



## **NHPCO 2005 National Summary of Hospice Care:**

### **Statistics and Trends from the 2005 National Data Set and 2005 NHPCO Membership Survey**

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## Executive Summary

### BACKGROUND

NHPCO is proud to release its 2005 research findings. These findings shed light on important trends in the growth, delivery and quality of hospice and palliative care across the country — and help 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.

NHPCO releases its findings on an annual basis to the media and key governmental agencies as well as members. The primary source of these findings are the hospice and palliative care providers who participate in NHPCO's National Data Set (NDS), an annual online survey supported by many of our state organization partners. The 2005 NDS Data Collection form can be downloaded from the NHPCO Web site ([www.nhpco.org/nds](http://www.nhpco.org/nds)). Data from the NDS survey is supplemented by information NHPCO gathers from other sources. For these 2005 findings, this included information from hospice and palliative care programs that completed NHPCO's annual membership survey. Nearly 1,200 providers contributed data to the NDS and additional 1,500 completed the membership survey. This means our 2005 findings reflect a more comprehensive picture of the hospice and palliative care field than ever before.

This report contains comprehensive national estimates and statistical trends for the following areas of hospice care:

- Program Demographics;
- Patient Demographics;
- Processes of Care;
- Staffing Management and Delivery
- Payer Mix and Revenue; and
- Inpatient and Residential Facilities.

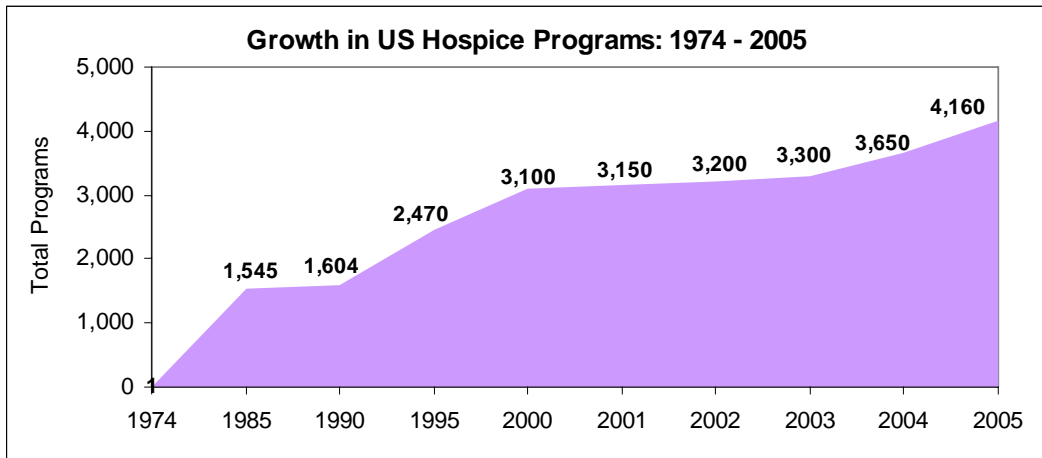
Detailed costs of hospice care were removed from the survey for 2005 as NHPCO is developing an independent analysis of CMS cost report data.

To show the range of hospice performance, the attached tables provide national statistics for both 2004 and 2005. Where appropriate, percent distributions, agency means, and population means are reported. Missing data were handled through the pairwise deletion technique. Percentile rankings, including the 25<sup>th</sup>, 50<sup>th</sup> (median) and 75<sup>th</sup> percentiles are included. Percentile rankings are used to measure central tendency and may be interpreted as x% of hospice programs reported a value above or below this value. The number of valid responses to each section is reported as the "N". Note that response rates can differ dramatically across and within sections, so results should be interpreted with caution.

### PROGRAM DEMOGRAPHICS

#### An Upward Trend in Program Growth

The number of hospice programs nationwide continues to increase — from the first program that opened in 1974 to more than 4,100 programs today (see Figure 1). Most of this growth is seen in small free-standing programs. 93.6% of agencies reported that they are certified by Medicare; nearly 3 of out 4 hospice programs are accredited by either, JCAHO, CHAP, ACHC, or another accrediting agency.



**Figure 1. Number of U.S. Hospice Programs: 1974 - 2005**

**Nonprofit Programs Continue to Dominate the Field**

67.6% of programs reported nonprofit status while 27.2% reported for-profit status. Government-run programs account for 5.2% of all programs. This trend held steady regardless of agency size.

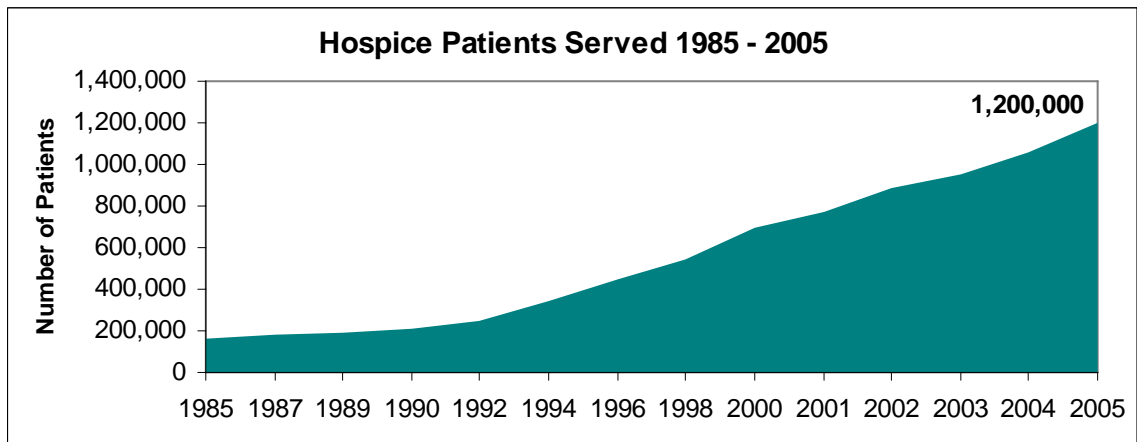
**20% of Hospice Programs Actively Provide or Are Developing Pediatric Palliative Care Programs.**

About 18% actively provide care while 2% plan to. 64.6% of hospice providers report provision of palliative care outside their hospice program.

