



NHPCO FY2009 National Summary of Hospice Care

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Background

About this Report

The National Hospice and Palliative Care Organization's *National Summary of Hospice Care* contains comprehensive national estimates and statistical trends for the following areas of hospice care:

- Agency demographics;
- Patient demographics;
- Staffing management and delivery; and
- Payer mix, revenue and expenses.

Data Source

The primary source of these findings are data provided by members who participate in NHPCO's *National Data Set* (n=991), a comprehensive annual survey supported by many of our state organization partners. National Data Set data are supplemented by NHPCO's membership database (n=7,448), state-mandated surveys (n=552), and Medicare certification data from the CMS Provider of Services file (n=3,352).

The results of an ongoing, independent analysis of Medicare hospice cost reports are incorporated. These data are presented as cost per patient day and are limited to Medicare-certified hospice providers that filed a FY2006, 2007, and 2008 (n=3,318). Hospice cost report data for FY 2009 were not available at time of analysis.

Data Interpretation

To show the continuum of hospice performance, the attached tables provide national statistics for both FY2008 and FY2009. Where appropriate, percent distributions, agency means, and population means are reported. Percentile rankings, including the 25th, 50th (median) and 75th percentiles are included. Percentile rankings are used as a measure of central tendency and may be interpreted as X percent of hospice programs reported a value above or below this value. The number of valid responses to each section is reported as the "N". Because multiple data sources were utilized and sometimes combined in calculating the statistics presented, response rates can differ considerably across and within sections. Consequently, results with smaller N's may not be as representative.



Summary Tables

Table 1. Hospice Agency Demographics

	2009		2008		Percent Change '08 to '09
	Percent of Agencies	N	Percent of Agencies	N	
TOTAL HOSPICE PROVIDERS					
Total Agencies		3,600		3,600	0.0%
Total Sites, including Satellite Offices		5,000		4,850	3.1%
					Difference '08 to '09
AGENCY OWNERSHIP					
Free Standing / Independent Hospice	57.6%	3,242	57.5%	3,110	0.2%
Part of a Hospital System	21.5%	3,242	21.8%	3,110	-0.3%
Part of a Home Health Agency	19.5%	3,242	19.4%	3,110	0.1%
Part of a Nursing Home	1.4%	3,242	1.4%	3,110	0.0%
					0.0%
INPATIENT SERVICES					
% Operating Inpatient Facility or Residence	21.7%	2,044	21.0%	2,469	0.7%
TAX STATUS					
Voluntary / Not for Profit	49.0%	3,352	49.4%	3,258	-0.4%
Proprietary / For Profit	47.0%	3,352	46.4%	3,306	0.6%
Government	4.0%	3,352	4.2%	3,306	-0.2%
GEOGRAPHIC LOCATION SERVED					
Mixed Urban and Rural	43.8%	1,798	42.7%	1,717	1.1%
Primarily Rural	32.9%	1,798	36.1%	1,717	-3.2%
Primarily Urban	23.2%	1,798	21.2%	1,717	2.0%
AVERAGE DAILY CENSUS*					
1 to 9 patients	14.6%	1,237	18.0%	1,977	-3.4%
10 to 25 patients	21.3%	1,237	21.9%	1,977	-0.6%
26 to 50 patients	21.9%	1,237	21.7%	1,977	0.2%
51 to 100 patients	18.3%	1,237	18.9%	1,977	-0.6%
101 to 200 patients	12.9%	1,237	11.3%	1,977	1.6%
> 200 patients	11.1%	1,237	8.2%	1,977	2.9%
TOTAL PATIENT ADMISSIONS					
1 to 49	17.2%	2,630	18.1%	2,283	-0.9%
50 to 150	29.4%	2,630	29.5%	2,283	-0.1%
151 to 500	32.9%	2,630	32.1%	2,283	0.8%
501 to 1,500	16.1%	2,630	16.1%	2,283	0.0%
> 1,500	4.4%	2,630	4.2%	2,283	0.2%

* Total patient care days divided by 365.

NOTE: There were 366 days in 2008 because of the leap-year.

N = Number of hospice agencies with available data.



Table 1. Hospice Agency Demographics (continued)

	2009		2008		Difference '08 to '09
	Percent of Agencies	N	Percent of Agencies	N	
CERTIFICATION & ACCREDITATION					
Medicare-certified Hospice Provider	93.0%	3,410	93.5%	3,290	-0.5%
Independently Accredited	69.5%	1,935	71.3%	1,757	-1.9%
Joint Commission (formerly JCAHO)	45.9%	1,935	48.6%	1,757	-2.6%
Community Health Accreditation Program	16.9%	1,935	16.9%	1,757	0.0%
Accreditation Commission for Health Care	2.9%	1,935	2.2%	1,757	0.7%
Other Accreditation(s)	4.9%	1,935	4.2%	1,757	0.7%
STATE MEMBERSHIPS					
Member of a State Hospice Association	83.6%	2,681	84.6%	2,656	-1.0%
Member of a State Home Health Association	43.7%	1,614	43.5%	1,468	0.3%
ADDITIONAL SERVICES*					
Formal Pediatric Palliative Care Programs with Specialized Staff					
% in operation	14.0%	2,420	13.8%	2,378	0.2%
% in the planning phase	0.7%	2,420	0.6%	2,378	0.1%
Service Delivery Programs Outside of Medicare Hospice Benefit Model					
% in operation	62.2%	2,386	62.1%	2,361	0.1%
% in the planning phase	4.2%	2,386	4.3%	2,361	-0.1%
Palliative Consult Services (in any setting)					
% in operation	58.8%	1,099	59.3%	1,098	-0.5%
% in the planning phase	22.0%	1,099	20.9%	1,098	1.2%
Palliative Care Services at Home / Inpatient Facility					
% in operation	64.9%	952	64.9%	958	0.0%
% in the planning phase	13.8%	952	12.5%	958	1.2%
Post-Hospice Support Program for Patients Discharged Alive					
% in operation	56.3%	807	56.7%	810	-0.4%
% in the planning phase	11.5%	807	10.9%	810	0.7%
Complementary Therapies (music therapy, art therapy, massage therapy, etc.)					
% in operation	84.5%	560	85.6%	508	-1.2%
% in the planning phase	13.6%	560	12.8%	508	0.8%
Day Care Services for Hospice Patients					
% in operation	20.7%	92	23.3%	73	-2.6%
% in the planning phase	33.7%	92	41.1%	73	-7.4%

