



## **NHPCO FY2010 National Summary of Hospice Care**

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# Background

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## 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 Sources

The primary source of these findings are data provided by members who participate in NHPCO's *National Data Set* (n=995), a comprehensive annual survey supported by many of our state organization partners. National Data Set data are supplemented by NHPCO's membership database (n=7,660), state-mandated surveys (n=640), 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 report data are also incorporated. These data are presented as cost per patient day and are limited to Medicare-certified hospice providers that filed a FY2009 cost report (n=3,529) to the Centers for Medicare and Medicaid Services (CMS) Healthcare Cost Report Information System (HCRIS). Hospice cost report data for FY2010 were not available at time of analysis.

## Data Interpretation

To show the continuum of hospice performance, the attached tables provide national statistics for both FY2009 and FY2010. 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 for 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**

	2010		2009		Percent Change '09 to '10
	Percent of Agencies	N	Percent of Agencies	N	
<b>TOTAL HOSPICE PROVIDERS</b>					
Total Agencies		3,700		3,600	2.8%
Total Sites, including Satellite Offices		5,150		5,000	3.0%
<b>AGENCY OWNERSHIP</b>					Difference '09 to '10
Free Standing / Independent Hospice	58.0%	3,250	57.6%	3,242	0.3%
Part of a Hospital System	21.3%	3,250	21.5%	3,242	-0.2%
Part of a Home Health Agency	19.2%	3,250	19.5%	3,242	-0.3%
Part of a Nursing Home	1.4%	3,250	1.4%	3,242	0.0%
<b>INPATIENT SERVICES</b>					
% Operating Inpatient Facility or Residence	21.7%	1,944	21.7%	2,044	-0.1%
<b>TAX STATUS<sup>β</sup></b>					
Voluntary / Not for Profit	36.0%	3,239	37.5%	3,179	-1.5%
Proprietary / For Profit	58.6%	3,239	56.9%	3,179	1.7%
Government	5.4%	3,239	5.7%	3,179	-0.2%
<b>GEOGRAPHIC LOCATION SERVED</b>					
Mixed Urban and Rural	44.5%	1,827	43.8%	1,798	0.7%
Primarily Rural	32.7%	1,827	32.9%	1,798	-0.3%
Primarily Urban	22.8%	1,827	23.2%	1,798	-0.4%
<b>AVERAGE DAILY CENSUS<sup>*</sup></b>					
1 to 9 patients	12.1%	644	14.6%	1,237	-2.5%
10 to 25 patients	16.8%	644	21.3%	1,237	-4.5%
26 to 50 patients	20.0%	644	21.9%	1,237	-1.9%
51 to 100 patients	20.0%	644	18.3%	1,237	1.8%
101 to 200 patients	15.8%	644	12.9%	1,237	3.0%
> 200 patients	15.2%	644	11.1%	1,237	4.1%
<b>TOTAL PATIENT ADMISSIONS</b>					
1 to 49	15.9%	2,757	17.2%	2,630	-1.3%
50 to 150	30.1%	2,757	29.4%	2,630	0.8%
151 to 500	33.0%	2,757	32.9%	2,630	0.1%
501 to 1,500	16.3%	2,757	16.1%	2,630	0.2%
> 1,500	4.6%	2,757	4.4%	2,630	0.3%

<sup>β</sup> Data from the Centers for Medicare and Medicaid Services

\* Total patient care days divided by 365.

N = Number of hospice agencies with available data.