**PATIENT DEMOGRAPHICS**

**Number of Patients Served by Hospice Keeps Rising**

In 2005, approximately one-third of all deaths in the United States were under the care of a hospice program. Over 1.2 million patients received services from hospice in 2005, an increase of more than 150,000 people since last year (see Figure 2). The 1.2 million hospice patients served includes about 800,000 who died, 200,000 who were admitted in 2005 but carried over to 2006, and 200,000 who were discharged alive.



**Figure 2. Number of Patients Served by Hospice 1985 - 2005**



### **Length of Service Continues to Rebound**

In 2005, the average length of service (ALOS) increased to 59 days. The median length of service (MLOS) — a more accurate gauge in understanding the experience of the typical patient — also increased to 26 days. This increase in the length of service can be attributed to two factors: (1) a decline in the percentage of hospice patients who receive care for seven days or less, and (2) an increase in the percentage of patients receiving care for six months or more.

**More hospice patients are dying in the place they call “home” than in the general population.** 75.9% of hospice patients died in a private residence, nursing home, or other residential facility. In the general population about 50% die in acute hospitals.<sup>1</sup>

### **More Non-Cancer Admissions in 2005**

Cancer diagnoses continue to account for less than half of all hospice admissions (46.4%). The top non-cancer diagnoses included heart disease (12% of admissions), dementia (9.8%), debility (9.2%), and lung disease (7.5%). Growth was seen in the percentage of patient admissions with dementia, debility, stroke or coma, and lung diseases.

### **Increased racial diversity in the patient population**

Overall, the percentage of minority patients continues to grow (nearly 18% minority in 2005 vs. 16.5% minority in 2004), particularly in patients who identify themselves as multiracial or of other race.

**Four out of five hospice patients are 65 years of age or older** — while one-third of all hospice patients are 85 years of age or older. Pediatric patients account for less than 1% of patients.

## **PROCESSES OF CARE**

### **Volunteer Commitment**

In 2005, volunteers represented 7% of all clinical staff hours. The number of direct patient care volunteers per patient increased slightly (from 0.08 in 2004 to 0.19 in 2005). Most volunteers are assisting with direct patient care (58.4%), but an increase in general support volunteers (e.g., fundraising activities; board of directors) was also seen. The typical hospice volunteer devoted 40.1 hours during 2005 and made 17.3 visits.

### **Bereavement Support**

There is continued commitment to bereavement services for both family members of hospice patients and for the community at large. On average, about two family members per hospice death receive bereavement support from their hospice. On average, they will receive 2 to 3 phone calls and seven mailings throughout the post-death year. Most agencies (94.6%) also offer community-wide bereavement programs. Community members account for nearly one-quarter of those served by hospice bereavement programs.

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<sup>1</sup> Teno, JM. 2004. *The Brown Atlas of Dying*. Brown University Center for Gerontology and Health Care Research. [Online]. Available: <http://www.chcr.brown.edu/dying> [accessed November 7, 2006].



## **STAFFING MANAGEMENT AND SERVICE DELIVERY**

### **Staff Productivity Remains Strong**

Staff productivity continues to center on direct patient care. 77.7% of home hospice full-time equivalent employees (FTEs) and 73% of total FTEs are designated for direct patient care or bereavement support. Nursing staff continue to comprise the largest percent of full-time equivalent staff discipline; paid physicians are the smallest.

A decline was seen in the percentage of programs utilizing dedicated admission nurses for the majority of initial admission visits (42.4% in 2005 vs. 52.4% in 2004). Overall visit productivity improved from 2004 (3.1 visits per 8 hour day from 2.4).

Patient caseloads held steady in 2005. On average, nurse case managers were responsible for 10.2 patients, social service workers were responsible for 22.7 patients, and home health aides were responsible for 9 patients.

## **PAYER MIX AND REVENUE**

The percentage of patients covered by the Medicare Hospice Benefit (versus other payment sources) appears to have increased in 2005. This increase is likely due to having more complete payer mix data from many participants. Medicare patients accounted for 82.4% of all patients served in 2005; a decline was seen in the percentage of patients covered by Medicaid, self-payment, and charity care.

2005 also provided a more accurate picture of the hospice revenue stream. In 2005, the typical hospice program earned \$166 per day and \$10,101 per admission. This decline (from 2004) is likely due to the combination of increased NDS participation and the entry of smaller-based programs. For not-for-profit entities, hospice service accounts for 85.4% of revenue, whereas fundraising, contributions, and other revenue make up 14.6% of total revenue.

## **INPATIENT AND RESIDENTIAL FACILITIES**

### **Nearly 1 in 5 Agencies Run an Inpatient Facility or Residence**

In 2005, 18.4% of hospices reported they operate an inpatient facility (vs. 17.5% in 2004). These are typically larger agencies with an average daily census of more than 200. Most of these facilities (86.7%) are either freestanding or located within a hospital and provide a mix of acute and residential care.