* NHPCO membership survey data.

N = Number of hospice agencies with available data.



Table 2. Patient Volume

	2009					2008			Percent Change '08 to '09
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
PATIENT VOLUME									
Total Patient Days	40,753	9,148	22,290	60,230	541	38,775	22,063	513	5.1%
Daily Census	112.0	25.5	61.9	166.0	538	106.2	60.4	513	5.4%
Unique Patients Served	530.3	120.5	302.0	706.5	765	557.0	305.0	578	-4.8%
Total Admissions	487.8	115.0	283.0	674.5	765	452.3	261.0	811	7.9%
% Re-admissions	5.0%	2.0%	4.0%	7.0%	378	3.0%	2.1%	546	68.4%
Total Deaths	400.5	83.0	227.0	537.0	756	356.4	204.5	882	12.4%

Table 3. Referrals

	2009					2008			Difference '08 to '09
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
REFERRALS									
Percentage of Referrals Converted to Admissions	75.1%	69.3%	76.5%	83.3%	564	78.1%	77.9%	503	-3.0%
Referral Source	Percent of Total				N	Percent of Total		N	
Physician	22.2%				644	21.9%		494	0.3%
Hospital	38.9%				644	35.7%		494	3.2%
Nursing Facility	20.6%				644	24.8%		494	-4.2%
Self, Family, or Friend	8.4%				644	10.4%		494	-2.0%
Other	7.9%				644	6.0%		494	1.9%
Home Health Agency	1.9%				644	1.2%		494	0.7%

Table 4. Non-Death Discharges

	2009					2008			Difference '08 to '09
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
NON-DEATH (LIVE) DISCHARGE									
Non-death Discharges As a Percentage of Total Discharges	19.2%	11.6%	16.1%	22.6%	897	18.1%	14.8%	873	1.1%
Reason for Non-death Discharge	Percent of Total					Percent of Total			
A. Hospice-initiated Discharge	52.9%				658	52.8%		536	0.1%
B. Patient-initiated Discharge	47.1%				658	47.2%		558	-0.1%

N = Number of hospice agencies with available data.

25th% = 25th percentile; Median = 50th percentile; 75% = 75th percentile.



Table 5. Patient Demographics

	2009		2008		Difference '08 to '09
	Percent of Patients	N	Percent of Patients	N	
PATIENT GENDER					
Female	53.8%	860	56.6%	867	-2.8%
Male	46.2%	860	43.4%	867	2.8%
PATIENT AGE ON ADMISSION					
< 65 / 65 + years					
Less than 65 years	16.9%	591	16.5%	612	0.4%
65+ years	83.1%	591	83.5%	612	-0.4%
Detailed Age Distribution					
0 - 24 years	0.4%	540	0.4%	531	0.0%
< 1y (<i>% of 0-24 y</i>)	21.9%	519	21.1%	515	0.8%
1 - 4y (<i>% of 0-24 y</i>)	19.8%	520	17.6%	515	2.2%
5 - 14y (<i>% of 0-24 y</i>)	22.9%	522	23.1%	520	-0.2%
15 - 24y (<i>% of 0-24 y</i>)	35.4%	540	38.2%	531	-2.8%
25 - 34 years	0.4%	540	0.5%	531	-0.1%
35 - 64 years	16.3%	540	15.9%	531	0.3%
65 - 74 years	16.3%	540	16.2%	531	0.1%
75 - 84 years	28.7%	540	29.2%	531	-0.5%
85+ years	38.0%	540	37.8%	531	0.2%
PATIENT ETHNICITY*					
Non-Hispanic or Latino origin	94.7%	834	94.4%	813	0.3%
Hispanic or Latino origin	5.3%	834	5.6%	813	-0.3%
PATIENT RACE*					
Asian, Hawaiian, Other Pacific Islander	1.9%	821	1.1%	724	0.8%
American Indian or Alaskan Native	0.2%	819	0.3%	776	0.0%
Black / African American	8.7%	832	7.2%	828	1.5%
Multiracial or Other Race	8.7%	826	9.5%	774	-0.8%
White / Caucasian	80.5%	855	81.9%	851	-1.4%
SPECIAL POPULATIONS					
Veterans	6.1%	344	4.8%	287	1.3%

* 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 hospice agencies with available data.