**Table 1. Hospice Agency Demographics (continued)**

	2010		2009		Difference '09 to '10
	Percent of Agencies	N	Percent of Agencies	N	
<b>CERTIFICATION &amp; ACCREDITATION</b>					
Medicare-certified Hospice Provider	93.3%	3,182	93.0%	3,410	0.2%
Independently Accredited	57.4%	1,982	69.5%	1,935	-12.1%
Joint Commission (formerly JCAHO)	38.5%	1,982	45.9%	1,935	-7.5%
Community Health Accreditation Program	14.6%	1,982	16.9%	1,935	-2.3%
Accreditation Commission for Health Care	1.5%	1,982	2.9%	1,935	-1.4%
Other Accreditation(s)	3.5%	1,982	4.9%	1,935	-1.3%
<b>STATE MEMBERSHIPS</b>					
Member of a State Hospice Association	84.1%	2,694	83.6%	2,681	0.5%
Member of a State Home Health Association	43.4%	694	43.7%	1,614	-0.3%
<b>ADDITIONAL SERVICES*</b>					
Formal Pediatric Palliative Care Programs with Specialized Staff					
% in operation	13.9%	2,423	14.0%	2,420	-0.1%
% in the planning phase	0.6%	2,423	0.7%	2,420	-0.1%
Service Delivery Programs Outside of Medicare Hospice Benefit Model					
% in operation	62.6%	2,396	62.2%	2,386	0.4%
% in the planning phase	4.3%	2,396	4.2%	2,386	0.0%
Palliative Consult Services (in any setting)					
% in operation	58.3%	1,104	58.8%	1,099	-0.5%
% in the planning phase	22.6%	1,104	22.0%	1,099	0.5%
Palliative Care Services at Home / Inpatient Facility					
% in operation	65.1%	966	64.9%	952	0.2%
% in the planning phase	14.2%	966	13.8%	952	0.4%
Post-Hospice Support Program for Patients Discharged Alive					
% in operation	57.6%	820	56.3%	807	1.3%
% in the planning phase	12.0%	820	11.5%	807	0.4%
Complementary Therapies (music therapy, art therapy, massage therapy, etc.)					
% in operation	84.0%	600	84.5%	560	-0.5%
% in the planning phase	13.5%	600	13.6%	560	-0.1%
Day Care Services for Hospice Patients					
% in operation	18.4%	114	20.7%	92	-2.2%
% in the planning phase	28.1%	114	33.7%	92	-5.6%

\* NHPCO membership data.

N = Number of hospice agencies with available data.

**Table 2. Patient Volume**

	2010					2009			Percent Change '09 to '10
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
<b>PATIENT VOLUME</b>									
Total Patient Days	42,942	9,928	23,581	58,418	419	40,753	22,290	541	5.4%
Daily Census	117.3	27.1	64.4	159.6	419	112.0	61.9	538	4.8%
Unique Patients Served	601.7	143	362.0	797	619	530.3	302.0	765	13.5%
Total Admissions	534	123	315.5	709	619	487.8	283.0	765	9.5%
% Re-admissions	5.0%	2.0%	4.0%	7.0%	316	5.0%	4.0%	378	0.0%
Total Deaths	426.3	91	247	573	626	400.5	227.0	756	6.4%

**Table 3. Referrals**

	2010					2009			Difference '09 to '10
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
<b>REFERRALS</b>									
Percentage of Referrals Converted to Admissions	76.3%	69.1%	77.9%	87.9%	449	75.1%	76.5%	564	1.2%
Referral Source	Percent of Total				N	Percent of Total		N	
Physician	23.0%				304	22.2%		644	0.8%
Hospital	35.7%				304	38.9%		644	-3.2%
Nursing Facility	12.0%				304	20.6%		644	-8.6%
Self, Family, or Friend	9.4%				304	8.4%		644	0.9%
Other	18.7%				304	7.9%		644	10.7%
Home Health Agency	1.2%				304	1.9%		644	-0.7%

**Table 4. Non-Death Discharges**

	2010					2009			Difference '09 to '10
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
<b>NON-DEATH (LIVE) DISCHARGE</b>									
Non-death Discharges As a Percentage of Total Discharges	20.1%	12.3%	17.2%	25.3%	873	19.2%	16.1%	897	0.9%
Reason for Non-death Discharge	Percent of Total					Percent of Total			
A. Hospice-initiated Discharge	54.9%				537	52.9%		658	2.0%
B. Patient-initiated Discharge	45.1%				540	47.1%		658	-2.0%

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

N = Number of hospice agencies with available data.

**Table 5. Patient Demographics**

	2010		2009		Difference '09 to '10
	Percent of Patients	N	Percent of Patients	N	
<b>PATIENT GENDER</b>					
Female	56.1%	847	53.8%	860	2.3%
Male	43.9%	847	46.2%	860	-2.3%
<b>PATIENT AGE ON ADMISSION</b>					
<b>&lt; 65 / 65 or more years</b>					
Less than 65 years	17.3%	599	16.9%	591	0.4%
65 or more years	82.7%	599	83.1%	591	-0.4%
<b>Detailed Age Distribution</b>					
0 - 24 years	0.4%	513	0.4%	540	0.0%
< 1y (% of 0-24 y)	21.0%	498	21.9%	519	-0.9%
1 - 4y (% of 0-24 y)	17.3%	497	19.8%	520	-2.5%
5 - 14y (% of 0-24 y)	22.9%	501	22.9%	522	0.0%
15 - 24y (% of 0-24 y)	38.8%	513	35.4%	540	3.4%
25 - 34 years	0.9%	513	0.4%	540	0.5%
35 - 64 years	16.1%	513	16.3%	540	-0.2%
65 - 74 years	15.9%	513	16.3%	540	-0.4%
75 - 84 years	27.9%	513	28.7%	540	-0.8%
85+ years	38.9%	513	38.0%	540	0.9%
<b>PATIENT ETHNICITY*</b>					
Non-Hispanic or Latino origin	94.3%	874	94.7%	834	-0.4%
Hispanic or Latino origin	5.7%	874	5.3%	834	0.4%
<b>PATIENT RACE*</b>					
Asian, Hawaiian, Other Pacific Islander	2.5%	875	1.9%	821	0.6%
American Indian or Alaskan Native	0.3%	868	0.2%	819	0.0%
Black / African American	8.9%	895	8.7%	832	0.2%
Multiracial or Other Race	11.0%	885	8.7%	826	2.3%
White / Caucasian	77.3%	905	80.5%	855	-3.2%
<b>SPECIAL POPULATIONS</b>					
Veterans	6.9%	286	6.1%	344	0.7%