## Agency Demographics

	2005		2004		Change '04 to '05
	% of Agencies	N	% of Agencies	N	
<b>AGENCY TYPE*<sup>1</sup></b>					
Freestanding	52.0%	1,974	50.7%	1,854	1.3%
Hospital based	28.0%	1,974	28.3%	1,854	-0.3%
Home Health based	19.4%	1,974	20.3%	1,854	-1.0%
Nursing Home based	0.7%	1,974	0.7%	1,854	0.0%
<b>PROFIT STATUS*</b>					
Not for Profit (501c3 status)	67.6%	2,050	63.2%	1,871	4.4%
For Profit	27.2%	2,050	31.3%	1,871	-4.1%
Government	5.2%	2,050	5.6%	1,871	-0.4%
<b>GEOGRAPHIC LOCATION SERVED</b>					
Urban	29.1%	685	32.0%	737	-3.0%
Rural	27.9%	685	31.1%	737	-3.2%
Mixed Urban/Rural	43.1%	685	36.8%	737	6.3%
<b>INPATIENT FACILITIES*</b>					
% Operating Inpatient Facility or Residence	18.4%	2,115	17.5%	1,702	0.9%
<b>AVERAGE DAILY CENSUS<sup>2</sup></b>					
< 25	35.0%	905	36.8%	916	-1.8%
25 - 74	33.0%	905	32.9%	916	0.1%
75 - 124	14.5%	905	13.2%	916	1.3%
125 - 400	15.0%	905	14.4%	916	0.6%
> 400	2.4%	905	2.7%	916	-0.3%
<b>TOTAL PATIENT ADMISSIONS*</b>					
< 50	16.1%	1,962	16.4%	1,899	-0.3%
50 - 150	27.4%	1,962	27.6%	1,899	-0.2%
151 - 500	34.6%	1,962	36.0%	1,899	-1.4%
501 - 1,500	16.7%	1,962	15.5%	1,899	1.2%
> 1,500	5.3%	1,962	4.4%	1,899	0.9%
<b>CERTIFICATION &amp; ACCREDITATION*</b>					
Medicare-certified Hospice	93.6%	2,042	94.4%	2,299	-0.8%
1 or more Accreditations <sup>3</sup>	75.2%	1,346	49.3%	2,109	25.9%
JCAHO Accreditation	60.3%	1,239	34.8%	2,109	25.5%
CHAP Accreditation	13.9%	1,192	9.3%	2,109	4.6%
ACHC Accreditation	3.3%	1,183			3.3%
Other Accreditation	8.4%	1,093	7.0%	2,109	1.4%
<b>MEMBERSHIPS*</b>					
1 or more State Hospice Association	89.0%	1,883	88.1%	2,299	0.9%

<sup>1</sup> Based on Medicare filing status.<sup>2</sup> Total patient days divided by 365.<sup>3</sup> 2004 estimates excluded sites with multiple accreditations.

N = Number of Agencies reporting data.

\*NDS data supplemented with NHPCO membership survey data.

## Patient Volume

	2005					2004		Change '04 to '05
	Agency Mean	25th%	Median	75th%	N	Agency Mean	N	
<b>PATIENT VOLUME</b>								
Total Patient Days	26,212	6,580	16,800	36,700	790	24,299	870	7.9%
Total Unique Patients Served	442.1	111.0	277.0	607.0	879	469	816	-5.7%
Total Admissions	401.5	110.0	250.0	540.0	872	372	806	7.9%
Total Deaths	320.1	74.0	198.0	432.0	898	327	867	-2.1%
Daily Census	67.2	16.9	42.7	94.2	904	65	870	3.3%
% of Referrals Converted to Admissions (Conversion Rate)	78.1%	71.7%	79.9%	86.5%	433	79.8%	469	-1.7%
Re-admissions as % of Total Admissions	3.9%	0.7%	2.4%	4.7%	509	4.9%	378	-1.0%
Live Discharges as % of Total Discharges	14.8%	8.9%	12.7%	17.1%	799	13.3%	857	1.5%

N = Number of Agencies reporting data.

25th% = 25th percentile (25% of agencies reported a number lower than this value).

Median = 50th percentile (half of agencies reported a number lower or higher than this value).

75th% = 75th percentile (75% of agencies reported a number lower than this value).





## Patient Demographics

	2005		2004		Change '04 to '05
	% of Patients	N	% of Patients	N	
<b>GENDER</b>					
Female	56.2%	1,020	56.7%	810	-0.5%
Male	43.8%	1,020	43.3%	810	0.5%
<b>AGE</b>					
<b>&lt;65 / 65 +</b>					
< 65 y	18.9%	837	17.7%	580	1.2%
65+ y	81.1%	837	82.3%	580	-1.2%
<b>Detailed Age Distribution</b>					
0 - 24y	0.7%	564	n/a		
<1y (% of 0-24)	17.4%	564			
1 - 4y (% of 0-24)	15.1%	564			
5 - 14y (% of 0-24)	21.4%	564			
15 - 24y (% of 0-24)	46.1%	564			
25 - 34 y	0.4%	564			
35 - 64y	17.8%	564	16.8%	580	1.0%
65 - 74y	18.1%	564	17.6%	580	0.5%
75 - 84y	30.8%	564	31.4%	580	-0.6%
85+ years	32.2%	564	33.3%	580	-1.1%
<b>ETHNICITY<sup>1</sup></b>					
Hispanic / Latino origin	4.8%	805	6.3%	605	-1.5%
<b>RACE<sup>1</sup></b>					
American Indian or Alaskan Native	0.3%	916	0.3%	721	0.0%
Asian, Hawaiian, Other Pacific Islander	1.7%	949	1.7%	721	0.0%
Black / African American	7.5%	979	8.2%	721	-0.7%
Other Race or Multiracial	8.3%	980	6.4%	721	1.9%
White / Caucasian	82.2%	1,015	83.5%	721	-1.3%

<sup>1</sup> Following U.S. census guidelines, ethnicity and race are captured separately in the National Data Set.

Ethnicity categorizes patients as Hispanic or non-Hispanic.

Patients of Hispanic heritage may be of any race.

N = Number of Agencies reporting data.