Table 6. Patient Demographics - Primary Diagnosis

	2009		2008		Difference '08 to '09
	Percent of Patients	N	Percent of Patients	N	
Total Admissions by Primary Diagnosis					
Cancer	40.1%	577	38.3%	557	1.8%
Non-Cancer Diagnoses	59.9%	577	61.7%	557	-1.8%
Heart Disease	11.5%	572	11.7%	555	-0.2%
Debility Unspecified	13.1%	558	15.3%	542	-2.2%
Dementia	11.2%	572	11.1%	552	0.1%
Lung Disease	8.2%	570	7.9%	549	0.3%
Stroke or Coma	3.8%	548	4.0%	514	-0.3%
Kidney Disease (ESRD)	3.0%	563	2.8%	536	0.2%
Liver Disease	1.9%	557	1.5%	525	0.4%
Non-ALS Motor Neuron	1.8%	552	2.1%	505	-0.3%
HIV / AIDS	0.4%	541	0.5%	491	-0.1%
Amyotrophic Lateral Sclerosis (ALS)	0.4%	538	0.4%	488	0.0%
Other	4.5%	545	4.4%	511	0.1%
Total Deaths by Primary Diagnosis					
Cancer	42.2%	799	41.4%	812	0.8%
Non-Cancer Diagnoses	57.8%	799	58.6%	812	-0.8%
Heart Disease	11.1%	783	11.7%	793	-0.6%
Debility Unspecified	11.4%	707	9.0%	516	2.4%
Dementia	11.1%	786	11.3%	801	-0.3%
Lung	7.8%	772	7.7%	783	0.1%
Stroke or Coma	4.0%	777	4.0%	773	0.0%
Kidney Disease	3.0%	753	3.0%	760	0.0%
Liver Disease	2.0%	747	1.9%	748	0.1%
Non-ALS Motor Neuron	1.3%	644	1.5%	520	-0.2%
HIV / AIDS	0.4%	665	0.4%	657	0.0%
ALS	0.4%	678	0.4%	659	0.0%
Other	5.4%	775	7.8%	759	-2.4%
Live Discharge Rate Per Diagnosis*					
Cancer	12.8%	534	12.2%	521	0.6%
Non-Cancer Diagnoses	16.3%	391	18.7%	521	-2.4%
Heart Disease	19.7%	529	19.0%	515	0.7%
Debility Unspecified	24.0%	524	22.6%	498	1.4%
Dementia	19.6%	532	19.3%	514	0.3%
Lung Disease	17.6%	525	17.3%	511	0.3%
Stroke or Coma	11.6%	512	12.4%	467	-0.8%
Kidney Disease	9.5%	518	8.8%	477	0.7%
Liver Disease	17.8%	520	18.1%	472	-0.3%
Non-ALS Motor Neuron	22.7%	511	22.2%	457	0.5%
HIV / AIDS	21.8%	503	24.4%	444	-2.6%
ALS	19.9%	502	20.0%	437	-0.1%
Other	19.1%	511	17.0%	468	2.1%

* Total live discharges for Disease XYZ divided by Total discharges (deaths + live discharges) for Disease XYZ.

N = Number of hospice agencies with available data.



Table 7. Length of Service[‡]

	2009					2008			Difference '08 to '09
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
LENGTH OF SERVICE (LOS)[*]	<u>Days</u>					<u>Days</u>			
Average LOS (days)	69.0	50.5	63.8	81.1	1,360	69.5	63.0	1601	-0.5
Median LOS (days)	21.1	12.0	17.0	23.0	1,257	21.3	17.0	1426	-0.2
PERCENT OF DISCHARGES BY LOS	<u>% of Discharges</u>					<u>% of Discharges</u>			
1 to 7 Days	34.4%				376	35.4%		315	-1.0%
8 to 14 Days	14.2%				376	13.0%		315	1.2%
15 to 29 Days	13.3%				376	13.8%		315	-0.5%
30 to 59 Days	11.3%				376	11.0%		315	0.3%
60 to 89 Days	6.3%				376	6.0%		315	0.3%
90 to 179 Days	8.7%				376	8.7%		315	0.0%
180+ Days	11.8%				376	12.1%		315	-0.3%
LOS BY TAX STATUS									
Average LOS	<u>Days</u>					<u>Days</u>			
Not for Profit	64.1	50.0	60.0	75.7	912	63.9	60.8	1029	0.2
For Profit	85.8	62.5	82.0	96.0	386	87.3	80.0	467	-1.5
Government	56.6	46.9	59.2	61.0	62	59.9	53.7	74	-3.3
Median LOS									
Not for Profit	18.3	12.0	16.0	22.0	853	18.7	16.0	932	-0.4
For Profit	30.8	13.0	20.0	37.0	344	29.6	20.0	395	1.2
Government	19.1	13.0	15.0	21.0	60	19.9	14.0	69	-0.8
LOS BY CERTIFICATION STATUS									
Average LOS									
Medicare-certified Provider	69.0	50.5	63.8	81.1	1,321	69.6	36.0	1526	-0.6
Non-certified Provider	67.4	17.7	60.0	101.0	37	56.4	40.0	46	11.0
Median LOS									
Medicare-certified Provider	21.1	12.0	17.0	23.0	1,228	21.3	17.0	1370	-0.2
Non-certified Provider	39.7	15.0	38.0	52.0	27	37.9	24.0	28	1.8
LOS BY TOTAL ADMISSIONS									
Average LOS									
1 to 49 Admissions	71.5	41.6	56.0	86.0	170	68.1	56.0	243	3.4
50 - 150 Admissions	67.7	43.0	57.0	79.0	377	66.3	56.8	441	1.4
151 - 500 Admissions	68.1	46.9	61.0	80.0	462	68.7	62.0	523	-0.7
501 - 1,500 Admissions	66.4	49.6	61.0	77.0	268	66.8	60.0	279	-0.4
> 1,500 Admissions	72.4	56.5	69.0	82.5	83	73.3	70.4	86	-0.9
Median LOS									
1 to 49 Admissions	37.2	14.0	24.0	40.0	153	34.0	25.0	203	3.2
50 - 150 Admissions	28.4	16.0	22.0	34.0	340	29.7	23.0	370	-1.4
151 - 500 Admissions	24.9	15.0	21.0	27.5	427	25.2	20.0	474	-0.3
501 - 1,500 Admissions	20.6	12.0	17.0	23.0	256	21.0	17.0	267	-0.4
> 1,500 Admissions	18.2	11.0	15.0	19.0	81	17.6	15.0	86	0.6
LOS BY PRIMARY DIAGNOSIS									
Cancer	45.7	34.3	43.8	56.0	720	45.6	43.3	737	0.1
Non-Cancer Diagnoses	81.8	50.5	70.5	101.2	737	73.6	69.8	417	8.2
Heart Disease	70.8	41.5	64.2	92.2	710	70.0	64.5	714	0.8
Debility Unspecified	76.1	45.0	70.1	100.6	601	76.1	71.3	462	0.0
Dementia	93.6	53.0	83.7	127.6	710	85.9	79.0	714	7.7
Lung Disease	70.6	40.2	64.4	95.2	695	70.1	61.6	697	0.5
Stroke or Coma	47.1	14.2	33.5	66.7	601	46.2	33.1	596	0.9
Kidney Disease	28.6	10.4	20.1	38.3	640	27.8	21.3	642	0.8
Liver Disease	38.3	16.4	31.3	52.6	598	41.0	31.8	592	-2.7
Non-ALS Motor Neuron	98.1	37.5	83.0	147.0	418	101.7	88.9	363	-3.6
HIV / AIDS	40.7	9.2	24.0	60.0	270	43.8	25.6	274	-3.1
ALS	89.1	25.4	66.5	132.3	350	79.6	61.3	349	9.5
Other Diagnoses	58.8	23.0	48.4	80.2	567	59.3	48.4	579	-0.5