\* 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. Primary Diagnosis**

	2010		2009		Difference '09 to '10
	Percent of Patients	N	Percent of Patients	N	
<b>Total Admissions by Primary Diagnosis</b>					
Cancer	35.6%	899	40.1%	577	-4.6%
Non-Cancer Diagnoses	64.4%	899	59.9%	577	4.6%
Heart Disease	14.3%	897	11.5%	572	2.8%
Debility Unspecified	13.0%	888	13.1%	558	-0.1%
Dementia	13.0%	896	11.2%	572	1.8%
Lung Disease	8.3%	893	8.2%	570	0.0%
Stroke or Coma	4.2%	873	3.8%	548	0.4%
Kidney Disease (ESRD)	2.4%	887	3.0%	563	-0.5%
Liver Disease	1.9%	882	1.9%	557	0.0%
Non-ALS Motor Neuron	1.2%	549	1.8%	552	-0.6%
HIV / AIDS	0.3%	852	0.4%	541	-0.2%
Amyotrophic Lateral Sclerosis (ALS)	0.4%	855	0.4%	538	0.0%
Other	5.4%	862	4.5%	545	0.9%
<b>Total Deaths by Primary Diagnosis</b>					
Cancer	40.7%	867	42.2%	799	-1.5%
Non-Cancer Diagnoses	59.3%	867	57.8%	799	1.5%
Heart Disease	10.9%	841	11.1%	783	-0.2%
Debility Unspecified	12.8%	805	11.4%	707	1.4%
Dementia	11.6%	846	11.1%	786	0.6%
Lung	7.9%	826	7.8%	772	0.2%
Stroke or Coma	4.4%	843	4.0%	777	0.4%
Kidney Disease	2.9%	802	3.0%	753	-0.1%
Liver Disease	2.1%	805	2.0%	747	0.1%
Non-ALS Motor Neuron	1.4%	523	1.3%	644	0.1%
HIV / AIDS	0.3%	687	0.4%	665	-0.1%
ALS	0.4%	721	0.4%	678	0.0%
Other	4.5%	829	5.4%	775	-0.9%
<b>Live Discharge Rate Per Diagnosis*</b>					
Cancer	12.5%	822	12.8%	534	-0.3%
Non-Cancer Diagnoses	19.1%	817	16.3%	391	2.8%
Heart Disease	19.8%	794	19.7%	529	0.1%
Debility Unspecified	24.3%	766	24.0%	524	0.3%
Dementia	19.5%	795	19.6%	532	-0.1%
Lung Disease	17.3%	770	17.6%	525	-0.3%
Stroke or Coma	12.0%	788	11.6%	512	0.5%
Kidney Disease	9.2%	710	9.5%	518	-0.2%
Liver Disease	17.0%	719	17.8%	520	-0.8%
Non-ALS Motor Neuron	21.2%	523	22.7%	511	-1.5%
HIV / AIDS	25.2%	642	21.8%	503	3.4%
ALS	20.5%	663	19.9%	502	0.6%
Other	17.9%	777	19.1%	511	-1.3%