## Patient Demographics - Primary Diagnosis

	2005		2004		Change '04 to '05
	% of Patients	N	% of Patients	N	
<b>Total Admissions by Diagnosis</b>					
Cancer	46.4%	788	45.9%	627	0.5%
Non-Cancerous Diseases	53.6%	788	54.1%	627	-0.5%
Heart Disease	12.0%	783	12.2%	627	-0.2%
Dementia	9.8%	775	8.9%	627	0.9%
Debility Unspecified	9.2%	627	8.3%	627	0.9%
Lung Disease	7.5%	779	7.1%	627	0.4%
Stroke or Coma	3.3%	692	2.7%	627	0.6%
Kidney	2.9%	763	3.1%	627	-0.2%
Liver	1.7%	698	1.7%	627	0.0%
Other Motor Neuron	1.6%	661	1.9%	627	-0.3%
Amyotrophic Lateral Sclerosis	0.5%	729	0.3%	627	0.2%
HIV / AIDS	0.5%	476	0.7%	627	-0.2%
Other	4.7%	734	7.2%	627	-2.5%
<b>Total Deaths by Diagnosis</b>					
Cancer	47.1%	431	43.6%	307	3.5%
Non-Cancerous Diseases	52.9%	431	56.4%	307	-3.5%
Heart Disease	11.2%	428	12.0%	307	-0.8%
Dementia	9.5%	423	7.3%	307	2.2%
Debility Unspecified	8.7%	367	7.8%	307	0.9%
Lung	7.2%	426	7.1%	307	0.1%
Stroke or Coma	3.8%	408	2.8%	307	1.0%
Kidney	3.0%	419	3.5%	307	-0.5%
Liver	1.7%	414	1.9%	307	-0.2%
Other Motor Neuron	1.7%	401	2.1%	307	-0.4%
HIV / AIDS	0.4%	396	0.7%	307	-0.3%
Amyotrophic Lateral Sclerosis	0.4%	399	0.3%	307	0.1%
Other	5.3%	393	10.8%	307	-5.5%
<b>Live Discharge Rate Per Diagnosis<sup>1</sup></b>					
Cancer	11.4%	380	8.4%	267	3.0%
Non-Cancerous Diseases	15.5%	386	n/a		
Heart Disease	17.1%	374	12.0%	298	5.1%
Debility Unspecified	18.8%	326	19.3%	237	-0.5%
Dementia	14.3%	354	7.6%	269	6.7%
Lung	14.2%	362	11.5%	294	2.7%
Stroke or Coma	13.6%	293	6.1%	225	7.5%
Other Motor Neuron	17.3%	288	15.3%	245	2.0%
Liver	15.8%	313	11.8%	270	4.0%
Kidney	7.5%	348	6.0%	285	1.5%
HIV / AIDS	23.9%	161	16.7%	150	7.2%
Amyotrophic Lateral Sclerosis	18.7%	215	11.5%	183	7.2%
Other	13.8%	286	7.5%	256	6.3%

<sup>1</sup> Total live discharges divided by Total discharges (deaths + live discharges).

Note: Small cell counts; results should be interpreted with caution.

## Length of Service

	2005					2004		Change '04 to '05
	Mean	25th%	Median	75th%	N	Mean	N	
<b>LENGTH OF SERVICE (LOS)<sup>1</sup></b>	<u>Days</u>					<u>Days</u>		
Average LOS (days)	59.4	40.0	52.2	70.0	1,799	56.8	953	2.6
Median LOS (days)	26.0	15.0	20.0	29.0	1,358	21.7	665	4.3
% Died or Discharged ≤ 7 Days	31.7%	24.0%	29.0%	35.0%	569	35.1%	649	-3.4%
% Died or Discharged 180+ Days	10.3%	4.0%	6.0%	10.0%	714	9.2%	780	1.1%
<b>LOS BY AGENCY TYPE</b>								
<b>Average LOS</b>								
Freestanding	67.4	44.0	58.0	81.0	739	66.2	396	1.2
Hospital based	48.2	37.0	46.0	57.0	425	48.0	225	0.2
Home Health based	53.7	38.0	50.6	65.0	267	55.7	139	-2.0
<b>Median LOS</b>								
Freestanding	27.9	16.0	21.0	30.0	561	24.0	286	3.9
Hospital based	21.8	13.5	18.0	25.0	314	20.4	162	1.4
Home Health based	23.4	15.0	19.0	25.0	202	22.9	95	0.5
<b>LOS BY PROFIT STATUS</b>								
<b>Average LOS</b>								
Not for Profit (501c3 status)	55.8	39.9	50.0	64.5	1,051	54.4	513	1.4
For Profit	73.2	45.0	65.0	93.0	328	73.9	158	-0.7
Government	50.0	37.7	47.4	61.0	83	51.1	51	-1.1
<b>Median LOS</b>								
Not for Profit (501c3 status)	22.9	14.0	19.0	25.0	859	20.9	393	2.0
For Profit	36.2	19.8	28.3	44.8	216	28.5	129	7.7
Government	23.6	14.0	20.0	27.0	59	21.8	40	1.8
<b>LOS BY AGENCY SIZE</b>								
<b>Average LOS</b>								
ADC < 25	50.4	35.1	46.0	60.4	300	48.8	411	1.6
ADC 25 - 74	58.4	42.1	53.0	69.3	288	53.8	177	4.6
ADC 75 - 124	73.2	50.0	60.0	85.9	126	64.1	173	9.1
ADC 125 - 400	68.7	46.9	59.6	80.3	130	71.4	168	-2.7
ADC > 400	65.1	55.8	61.0	75.6	21	67.0	22	-1.9
<b>Median LOS</b>								
ADC < 25	23.2	14.0	20.0	27.0	235	21.3	282	1.9
ADC 25 - 74	26.1	16.0	20.0	28.3	228	21.6	103	4.5
ADC 75 - 124	30.2	16.0	21.0	36.0	107	22.6	124	7.6
ADC 125 - 400	20.6	14.0	18.0	24.0	115	22.4	133	-1.8
ADC > 400	18.2	14.0	17.0	19.0	21	16.0	21	2.2

<sup>1</sup> Total days of care for patients discharged divided by Total number of patients discharged.  
NDS data supplemented with NHPCO membership survey data.