[‡] Length of service values were weighted by the agency's total admissions.
^{*} Total days of care for patients discharged divided by total number of patients discharged.

N = Number of hospice agencies with available data.
 25th% = 25th percentile; Median = 50th percentile; 75th% = 75th percentile.



Table 8. Location of Care

	2009		2008		Difference '08 to '09
	Percent of Patients	N	Percent of Patients	N	
PATIENT LOCATION ON ADMISSION					
Private Residence	49.2%	576	47.1%	552	2.1%
Nursing Home	18.1%	569	20.6%	542	-2.5%
Acute Care Hospital (not operated by the hospice)	10.6%	540	10.1%	491	0.5%
Free-Standing Hospice Inpatient Facility or Residence	9.1%	397	10.7%	447	-1.6%
Hospice-Run Inpatient Facility in Other's Facility	5.9%	509	5.5%	379	0.4%
Assisted Living or Other Residential Facility	7.1%	551	6.1%	508	1.0%
LOCATION OF DEATH					
Private Residence	40.1%	641	40.7%	600	-0.6%
Nursing Home	18.9%	634	22.0%	589	-3.1%
Free-Standing Hospice Inpatient Facility or Residence	14.4%	460	15.1%	496	-0.7%
Acute Care Hospital (not operated by the hospice)	10.1%	610	10.1%	548	0.0%
Hospice-Run Inpatient Facility in Other's Facility	6.9%	573	5.9%	422	1.0%
Assisted Living or Other Residential Facility	9.6%	612	6.1%	542	3.5%

Table 9. Level of Care

	2009		2008		Difference '08 to '09
	Percent of Patient Days	N	Percent of Patient Days	N	
LEVEL OF CARE					
Routine Home Care	95.9%	753	95.9%	743	0.0%
General Inpatient Care	2.9%	747	2.9%	743	0.0%
Continuous Care	1.0%	723	1.0%	744	0.0%
Respite Care	0.2%	741	0.2%	744	0.0%

N = Number of hospice agencies with available data.



Table 10. Payer Mix

	2009		2008		Difference '08 to '09
	Percent	N	Percent	N	
PATIENTS SERVED					
Percent of Patients Served by Payer					
Medicare Hospice Benefit	83.4%	816	84.3%	736	-0.9%
Managed Care or Private Insurance	8.6%	843	7.8%	691	0.8%
Medicaid Hospice Benefit	4.9%	794	5.1%	712	-0.2%
Uncompensated or Charity Care	1.6%	483	1.3%	455	0.3%
Self Pay	0.7%	643	0.7%	580	0.0%
Other Payment Source	0.8%	791	0.8%	537	0.0%
Medicare Patients as Percent of Total Patients, by Agency Tax Status					
Voluntary / Not for Profit	82.5%	448	83.5%	422	-1.0%
Proprietary / For Profit	85.9%	275	85.9%	294	0.0%
Government	80.8%	34	84.9%	35	-4.1%
PATIENT CARE DAYS					
Percent of Patient Care Days by Payer					
Medicare Hospice Benefit	89.0%	836	88.8%	747	0.1%
Managed Care or Private Insurance	4.8%	838	5.0%	734	-0.2%
Medicaid Hospice Benefit	4.3%	828	4.3%	735	0.0%
Uncompensated or Charity Care	0.9%	599	0.9%	550	0.0%
Self Pay	0.4%	789	0.4%	692	0.0%
Other Payment Source	0.6%	783	0.6%	669	0.0%
Medicare Days as Percent of Total Days, by Agency Tax Status					
Voluntary / Not for Profit	87.8%	447	87.6%	419	0.2%
Proprietary / For Profit	91.4%	284	91.0%	293	0.4%
Government	87.8%	34	88.6%	35	-0.8%

N = Number of hospice agencies with available data.



