure Overview

Data + Analysis = Progress  
National Hospice and Palliative Care Organization

## NHPCO Performance Measures

A system of performance measurement is essential to quality improvement and needs to be a component of every hospice organization's quality strategy. For optimal effectiveness, performance measurement results should include internal comparisons over time and as well as external comparisons with peers.

NHPCO offers multiple tested performance measures that yield useful, meaningful, and actionable data. NHPCO also provides comparative reporting of results for these performance measures as a member benefit. In addition, NHPCO is engaged in the development of new performance measures, plus ongoing refinement and enhancement of the current measures.

NHPCO provides online data submission and comparative reporting for the following tools that evaluate clinical care and services: the Family Evaluation of Hospice Care (FEHC), the Family Evaluation of Bereavement Services (FEBS), the Family Evaluation of Palliative Care (FEPC), and the End Result Outcome Measures (EROM). A patient evaluation of hospice and palliative care is currently under development.

NHPCO also offers agency and national level reporting for the Survey of Team Attitudes and Relationships (STAR), the only job satisfaction tool specific to the hospice field. Results for the National Data Set (NDS) are reported at the national and state level. Both STAR and the NDS are valuable organization and program evaluation tools.

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## NHPCO Performance Measure Reporting Summary

Tool	Population	Report Frequency	Agency Level Reports
<b>EVALUATION OF CARE TOOLS</b>			
End Result Outcome Measures	Hospice patients	Quarterly	
Family Evaluation of Bereavement Services	Family caregivers	Semi-annually	✓
Family Evaluation of Hospice Care	Family caregivers	Quarterly	✓
Family Evaluation of Palliative Care	Family caregivers	Quarterly	✓
<b>ORGANIZATION AND PROGRAM EVALUATION TOOLS</b>			
National Data Set	Hospice agencies	Annually	
Survey of Team Attitudes and Relationships	Hospice staff	Ongoing	✓

[See back for details on Performance Measures](#)



## The following performance measures are offered by NHPCO:

### Evaluation of Care Tools

- **End Result Outcome Measures (EROM)** – The EROM measures how well hospices achieve the goals of managing pain within 48 hours of admission, avoiding unwanted hospitalizations, and avoiding unwanted CPR. For more information on NHPCO's End Result Outcome Measures, please visit the EROM Web site, ([www.nhpc.org/outcomemeasures](http://www.nhpc.org/outcomemeasures)).
- **Family Evaluation of Bereavement Services (FEBS)** –The FEBS survey is designed to evaluate bereavement services from the perspective of the recipients of the services. The survey takes a comprehensive approach by including questions on a wide range of services, with instructions to respondents to skip those questions that do not pertain to their experience with bereavement services. For more information on NHPCO's Family Evaluation of Bereavement Services (FEBS) survey, please visit the FEBS Web site, ([www.nhpc.org/febs](http://www.nhpc.org/febs)).
- **Family Evaluation of Hospice Care (FEHC)** -- The Family Evaluation of Hospice Care (FEHC) is a post-death survey that asks questions about families' perception of the care provided to the patient, as well as their own hospice experience. The survey assesses multiple areas of delivery of quality care including: patient comfort and emotional support, coordination of care, shared decision making, provision of information, respect for the patient, and provision of emotional support to the family. For more information on NHPCO's Family Evaluation of Hospice Care (FEHC) survey, please visit the FEHC Web site, ([www.nhpc.org/fehcc](http://www.nhpc.org/fehcc)).
- **Family Evaluation of Palliative Care (FEPC)** – FEPC is a post-death survey that captures family members' perceptions about the quality of the palliative care their loved ones received — whether that care was provided by a hospital-based consult service or by a hospice program offering palliative care. The questions on the FEPC survey are based on those in the Family Evaluation of Hospice Care (FEHC) survey, with wording modifications appropriate to palliative care service delivery. For more information on NHPCO's Family Evaluation of Palliative Care (FEPC) survey, please visit the FEPC Web site, ([www.nhpc.org/fepec](http://www.nhpc.org/fepec)).

### Organization and Program Evaluation Tools

- **National Data Set (NDS)** – The National Data Set (NDS) is comprised of program level descriptive statistical information that provides a comprehensive picture of hospice operations and care delivery. NDS data are used to answer such key questions as who is providing hospice care, who are the patients receiving that care, and how much and what kind of services were provided. For more information on NHPCO's National Data Set (NDS), please visit the NDS Web site, ([www.nhpc.org/nds](http://www.nhpc.org/nds)).
- **Survey of Team Attitudes and Relationships (STAR)** – The Survey of Team Attitudes and Relationships (STAR) is the only job satisfaction tool designed specifically for the hospice field. In addition to providing agency level reports, NHPCO creates an annual national level report available through NHPCO Marketplace. For more information on the Survey of Team Attitudes and Relationships (STAR), please visit the STAR Web site, ([www.nhpc.org/star](http://www.nhpc.org/star)).

## Support

NHPCO offers support for implementation, data submission, and report interpretation for all of the performance measures. Each performance measure's Web page includes detailed information and guidelines for all aspects of the data collection and reporting process. In addition, NHPCO maintains a separate dedicated email address for each performance measure to any answer questions that hospices may have.

FOR MORE INFORMATION ON THE NHPCO PERFORMANCE MEASURES AND OTHER ACTIVITIES OF THE NHPCO RESEARCH DEPARTMENT, PLEASE VISIT OUR WEB SITE:

[WWW.NHPCO.ORG/RESEARCH](http://WWW.NHPCO.ORG/RESEARCH).