## Length of Service by Primary Diagnosis

	2005					2004		Change '04 to '05
	Mean	25th %	Median	75th%	N	Mean	N	
Cancer	46.5	34.4	43.1	55.4	341	42.9	420	3.6
Non-Cancerous Diseases	63.6	39.1	56.3	77.6	344	n/a		
Other Motor Neuron	90.5	35.1	73.0	133.0	263	88.2	198	2.3
Amyotrophic Lateral Sclerosis	90.0	34.3	74.0	130.0	191	84.4	231	5.6
Dementia	72.4	39.5	61.0	97.5	320	78.1	378	-5.7
Lung	68.7	38.1	55.3	86.3	328	60.8	397	7.9
Debility Unspecified	66.1	34.4	34.4	88.6	294	68.1	218	-2.0
Heart Disease	65.5	39.2	58.3	84.7	335	58.6	409	6.9
Other Diagnoses	47.7	17.3	33.8	65.9	257	57.0	360	-9.3
HIV / AIDS	44.3	18.3	34.5	62.0	147	39.0	211	5.3
Stroke or Coma	36.5	9.3	24.8	53.4	263	32.2	310	4.3
Liver	36.9	14.8	30.5	48.7	283	36.0	360	0.9
Kidney	24.5	9.5	19.1	32.6	310	24.1	378	0.4

N = Number of Agencies reporting data.

25th% = 25th percentile (25% of agencies reported a number lower than this value).

Median = 50th percentile (half of agencies reported a number lower or higher than this value).

75th% = 75th percentile (75% of agencies reported a number lower than this value).



## Location and Level of Care

	2005		2004		Change '04 to '05
	% of Patients	N	% of Patients	N	
<b>LOCATION ON ADMISSION</b>					
Home--Private Residence	55.1%	633	53.4%	462	1.7%
Nursing Home	22.2%	618	22.8%	462	-0.6%
Inpatient Hospice Unit in Other's Facility	3.3%	483	5.3%	462	-2.0%
Acute Care Hospital (not operated by the hospice)	9.6%	557	10.5%	462	-0.9%
Free-Standing Hospice Inpt Facility or Residence	5.8%	450	4.0%	462	1.8%
Assisted Living or Other Residential Facility	4.1%	556	4.0%	462	0.1%
<b>LOCATION OF DEATH</b>					
Home--Private Residence	48.3%	713	47.4%	463	0.9%
Nursing Home	23.2%	695	23.8%	463	-0.6%
Inpatient Hospice Unit in Other's Facility	4.7%	524	7.5%	463	-2.8%
Acute Care Hospital (not operated by the hospice)	9.5%	648	10.1%	463	-0.6%
Free-Standing Hospice Inpt Facility or Residence	9.9%	478	7.5%	463	2.4%
Assisted Living or Other Residential Facility	4.4%	620	3.7%	463	0.7%
<b>LEVEL OF CARE<sup>1</sup></b>					
Routine Home Care	96.4%	977	95.8%	750	0.6%
General Inpatient Care	2.9%	977	3.0%	750	-0.1%
Respite Care	0.2%	977	0.2%	750	0.0%
Continuous Care	0.5%	977	1.0%	750	-0.5%

<sup>1</sup> Percent of total patient care days.

N = Number of Agencies reporting data.



## Processes of Care - Volunteers

	2005					2004		Change '04 to '05
	Agency Mean	25th %	Median	75th %	N	Agency Mean	N	
<b>Number of Volunteers per Patient<sup>1</sup></b>								
All Volunteer Types	0.36	0.12	0.24	0.49	470	0.34	493	0.02
Direct Patient Care	0.19	0.08	0.13	0.25	465	0.08	492	0.11
Patient Care Support (clerical)	0.07	0.02	0.04	0.10	427	0.16	516	-0.09
General Support (fundraising/board)	0.17	0.03	0.08	0.23	273	0.18	308	-0.01
<b>Percent of Total Volunteers</b>								
Direct Patient Care	58.4%				618	56.0%	506	2.4%
Patient Care Support (clerical)	24.4%				618	24.3%	506	0.1%
General Support (fundraising/board)	18.5%				618	17.5%	506	1.0%
<b>Percent of Total Volunteer Hours</b>								
Direct Patient Care	51.8%				591	50.8%	512	1.0%
Direct Service	35.5%				591	32.5%	512	3.0%
General Support (fundraising/board)	17.3%				591	14.4%	512	2.9%
<b>Volunteer Hours per Volunteer<sup>2</sup></b>								
Hours per Volunteer	40.1	20.8	35.9	53.6	337	47.5	501	-7.4
Visits per Direct Patient Care Volunteer	17.3				377	15.9	323	1.3
Volunteer % of Total Staff Hours	5.6%				394	7.8%	263	-2.2%
Volunteer % of Clinical Staff Hours	7.0%				464	5.1%	258	1.9%
Volunteer % of Total Visits	8.3%				348	5.3%	294	3.0%

<sup>1</sup> Number of volunteers divided by Total patient admissions.

<sup>2</sup> Volunteer hours divided by Number of volunteers.

N = Number of Agencies reporting data.

25th% = 25th percentile (25% of agencies reported a number lower than this value).

Median = 50th percentile (half of agencies reported a number lower or higher than this value).

75th% = 75th percentile (75% of agencies reported a number lower than this value).