Table 11. Paid Staff Distribution and Turnover

	2009		2008		Difference '08 to '09
	Agency mean	N	Agency mean	N	
Distribution of Home Hospice FTEs*					
Clinical (direct patient care)	65.5%	352	65.3%	300	0.2%
Nursing	30.7%	351	31.2%	300	-0.5%
Home Health Aides	18.1%	349	17.6%	299	0.5%
Social Services	9.0%	351	9.1%	299	-0.1%
Physicians (excludes volunteers)	2.2%	348	2.1%	287	0.1%
Chaplains	3.9%	347	3.4%	227	0.5%
Other Clinical	2.1%	337	2.7%	281	-0.6%
Nursing (indirect clinical)	8.1%	347	8.2%	229	-0.1%
Non-clinical (administrative/general)	22.4%	352	24.2%	300	-1.8%
Bereavement	4.2%	352	4.2%	300	-0.1%
Distribution of Total FTEs*					
Clinical (direct patient care)	65.2%	413	65.3%	231	-0.1%
Nursing	28.9%	413	29.9%	231	-1.0%
Home Health Aides	17.9%	411	16.4%	230	1.5%
Social Services	8.1%	413	8.7%	231	-0.6%
Physicians (excludes volunteers)	3.5%	410	3.0%	225	0.5%
Chaplains	4.4%	398	4.0%	226	0.4%
Other Clinical	2.1%	400	2.6%	218	-0.5%
Nursing (indirect clinical)	7.7%	413	7.8%	231	-0.1%
Non-clinical (administrative/general)	22.7%	413	22.7%	231	0.0%
Bereavement	4.4%	413	4.1%	231	0.3%
Turnover rate within each Discipline#					
Clinical (direct patient care)	25.5%	355	21.1%	191	4.4%
Nursing	29.6%	352	23.3%	191	6.3%
Home Health Aides	22.9%	347	22.4%	186	0.5%
Social Services	21.3%	339	15.8%	184	5.5%
Physicians (excludes volunteers)	11.0%	331	8.5%	174	2.5%
Chaplains	15.8%	325	17.1%	174	-1.3%
Other Clinical	6.5%	322	6.5%	171	-0.1%
Nursing (indirect clinical)	13.5%	332	13.5%	185	0.0%
Non-clinical (administrative/general)	17.0%	344	19.0%	185	-2.0%
Bereavement	12.1%	340	12.8%	179	-0.8%
All Staff	22.8%	355	20.3%	191	2.5%

* 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.

Total Discipline Separations divided by Total Discipline Non-PRN Employees.

N = Number of hospice agencies with available data.



Table 12. Volunteer Services

	2009					2008			Difference '08 to '09
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
TOTAL VOLUNTEERS									
Percent of Total Volunteers*									
Direct Patient Care	57.6%	36.6%	58.3%	77.8%	611	61.2%	63.6%	721	-3.5%
Patient Care Support (clerical)	21.5%	7.7%	15.4%	29.4%	611	28.3%	20.0%	783	-6.8%
General Support (fundraising/board)	20.9%	0.0%	13.8%	33.3%	611	16.8%	5.7%	700	4.1%
Number of Volunteers per Patient[‡]									
All Volunteer Types	0.31	0.10	0.20	0.40	817	0.38	0.20	811	-0.07
Direct Patient Care	0.16	0.07	0.12	0.21	711	0.34	0.12	731	-0.18
Patient Care Support (clerical)	0.07	0.02	0.04	0.09	708	0.07	0.04	736	0.00
General Support (fundraising/board)	0.16	0.03	0.07	0.21	396	0.15	0.07	399	0.01
VOLUNTEER HOURS									
Percent of Total Volunteer Hours[‡]									
Direct Patient Care	51.5%	29.6%	50.5%	73.5%	604	52.0%	52.3%	718	-0.6%
Patient Care Support (clerical)	31.7%	11.4%	26.8%	46.3%	604	39.5%	31.9%	746	-7.8%
General Support (fundraising/board)	16.8%	0.0%	7.4%	23.9%	604	14.2%	3.0%	666	2.7%
Volunteer Hours per Volunteer									
Hours per Volunteer [#]	46.6	22.9	39.6	60.0	708	45.9	36.5	692	0.7
Patient Visits per Volunteer	18.5	9.6	15.9	24.3	455	20.6	15.5	445	-2.1
Volunteer Hours as % of Total Staff Hours	4.8%	1.8%	3.5%	7.0%	470	6.1%	3.7%	451	-1.3%
Volunteer Hours as % of Clinical Staff Hours	5.6%	2.1%	4.1%	7.9%	469	5.9%	4.2%	451	-0.4%
Volunteer Visits as % of Total Visits	5.6%	2.2%	4.4%	8.0%	428	8.2%	5.1%	356	-2.6%

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

‡ Number of volunteers divided by total patient admissions.

Volunteer hours divided by number of volunteers.

N = Number of hospice agencies with available data.

25th% = 25th percentile; Median = 50th percentile; 75th% = 75th percentile.