\* 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** ‡

	2010					2009			Difference '09 to '10
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
<b>LENGTH OF SERVICE (LOS)*</b>	<u>Days</u>					<u>Days</u>			
Average LOS (days)	67.4	49.0	63.0	79.2	1,087	69.0	63.8	1,360	-1.6
Median LOS (days)	19.7	12.0	16.0	23.0	1,009	21.1	17.0	1,257	-1.5
<b>PERCENT OF DISCHARGES BY LOS</b>	<u>% of Discharges</u>					<u>% of Discharges</u>			
1 to 7 Days	35.3%				268	34.4%		376	0.8%
8 to 14 Days	14.1%				268	14.2%		376	-0.1%
15 to 29 Days	12.9%				268	13.3%		376	-0.3%
30 to 59 Days	11.1%				268	11.3%		376	-0.2%
60 to 89 Days	6.0%				268	6.3%		376	-0.2%
90 to 179 Days	8.7%				268	8.7%		376	0.0%
180+ Days	11.8%				268	11.8%		376	0.0%
<b>LOS BY TAX STATUS</b>	<u>Days</u>					<u>Days</u>			
<b>Average LOS</b>									
Not for Profit	62.4	46.0	60.4	75.1	733	64.1	60.0	912	-1.7
For Profit	85.5	63.0	81.0	96.0	299	85.8	82.0	386	-0.3
Government	53.3	43.0	47.0	64.2	55	56.6	59.2	62	-3.3
<b>Median LOS</b>									
Not for Profit	17.7	12.0	16.0	22.0	690	18.3	16.0	853	-0.7
For Profit	26.8	13.0	19.0	31.0	266	30.8	20.0	344	-4.1
Government	18.5	11.0	15.0	22.5	53	19.1	15.0	60	-0.6
<b>LOS BY CERTIFICATION STATUS</b>	<u>Days</u>					<u>Days</u>			
<b>Average LOS</b>									
Medicare-certified Provider	67.4	49.0	63.0	79.2	1,058	69.0	63.8	1,321	-1.6
Non-certified Provider	71.0	40.0	68.0	82.8	28	67.4	60.0	37	3.6
<b>Median LOS</b>									
Medicare-certified Provider	19.6	12.0	16.0	23.0	986	21.1	17.0	1,228	-1.5
Non-certified Provider	30.7	19.0	22.0	35.5	22	39.7	38.0	27	-8.9

‡ 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.

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

N = Number of hospice agencies with available data.

Table 7. Length of Service (continued)<sup>‡</sup>

	2010					2009			Difference '09 to '10
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
<b>LENGTH OF SERVICE (LOS)<sup>*</sup></b>	<u>Days</u>					<u>Days</u>			
Average LOS (days)	67.4	49.0	63.0	79.2	1,087	69.0	63.8	1,360	-1.6
Median LOS (days)	19.7	12.0	16.0	23.0	1,009	21.1	17.0	1,257	-1.5
<b>LOS BY TOTAL ADMISSIONS</b>									
<b>Average LOS</b>									
1 to 49 Admissions	68.5	39.5	52.1	78.0	108	71.5	56.0	170	-3.0
50 - 150 Admissions	69.7	43.0	58.0	79.0	304	67.7	57.0	377	2.0
151 - 500 Admissions	70.4	47.0	62.5	80.5	363	68.1	61.0	462	2.3
501 - 1,500 Admissions	66.2	48.0	62.4	79.0	228	66.4	61.0	268	-0.2
> 1,500 Admissions	66.8	52.0	64.2	79.0	84	72.4	69.0	83	-5.6
<b>Median LOS</b>									
1 to 49 Admissions	34.4	14.0	22.0	35.5	99	37.2	24.0	153	-2.8
50 - 150 Admissions	29.6	15.0	22.0	34.0	279	28.4	22.0	340	1.2
151 - 500 Admissions	25.2	15.0	20.0	28.0	332	24.9	21.0	427	0.3
501 - 1,500 Admissions	19.5	12.1	16.0	23.0	217	20.6	17.0	256	-1.1
> 1,500 Admissions	16.3	11.0	14.0	19.0	82	18.2	15.0	81	-1.9
<b>LOS BY PRIMARY DIAGNOSIS</b>									
Cancer	46.7	34.5	43.7	56.3	789	45.7	43.8	720	1.0
Non-Cancer Diagnoses	78.5	50.7	73.9	100.8	784	81.8	70.5	737	-3.3
Heart Disease	75.9	44.6	68.5	100.7	761	70.8	64.2	710	5.1
Debility Unspecified	82.4	48.3	75.8	111.3	683	76.1	70.1	601	6.3
Dementia	96.4	52.2	85.9	126.9	744	93.6	83.7	710	2.8
Lung Disease	75.7	41.8	65.2	100.9	743	70.6	64.4	695	5.1
Stroke or Coma	50.3	15.5	37.0	69.5	657	47.1	33.5	601	3.2
Kidney Disease	29.4	11.1	21.0	38.2	665	28.6	20.1	640	0.8
Liver Disease	38.8	14.6	30.0	51.2	663	38.3	31.3	598	0.5
Non-ALS Motor Neuron	115.2	43.6	95.4	162.0	384	98.1	83.0	418	17.1
HIV / AIDS	45.7	9.3	25.7	65.0	255	40.7	24.0	270	5.0
ALS	93.9	29.0	74.0	124.0	382	89.1	66.5	350	4.8
Other Diagnoses	58.2	21.5	45.4	80.5	606	58.8	48.4	567	-0.6

<sup>‡</sup> 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.