## Processes of Care - Bereavement Services

	2005					2004		Change '04 to '05
	Mean	25th %	Median	75th %	N	Mean	N	
<b>Hospice Family Members Served per Death<sup>1</sup></b>	1.9	1.0	1.4	2.3	533	1.8	510	0.1
<b>Agencies with a Community-wide Bereavement Program<sup>2</sup></b>	94.6%				1065	n/a		
<b>Contacts per Family Member</b>								
Phone calls/Visits	2.7	1.0	2.0	3.5	536	2.5	313	0.2
Mailings	6.9	2.7	5.9	10.0	341	n/a		
Total Contacts (phone calls/visits/mailings)	9.1	4.2	8.3	12.8	325			
<b>Contacts per Community Member</b>								
Phone calls/Visits	2.2	0.5	1.1	2.8	338	1.6	231	0.6
Mailings	2.9	0.4	1.2	3.2	196	n/a		
Total Contacts (phone calls/visits/mailings)	4.4	1.2	2.9	6.3	174			
<b>Percent Served by Affiliation w/ Hospice</b>								
Hospice Family Members	76.5%				489	83.8%	472	-7.3%
Community Members	23.5%				489	16.2%	472	7.3%
<b>Percent of Visits/Calls by Member Type</b>								
% Visits/Calls to Hospice Family Members	80.1%				478	n/a		
% Visits/Calls to Community Members	19.9%				478			
<b>Percent of Mailings by Member Type</b>								
% Mailings to Hospice Family Members	85.8%				275	90.5%	162	-4.7%
% Mailings to Community Members	14.2%				275	9.5%	162	4.7%
<b>Percent of Total Contacts by Member Type</b>								
% Contacts = Hospice Family Members	83.3%				262	87.0%	294	-3.7%
% Contacts = Community Members	16.7%				262	13.0%	294	3.7%

<sup>1</sup> Total number of hospice family members who received bereavement services divided by Total agency deaths.

<sup>2</sup> NHPCO 2005 membership survey data.

N = Number of Agencies reporting data.

25th% = 25th percentile (25% of agencies reported a number lower than this value).

Median = 50th percentile (half of agencies reported a number lower or higher than this value).

75th% = 75th percentile (75% of agencies reported a number lower than this value).



## Staff Distribution and Turnover

	2005		2004		Change '04 to '05
	Agency mean	N	Agency mean	N	
<b>Distribution of Home Hospice FTEs<sup>1</sup></b>					
Clinical (direct patient care)	71.6%	235	68.5%	296	3.1%
Nursing	31.8%	235	33.5%	296	-1.7%
Social Services	9.9%	232	9.5%	296	0.4%
Home Health Aides	24.3%	229	18.1%	296	6.2%
Physicians (excludes volunteers)	1.8%	83	1.1%	160	0.7%
Other Clinical	6.1%	220	5.5%	296	0.7%
Non-clinical (administrative/general)	22.3%	235	26.8%	296	-4.5%
Bereavement	6.1%	235	4.0%	296	2.1%
<b>Distribution of Total FTEs (including inpatient)<sup>1</sup></b>					
Clinical (direct patient care)	65.1%	549	69.7%	297	-4.6%
Nursing	27.5%	549	33.9%	297	-6.3%
Social Services	8.1%	548	9.3%	297	-1.1%
Home Health Aides	21.8%	515	19.1%	297	2.7%
Physicians (excludes volunteers)	2.6%	301	1.1%	162	1.5%
Other Clinical	8.5%	493	5.5%	297	3.0%
Non-clinical (administrative/general)	27.0%	549	25.8%	297	1.2%
Bereavement	7.9%	549	3.9%	297	4.0%
<b>Turnover rate within each Discipline<sup>2</sup></b>					
Clinical (direct patient care)	24.1%	287	20.1%	205	4.0%
Nursing	26.8%	274	25.2%	179	1.6%
Social Services	14.8%	250	16.6%	183	-1.8%
Home Health Aides	23.4%	256	20.5%	172	2.9%
Physicians (excludes volunteers)	5.3%	180	6.6%	90	-1.2%
Other Clinical	11.5%	131	12.7%	143	-1.2%
Non-clinical (administrative/general)	19.2%	214	17.4%	159	1.7%
Bereavement	7.5%	176	11.5%	150	-3.9%
All Staff	25.3%	249	18.4%	203	6.9%
<b>Admission Model</b>					
% with Admission Specialist <sup>3</sup>	42.4%	665	52.4%	402	-9.9%

<sup>1</sup> FTE = full-time employee (1 FTE is equivalent to 2,080 hours per year or 40 hours per week).

Totals may not equal sum of components due to independent rounding.

<sup>2</sup> Total Discipline Separations divided by Total Discipline Non-PRN Employees.

<sup>3</sup> Percent of agencies that utilize dedicated admission nurses for the majority of initial admission visits.

N = Number of Agencies reporting data.