Table 13. Bereavement Services

	2009					2008			Difference '08 to '09
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
Total Hospice Family Members Served per Death *	2.0	1.0	1.4	2.3	690	4.7	1.3	686	-2.6
Agencies Offering Bereavement Services to the Community									
% in operation	91.9%				1,694	92.6%		1,666	-0.8%
% in the planning phase	4.4%				1,694	3.8%		1,666	0.6%
Contacts per Family Member									
Phone calls/Visits	2.5	1.0	1.9	3.6	446	2.6	2.0	425	-0.2
Mailings	6.0	2.2	4.3	8.0	425	5.9	4.8	371	0.1
Total Contacts (phone calls/visits/mailings)	8.2	3.4	6.7	10.9	449	8.4	7.3	365	-0.2
Contacts per Community Member									
Phone calls/Visits	1.9	0.6	1.0	2.7	310	1.9	1.3	315	0.0
Mailings	1.8	0.0	0.6	2.3	324	3.2	1.0	252	-1.4
Total Contacts (phone calls/visits/mailings)	3.8	1.0	2.3	5.1	325	5.1	3.2	237	-1.3
Percent Served by Affiliation w/ Hospice									
Hospice Family Members	81.8%	70.6%	87.3%	97.1%	619	82.9%	88.1%	654	-1.1%
Community Members	18.2%	2.9%	12.7%	29.4%	619	17.1%	11.9%	654	1.1%
Distribution of Visits & Calls									
Hospice Family Members	83.2%	72.8%	87.0%	94.9%	345	86.8%	90.5%	430	-3.6%
Community Members	16.8%	5.1%	13.0%	27.2%	345	13.2%	9.5%	430	3.6%
Distribution of Mailings									
Hospice Family Members	94.4%	92.2%	98.4%	100.0%	397	93.1%	98.0%	338	1.3%
Community Members	5.6%	0.0%	1.6%	7.8%	397	6.9%	2.0%	338	-1.3%
Distribution of Total Contacts									
Hospice Family Members	89.2%	84.1%	92.9%	97.4%	367	87.5%	90.9%	224	1.7%
Community Members	10.8%	2.6%	7.1%	15.9%	367	12.5%	9.1%	224	-1.7%

* Total number of hospice family members who received bereavement services divided by agency deaths.

N = Number of hospice agencies with available data.

25th% = 25th percentile; Median = 50th percentile; 75th% = 75th percentile.



Table 14. Staff Management

	2009					2008			Difference '08 to '09
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
Patient Caseload*									
Nurse Case Manager	10.8	9.0	11.0	13.0	476	13.5	12.0	433	-2.7
Social Services	24.0	17.4	25.0	30.0	476	24.2	25.0	387	-0.2
Home Health Aide	9.8	6.0	10.0	12.0	459	10.1	10.0	370	-0.3
Chaplains	32.7	15.0	30.0	50.0	466	34.1	32.5	366	-1.4
Paid Home Hospice Hours per Patient Day[‡]									
Clinical	2.3	1.6	2.0	2.5	442	2.1	1.9	417	0.2
Nursing	1.1	0.7	0.9	1.2	442	1.1	0.9	417	0.0
Home Health Aides	0.6	0.4	0.5	0.7	436	0.5	0.5	369	0.1
Social Services	0.3	0.2	0.3	0.3	441	0.3	0.3	415	0.0
Physicians	0.1	0.0	0.1	0.2	434	0.1	0.1	351	0.0
Chaplains	0.1	0.1	0.1	0.2	431	0.1	0.1	304	0.0
Other Clinical	0.1	0.0	0.0	0.1	422	0.1	0.0	335	0.0
Nursing (indirect clinical)	0.3	0.1	0.2	0.3	434	0.3	0.3	306	0.0
Non-Clinical	0.7	0.4	0.6	1.0	437	0.8	0.7	361	-0.1
All Staff (Clinical and Non-Clinical)	3.7	2.6	3.3	3.9	430	3.3	3.0	352	0.4
Average Daily Census per FTE[£]									
Clinical	2.5	1.8	2.6	3.3	484	2.7	2.6	399	-0.2
Nursing	5.8	4.0	5.7	7.4	480	5.5	5.4	389	0.3
Home Health Aide	9.7	5.6	9.0	12.8	476	9.4	8.9	350	0.3
Social Services	20.3	13.7	19.3	26.4	479	18.8	18.4	389	1.5
Physicians	48.3	3.5	28.5	73.7	474	45.3	27.0	334	3.0
Chaplains	36.7	15.4	33.0	52.0	462	39.0	34.0	277	-2.3
Other Clinical	31.8	0.0	0.0	37.3	452	28.3	7.8	309	3.5
Nursing (indirect clinical)	20.5	7.5	17.7	29.4	472	21.8	17.2	277	-1.3
Non-Clinical	8.7	4.3	6.9	11.7	464	7.9	6.8	334	0.8
All Staff (Clinical and Non-Clinical)	1.6	1.2	1.6	2.1	484	1.9	1.7	399	-0.3

* Typical number of patients that staff member is responsible for at one time.

‡ ((Number of FTEs multiplied by 2080 hours) divided by Total Patient Days).

£ Agency daily census divided by Total employees [non-PRN]. Interpreted as the number of patients per FTE.

N = Number of hospice agencies with available data.

25th% = 25th percentile; Median = 50th percentile; 75th% = 75th percentile.



