

# **STANDARDS OF PRACTICE FOR HOSPICE PROGRAMS**

PROFESSIONAL DEVELOPMENT AND RESOURCE SERIES

**12 / NHPCO Performance Measures**

# 12 / NHPCO Performance Measures

## Overview

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 performance measures that yield useful, meaningful, and actionable data. NHPCO provides on-demand provider level results for these performance measures and some comparative reporting of results 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, provider-level reporting, and comparative reporting for the following tools: Evaluation of Grief Support Services (EGSS) (formerly FEBS, the Family Evaluation of Bereavement Services), Survey of Team Attitudes and Relationships (STAR), and the National Data Set (NDS). STAR is the only job satisfaction tool specific to the hospice field. The NDS is an annual data collection effort. The National Summary of Hospice Care is a report of the results of the National Data Set (NDS). Both STAR and the NDS are valuable organization and program evaluation tools.

For the following tools, we provide data workbooks for automatic visual analysis and results a hospice's data: Family Evaluation of Hospice Care (FEHC), Family Evaluation of Palliative Care (FEPC), and the Comfortable Dying Measure.

Below are detailed descriptions of all our performance measures and tools:

- Patient Outcomes and Measures (POM) – The POM includes two measures, 1) Comfortable Dying Measure (how well hospices achieve the goal of managing pain within 48 hours of admission) and 2) the Self-Determined Life Closure Measure (SDLC) (avoiding unwanted hospitalizations and avoiding unwanted CPR). For more information on NHPCO's about POM, please visit [www.nhpc.org/pom](http://www.nhpc.org/pom).
- Evaluation of Grief Support Services (EGSS) – The EGSS 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, many of them optional so that hospices may tailor the EGSS survey to reflect the specific services they offer. For more information on EGSS, please visit [www.nhpc.org/egss](http://www.nhpc.org/egss).
- Family Evaluation of Hospice Care (FEHC) – FEHC is a post-death survey that asks questions about the family's perception of the care provided to the patient, as well as their own hospice experience. Hospices that utilize FEHC must be exempt from CMS-required CAHPS Hospice Survey. For more information on FEHC, please visit [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 FEPC, please visit [www.nhpco.org/fepc](http://www.nhpco.org/fepc).

#### Organization and Program Evaluation Tools

- National Data Set (NDS) – The 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 the National Data Set (NDS), please visit [www.nhpco.org/nds](http://www.nhpco.org/nds).
- Survey of Team Attitudes and Relationships (STAR) – 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 STAR, please visit [www.nhpco.org/star](http://www.nhpco.org/star).

## Support

NHPCO offers support for implementation, data collection and 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 answer any questions that hospices may have:

EGSS: [egss@nhpco.org](mailto:egss@nhpco.org)

FEHC: [fehc@nhpco.org](mailto:fehc@nhpco.org)

FEPC: [fepc@nhpco.org](mailto:fepc@nhpco.org)

NDS: [nds@nhpco.org](mailto:nds@nhpco.org)

POM: [pom@nhpco.org](mailto:pom@nhpco.org)

STAR: [star@nhpco.org](mailto:star@nhpco.org)

Research: [research@nhpco.org](mailto:research@nhpco.org) (for general research inquiries)