## Service Delivery - Home Hospice Visits

	2005					2004		Change '04 to '05
	Mean	25th %	Median	75th %	N	Mean	N	
<b>VISITS PER PATIENT</b>								
<b>Visits per Home Care Admission, by Discipline<sup>1</sup></b>								
Clinical (direct patient care)	61.1	34.1	50.9	78.0	395	37.3	480	23.9
Nursing	21.4	14.6	18.5	26.5	388	18.0	266	3.4
Social Services	5.6	3.1	4.8	7.3	385	4.3	266	1.3
Home Health Aides	21.8	9.8	16.4	28.1	378	15.9	266	5.9
Physicians (excludes volunteers)	0.6	0.1	0.3	0.9	93	0.1	266	0.5
Other Clinical	3.3	1.3	2.6	4.7	235	2.1	266	1.1
Bereavement	1.7	0.4	1.1	2.5	223	1.1	266	0.6
All Staff	64.7	36.2	54.3	84.1	346	43.3	266	21.5
<b>Days Between Visits, by Discipline<sup>2</sup></b>								
Clinical (direct patient care)	1.5	1.0	1.5	1.9	693	1.8	459	-0.3
Nursing	3.6	2.8	3.4	4.1	687	3.5	442	0.1
Social	18.0	10.8	15.0	20.7	685	17.8	455	0.2
Home Health Aides	4.8	2.7	4.1	6.3	631	5.1	413	-0.3
Physicians	44.9	1.4	15.2	64.4	212	n/a		
Paid	163.1	42.0	77.2	250.2	160	490.6	120	-445.7
Volunteer	9.4	1.1	1.5	1.8	113	n/a		
Other Clinical	46.7	15.2	25.8	45.9	501	49.7	398	-3.0
<b>VISITS PER STAFF MEMBER</b>								
<b>Visits per Week, by Discipline<sup>3</sup></b>								
Clinical (direct patient care)	15.6	10.4	13.8	19.3	470	n/a		
Nursing	12.2	9.0	11.8	15.1	459			
Social Services	10.7	6.8	10.0	13.6	458			
Home Health Aides	18.0	12.7	18.0	22.7	448			
Physicians (excludes volunteers)	8.1	0.7	3.2	11.5	91			
Other Clinical	10.1	3.8	8.3	14.3	272			
Bereavement	6.4	1.3	3.6	10.0	258			
All Staff	10.6	6.9	9.8	13.4	471			
<b>Visits per 8-hour Day, by Discipline<sup>4</sup></b>								
Clinical (direct patient care)	3.1	2.1	2.8	3.9	470	2.4	317	0.7
Nursing	2.4	1.8	2.4	3.0	459	2.4	296	0.07
Social Services	2.1	1.4	2.0	2.7	458	2.0	311	0.13
Home Health Aides	3.6	2.5	3.6	4.5	448	3.6	303	-0.02
Physicians (excludes volunteers)	1.6	0.1	0.6	2.3	91	0.7	86	0.9
Other Clinical	2.0	0.8	1.7	2.9	272	2.0	264	0.04
Bereavement	1.3	0.3	0.7	2.0	258	1.1	253	0.19
All Staff	2.1	1.4	2.0	2.7	471	1.8	318	0.4

<sup>1</sup> Total discipline home hospice visits divided by home, nursing facility, and residential admissions.

<sup>2</sup> (Total days of routine care + continuous care) divided by Total discipline visits.

<sup>3</sup> (Total discipline home hospice visits / Total discipline home hospice FTEs) divided by 52.

<sup>4</sup> (Total discipline home hospice visits / Total discipline home hospice FTEs) divided by 260.

N = Number of Agencies reporting data.

25th% = 25th percentile (25% of agencies reported a number lower than this value).

Median = 50th percentile (half of agencies reported a number lower or higher than this value).

75th% = 75th percentile (75% of agencies reported a number lower than this value).



## Staff Management

	2005					2004		Change '04 to '05
	Agency Mean	25th %	Median	75th %	N	Agency Mean	N	
<b>Patient Caseload<sup>1</sup></b>								
Nurse Case Managers	10.2	8.0	10.0	12.0	578	10.7	366	-0.5
Social Services	22.7	17.9	24.0	29.0	569	22.5	329	0.1
Home Health Aides	9.0	5.0	9.0	12.0	530	10.1	325	-1.1
Chaplains	35.8	20.0	36.0	50.0	508	35.5	302	0.3
<b>Paid Home Hospice Hours per Patient Day<sup>2</sup></b>								
Clinical	2.1	1.5	1.9	2.6	543	1.9	315	0.2
Nursing	1.1	0.7	1.0	1.3	554	1.0	290	0.1
Social Services	0.4	0.2	0.3	0.4	542	0.4	118	-0.01
Home Health Aides	0.8	0.4	0.6	0.9	515	0.6	342	0.2
Physicians	0.06	0.02	0.03	0.08	234	0.03	174	0.03
Other Clinical	0.3	0.1	0.2	0.4	389	0.3	177	0.0
Non-clinical	1.2	0.5	0.9	1.9	534	0.9	280	0.3
All Staff (Clinical and Non-Clinical)	3.1	2.2	3.0	4.1	512	3.0	348	0.2
<b>Average Daily Census per FTE<sup>3</sup></b>								
Clinical	3.3	1.9	3.1	4.4	597	3.2	382	0.1
Nursing	5.7	3.1	4.9	7.3	566	6.4	362	-0.7
Social Services	19.5	10.8	17.6	25.4	552	22.0	345	-2.5
Home Health Aide	8.4	3.7	7.6	11.9	520	12.2	365	-3.8
Physicians (excludes volunteers)	78.0	25.2	50.7	96.3	233	275.2	124	-197.2
Other Clinical	25.9	6.0	19.4	40.8	396	59.0	293	-33.1
Non-clinical	6.8	2.5	4.8	9.0	541	8.2	302	-1.4
All Staff (Clinical and Non-Clinical)	2.1	1.1	1.8	2.8	569	2.4	382	-0.3

<sup>1</sup> Typical number of patients that staff member is responsible for at a time.

<sup>2</sup> [(Number of FTEs multiplied by 2080 hours) divided by Total Patient Days].

<sup>3</sup> Average Daily Census divided by Total Employees [Non-PRN]

N = Number of Agencies reporting data.

25th% = 25th percentile (25% of agencies reported a number lower than this value).

Median = 50th percentile (half of agencies reported a number lower or higher than this value).

75th% = 75th percentile (75% of agencies reported a number lower than this value).



## Payer Mix

	2005		2004		Change '04 to '05
	Percent	N	Percent	N	
<b>Percent of Patients Served by Payer<sup>1</sup></b>					
Hospice Medicare	82.4%	960	72.5%	388	9.9%
Hospice Medicaid	5.5%	948	11.8%	388	-6.3%
Managed Care or Private Insurance	8.9%	930	8.0%	388	0.9%
Self Pay	1.0%	864	5.3%	388	-4.3%
Uncompensated or Charity Care	1.2%	527	1.5%	388	-0.3%
Other Payer	1.0%	514	0.9%	388	0.1%
<b>Percent of Patient Days by Payer<sup>2</sup></b>					
Hospice Medicare	87.2%	856	85.9%	387	1.3%
Hospice Medicaid	5.1%	843	5.4%	387	-0.3%
Managed Care or Private Insurance	5.4%	806	6.3%	387	-0.9%
Self Pay	0.6%	757	0.4%	387	0.2%
Uncompensated or Charity Care	0.9%	518	1.1%	387	-0.2%
Other Payer	0.8%	493	0.8%	387	0.0%

<sup>1</sup> Percent of patients served by payment source divided by Total patients served.