Table 15. Service Delivery - Home Hospice Visits

	2009					2008			Difference '08 to '09
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
VISITS PER PATIENT									
Visits per Home Care Admission, by Discipline*									
Clinical (direct patient care)	66.6	41.5	57.9	83.6	488	63.5	54.4	441	3.1
Nursing	26.7	18.2	24.2	32.1	487	27.0	24.1	437	-0.3
Home Health Aides	27.8	12.8	23.5	36.9	485	26.2	21.1	419	1.6
Social Services	6.3	3.8	5.5	8.0	486	6.0	5.3	444	0.3
Paid Physicians	0.6	0.0	0.1	0.8	412	0.8	0.1	382	-0.2
Chaplains	3.3	1.7	3.1	4.7	472	3.1	3.0	343	0.2
Other Clinical	0.8	0.0	0.1	1.3	455	1.7	0.6	382	-0.9
Days Between Visits, by Discipline[£]									
Clinical (direct patient care)	1.5	1.2	1.5	1.8	728	1.6	1.5	716	-0.1
Nursing	3.5	2.9	3.4	4.1	727	3.6	3.4	713	-0.1
All Other Clinical Staff	2.9	2.1	2.6	3.5	727	3.4	2.9	716	-0.5
VISITS PER STAFF MEMBER									
Visits per Week, by Discipline[#]									
Clinical (direct patient care)	14.0	10.8	13.9	17.0	435	12.3	11.9	394	1.7
Nursing	12.9	9.5	12.3	15.6	432	10.5	9.9	391	2.4
Home Health Aides	20.6	15.9	20.0	24.4	419	21.0	20.1	363	-0.4
Social Services	11.1	7.5	10.4	13.9	427	10.9	10.6	385	0.2
Paid Physicians	7.1	0.0	1.2	7.8	313	6.7	1.3	267	0.4
Chaplains	14.5	9.0	13.3	18.3	377	14.8	13.8	265	-0.3
Other Clinical	9.9	0.1	3.8	16.5	236	14.6	6.9	209	-4.7
Visits per 8-hour Day, by Discipline[¥]									
Clinical (direct patient care)	2.8	2.2	2.8	3.4	435	2.5	2.4	394	0.3
Nursing	2.6	1.9	2.5	3.1	432	2.1	2.0	391	0.5
Home Health Aides	4.1	3.2	4.0	4.9	419	4.2	4.0	363	-0.1
Social Services	2.2	1.5	2.1	2.8	427	2.2	2.1	385	0.0
Paid Physicians	1.4	0.0	0.2	1.6	313	1.3	0.3	267	0.1
Chaplains	2.9	1.8	2.7	3.7	377	3.0	2.8	265	-0.1
Other Clinical	2.0	0.0	0.8	3.3	236	2.9	1.4	209	-0.9

* Total discipline home hospice visits divided by Total home, nursing facility, and residential admissions.

£ (Total days of routine care + continuous care) divided by Total discipline visits.

(Total discipline home hospice visits / Total discipline home hospice FTEs) divided by 52.

¥ (Total discipline home hospice visits / Total discipline home hospice FTEs) divided by 260.

N = Number of hospice agencies with available data.

25th% = 25th percentile; Median = 50th percentile; 75th% = 75th percentile.



Table 16. Agency Revenue and Expenses

	2009			2008			<i>Difference '08 to '09</i>
	Agency Mean	Median	N	Agency Mean	Median	N	
REVENUE AND EXPENSE DISTRIBUTIONS (Not-for profit agencies only)							
Percent of Total Revenue							
Hospice Service	86.5%	91.9%	347	83.3%	90.4%	288	3.2%
Fundraising & Contributions	6.3%	3.2%	347	7.9%	4.8%	288	-1.6%
Other Revenue	7.2%	1.7%	347	8.8%	2.0%	288	-1.6%
Percent of Total Expenses							
Hospice Service	91.1%	97.5%	328	91.3%	97.6%	298	-0.2%
Fundraising & Contributions	1.7%	0.3%	328	2.2%	0.2%	298	-0.5%
Other Expenses	7.2%	0.0%	328	6.5%	0.2%	298	0.6%

N = Number of hospice agencies with available data.



Table 17. Cost per Patient Day from FY2007 - FY2008 Medicare Hospice Cost Report

	2008		2007		Percent Change '07 to '08
	Median Cost	N	Median Cost	N	
MEDIAN COST PER PATIENT DAY (limited to Medicare-Certified Hospices)*					
General Service Cost Centers					
Capital Related Costs – Building	\$ 3.25	3,318	\$ 3.20	3170	1.4%
Capital Related Costs – Equipment	\$ 1.01	3,318	\$ 0.98	3170	3.1%
Plant Operation & Maintenance	\$ 1.16	3,318	\$ 1.13	3170	2.2%
Transportation – Staff	\$ 3.21	3,318	\$ 3.26	3170	-1.5%
Volunteer Service Coordination	\$ 2.89	3,318	\$ 2.79	3170	3.5%
A&G Allocations	\$ 43.79	3,318	\$ 43.07	3170	1.7%
Inpatient Care Service Cost Centers					
Inpatient General Care	\$ 550.50	3,318	\$ 543.15	3170	1.3%
Inpatient Respite Care	\$ 126.74	3,318	\$ 126.87	3170	-0.1%
All Visiting Services Cost Centers					
Physician Services	\$ 1.88	3,318	\$ 1.84	3170	2.3%
Nursing Care	\$ 35.97	3,318	\$ 35.17	3170	2.2%
Physical Therapy	\$ 0.10	3,318	\$ 0.09	3170	9.1%
Occupational Therapy	\$ 0.03	3,318	\$ 0.03	3170	2.3%
Speech / Language Pathology	\$ 0.02	3,318	\$ 0.02	3170	1.3%
Medical Social Services - Direct	\$ 6.06	3,318	\$ 5.89	3170	2.8%
Spiritual Counseling	\$ 2.91	3,318	\$ 2.85	3170	2.0%
Dietary Counseling	\$ 0.09	3,318	\$ 0.08	3170	6.9%
Counseling - Other	\$ 1.56	3,318	\$ 1.55	3170	0.8%
Home Health Aides and Homemakers	\$ 9.39	3,318	\$ 9.24	3170	1.6%
Other-Patient and Family Support	\$ 2.17	3,318	\$ 2.16	3170	0.4%
Other Services Cost Centers					
Drugs Biologicals & Infusion Therapy	\$ 9.21	3,318	\$ 9.17	3170	0.5%
Durable Medical Equipment & Oxygen	\$ 5.78	3,318	\$ 5.75	3170	0.6%
Patient Transportation	\$ 0.33	3,318	\$ 0.32	3170	3.5%
Imaging Services	\$ 0.08	3,318	\$ 0.07	3170	9.2%
Labs and Diagnostics	\$ 0.16	3,318	\$ 0.16	3170	-1.1%
Medical Supplies	\$ 2.13	3,318	\$ 2.13	3170	0.2%
Outpatient Services	\$ 0.28	3,318	\$ 0.28	3170	1.3%
Radiation Therapy	\$ 0.15	3,318	\$ 0.15	3170	0.6%
Chemotherapy	\$ 0.20	3,318	\$ 0.20	3170	-0.1%
Non-reimbursable Services					
Bereavement Program	\$ 1.29	3,318	\$ 1.25	3170	2.9%
Volunteer Program	\$ 0.15	3,318	\$ 0.14	3170	7.7%
Fundraising	\$ 2.93	3,318	\$ 2.96	3170	-1.1%