<sup>2</sup> Percent of total patient care days divided by Total patient care days.

N = Number of Agencies reporting data.



## Revenue

	2005					2004		Change '04 to '05
	Agency Mean	25th %	Median	75th %	N	Agency Mean	N	
<b>REVENUE PER DAY<sup>1</sup></b>								
Total Hospice Revenue	\$ 166	\$ 127	\$ 154	\$ 188	555	\$ 254	184	\$ (66)
Hospice Service	\$ 144	\$ 121	\$ 140	\$ 164	546	n/a		
Fundraising	\$ 16	\$ 4	\$ 9	\$ 21	344			
Other Revenue	\$ 18	\$ 1	\$ 3	\$ 14	261			
<b>REVENUE PER ADMISSION<sup>2</sup></b>								
Total Hospice Revenue	\$ 10,101	\$ 6,844	\$ 9,245	\$ 12,487	522	\$ 10,072	177	\$ 29
Hospice Service	\$ 8,797	\$ 6,021	\$ 8,239	\$ 11,006	512	n/a		
Fundraising	\$ 855	\$ 229	\$ 506	\$ 1,111	344			
Other Revenue	\$ 1,102	\$ 39	\$ 169	\$ 675	260			
<b>% of Total Revenue (Non-profits only)</b>								
Hospice Service	85.0%	81.0%	92.0%	97.0%	347	n/a		
Fundraising & Contributions	9.0%	1.0%	5.0%	12.0%	347	7.4%	240	4.6%
Other Revenue	6.0%	0.0%	1.0%	3.0%	347	n/a		
<b>Receivables Management</b>								
Average Days Revenue Outstanding	54.4	38.0	48.3	62.4	321	53.0	235	1.4

<sup>1</sup> Revenue divided by Total patient care days. Figures have been rounded to the nearest dollar.

<sup>2</sup> Revenue divided by Total agency admissions. Figures have been rounded to the nearest dollar.

N = Number of Agencies reporting data.

25th% = 25th percentile (25% of agencies reported a number lower than this value).

Median = 50th percentile (half of agencies reported a number lower or higher than this value).

75th% = 75th percentile (75% of agencies reported a number lower than this value).



## Inpatient Facilities or Residential Units

	2005		2004		Change 04 to '05
	% of Agencies	N	% of Agencies	N	
<b>Percent of Hospices with Facilities*</b>					
% with any Inpatient Facility or Unit	18.4%	2,115	17.5%	1,702	1.0%
<b>Location*</b>					
Freestanding	63.5%	367	66.4%	220	-2.9%
In Hospital	23.2%	367	20.9%	220	2.3%
In Nursing Home	3.5%	367	5.5%	220	-1.9%
Other	9.8%	367	10.5%	220	-0.6%
<b>Level of Care Provided*</b>					
Acute or General Inpatient	39.3%	201	42.9%	231	-3.6%
Residential	21.9%	201	22.5%	231	-0.6%
Mixed (acute/general and residential)	38.8%	201	39.4%	231	-0.6%
	% of Patients	N	% of Patients	N	
<b>LEVEL OF CARE MIX</b>					
<b>Percent of Total Admissions</b>					
General Inpatient	85.7%	106	68.0%	37	17.7%
Inpatient Respite	8.5%	88	9.9%	37	-1.4%
Residential or Routine	5.8%	102	22.1%	37	-16.3%
<b>Percent of Total Deaths</b>					
General Inpatient	92.2%	107	75.0%	38	17.2%
Inpatient Respite	4.8%	83	4.7%	38	0.2%
Residential or Routine	2.9%	95	20.3%	38	-17.4%
<b>Percent of Live Discharges</b>					
General Inpatient	75.3%	82	52.8%	35	22.5%
Inpatient Respite	15.3%	82	23.0%	35	-7.7%
Residential or Routine	9.4%	74	24.2%	35	-14.7%
<b>Percent of Patients Served</b>					
General Inpatient	85.0%	84	73.1%	36	11.8%
Inpatient Respite	10.2%	86	7.9%	36	2.3%
Residential or Routine	4.8%	79	19.0%	36	-14.2%
<b>Percent of Total Days</b>					
General Inpatient	61.2%	121	62.6%	44	-1.4%
Inpatient Respite	21.3%	84	12.9%	44	8.4%
Residential or Routine	17.5%	118	24.5%	44	-7.0%
<b>LENGTH OF SERVICE</b>					
General Inpatient	11.2	72	11.6	62	-0.4
Inpatient Respite	36.6	65	39.1	40	-2.4
Residential or Routine	21.6	42	71.3	23	-49.7
<b>STAFFING</b>					
<b>Percent of Total Inpatient FTEs</b>					
Clinical	71.3%	103	88.4%	57	-17.1%
Nursing	37.2%	102	42.7%	57	-5.5%
Social Services	5.0%	99	4.1%	57	0.9%
Home Health Aide	27.1%	102	34.3%	57	-7.2%
Physicians	1.6%	57	2.0%	36	-0.4%
Other Clinical	8.0%	34	6.0%	57	1.9%
Non-clinical	24.6%	103	10.6%	57	14.0%
Bereavement	4.0%	103	1.0%	57	3.1%

N = Number of Agencies reporting data. Note: Small cell counts; results should be interpreted with caution.

\*NDS data supplemented with NHPCO membership survey data.