* Cost per patient day estimates represent the expenses associated with providing care for each day that a patient is enrolled under the Medicare Hospice Benefit. It is calculated by dividing the total cost center expense by the total unduplicated hospice enrollment days. Cost estimates derived from analysis of FY2008 Medicare hospice cost report data (complete FY2009 costs were not available at time of analysis).

N = Number of hospice agencies with available data.



Table 18. Inpatient Facilities or Residential Units

INPATIENT FACILITY STATUS	2009		2008		Difference '08 to '09
	% of Agencies	N	% of Agencies	N	
Percent of Agencies with Facilities					
% Operating Inpatient Facility or Unit	21.7%	2,044	21.0%	2,469	0.7%
Facility Location					
Freestanding	64.4%	863	63.9%	452	0.5%
In Hospital	22.4%	863	21.0%	452	1.4%
In Nursing Home	5.1%	863	6.0%	452	-0.9%
Other	8.1%	863	9.1%	452	-1.0%
Level of Care Provided					
Acute or General Inpatient	47.7%	872	47.6%	443	0.1%
Residential	15.4%	872	16.3%	443	-0.9%
Mixed (acute/general and residential)	36.9%	872	36.1%	443	0.8%
INPATIENT LEVEL OF CARE MIX	% of Patients	N	% of Patients	N	
Percent of Total Admissions*					
General Inpatient Care	85.3%	186	81.2%	167	4.1%
Residential or Routine Care	9.0%	147	14.1%	141	-5.1%
Inpatient Respite Care	5.7%	138	4.7%	116	1.0%
Percent of Total Deaths					
General Inpatient Care	90.4%	156	86.7%	143	3.6%
Residential or Routine Care	8.5%	146	12.9%	140	-4.4%
Inpatient Respite Care	1.2%	139	0.4%	107	0.8%
Percent of Live Discharges*					
General Inpatient Care	65.3%	151	71.5%	131	-6.2%
Residential or Routine Care	16.4%	139	14.4%	122	2.0%
Inpatient Respite Care	18.4%	136	14.1%	106	4.2%
Percent of Patients Served					
General Inpatient Care	83.0%	151	82.5%	119	0.4%
Residential or Routine Care	10.7%	143	12.5%	123	-1.8%
Inpatient Respite Care	6.4%	136	5.0%	110	1.3%
Percent of Total Days					
General Inpatient Care	69.2%	182	64.8%	170	4.4%
Residential or Routine Care	26.2%	145	33.1%	148	-6.9%
Inpatient Respite Care	4.6%	139	2.1%	134	2.5%
INPATIENT LENGTH OF SERVICE	Mean Days	N	Mean Days	N	
Average LOS					
General Inpatient Care	9.0	124	9.0	124	0.0
Residential or Routine Care	25.2	105	29.8	118	-4.6
Inpatient Respite Care	5.8	72	5.3	48	0.5
INPATIENT STAFFING	%	N	%	N	
Percent of Total Inpatient FTEs					
Clinical	83.0%	177	89.1%	134	-6.1%
Nursing	41.7%	177	45.2%	132	-3.4%
Social Services	3.5%	172	4.1%	129	-0.6%
Health Aides	30.2%	177	28.9%	132	1.3%
Physicians	2.5%	164	2.6%	122	-0.1%
Chaplains	2.3%	162	1.6%	118	0.8%
Other Clinical	2.7%	160	6.8%	119	-4.0%
Non-clinical	14.5%	175	10.9%	134	3.6%

* Admission and live discharge data include transfers in level-of-care regardless if the patient remains with the same hospice organization.

N = Number of hospice agencies with available data.

Note: This section contains small cell counts; results should be interpreted with caution.



Additional Resources for NHPCO Members

In addition to the *National Summary of Hospice Care*, NHPCO members have access to national-level summary statistics to the NHPCO performance measurement tools listed in the table below.

Tool	Population	Report Frequency	Agency-Level Reports	Web Site
Evaluation of Care Tools				
End Result Outcome Measures	Hospice patients	Quarterly	No	www.nhpc.org/outcomemeasures
Family Evaluation of Bereavement Services	Family caregivers	Semi-annually	Yes	www.nhpc.org/febs
Family Evaluation of Hospice Care	Family caregivers	Quarterly	Yes	www.nhpc.org/fehcc
Family Evaluation of Palliative Care	Family caregivers	Semi-annually	Yes	www.nhpc.org/fepc
Organization and Program Evaluation Tools				
National Data Set	Hospice agencies	Annually	No	www.nhpc.org/nds
Survey of Team Attitudes and Relationships	Hospice staff	Ongoing	Yes	www.nhpc.org/star