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

N = Number of hospice agencies with available data.

**Table 8. Location of Care**

	2010		2009		Difference '09 to '10
	Percent of Patients	N	Percent of Patients	N	
<b>PATIENT LOCATION ON ADMISSION</b>					
Private Residence	48.2%	571	49.2%	576	-1.1%
Nursing Home	16.7%	564	18.1%	569	-1.4%
Acute Care Hospital (not operated by the hospice)	11.6%	539	10.6%	540	1.0%
Free-Standing Hospice Inpatient Facility or Residence	10.0%	460	9.1%	397	0.9%
Hospice-Run Inpatient Facility in Other's Facility	5.4%	414	5.9%	509	-0.5%
Assisted Living or Other Residential Facility	8.1%	541	7.1%	551	1.0%
<b>LOCATION OF DEATH</b>					
Private Residence	41.4%	593	40.1%	641	1.3%
Nursing Home	18.0%	584	18.9%	634	-0.9%
Free-Standing Hospice Inpatient Facility or Residence	15.9%	483	14.4%	460	1.6%
Acute Care Hospital (not operated by the hospice)	11.4%	569	10.1%	610	1.2%
Hospice-Run Inpatient Facility in Other's Facility	6.0%	432	6.9%	573	-0.9%
Assisted Living or Other Residential Facility	7.3%	564	9.6%	612	-2.3%

**Table 9. Level of Care**

	2010		2009		Difference '09 to '10
	Percent of Patient Days	N	Percent of Patient Days	N	
<b>LEVEL OF CARE</b>					
Routine Home Care	95.7%	854	95.9%	753	-0.2%
General Inpatient Care	2.9%	845	2.9%	747	-0.1%
Continuous Care	1.2%	809	1.0%	723	0.2%
Respite Care	0.2%	822	0.2%	741	0.0%

N = Number of hospice agencies with available data.

**Table 10. Payer Mix**

	2010		2009		Difference '09 to '10
	Percent	N	Percent	N	
<b>PATIENTS SERVED</b>					
<b>Percent of Patients Served by Payer</b>					
Medicare Hospice Benefit	83.8%	863	83.4%	816	0.4%
Managed Care or Private Insurance	7.9%	899	8.6%	843	-0.6%
Medicaid Hospice Benefit	4.9%	840	4.9%	794	0.0%
Uncompensated or Charity Care	1.5%	440	1.6%	483	-0.1%
Self Pay	1.1%	681	0.7%	643	0.4%
Other Payment Source	0.8%	812	0.8%	791	-0.1%
<b>Medicare Patients as Percent of Total Patients, by Agency Tax Status</b>					
Voluntary / Not for Profit	83.4%	424	82.5%	448	0.9%
Proprietary / For Profit	85.0%	311	85.9%	275	-0.9%
Government	82.2%	27	80.8%	34	1.5%
<b>PATIENT CARE DAYS</b>					
<b>Percent of Patient Care Days by Payer</b>					
Medicare Hospice Benefit	88.7%	850	89.0%	836	-0.3%
Managed Care or Private Insurance	4.8%	872	4.8%	838	-0.1%
Medicaid Hospice Benefit	4.2%	844	4.3%	828	-0.1%
Uncompensated or Charity Care	1.0%	554	0.9%	599	0.0%
Self Pay	0.6%	821	0.4%	789	0.2%
Other Payment Source	0.8%	821	0.6%	783	0.2%
<b>Medicare Days as Percent of Total Days, by Agency Tax Status</b>					
Voluntary / Not for Profit	87.8%	405	87.8%	447	0.0%
Proprietary / For Profit	90.7%	308	91.4%	284	-0.7%
Government	88.2%	26	87.8%	34	0.4%

N = Number of hospice agencies with available data.

**Table 11. Paid Staff Distribution and Turnover**

	2010		2009		Difference '09 to '10
	Agency mean	N	Agency mean	N	
<b>Distribution of U FTEs*</b>					
Clinical (direct patient care)	66.9%	410	65.5%	352	1.4%
Nursing	30.1%	410	30.7%	351	-0.6%
Nurse Practitioner <sup>¥</sup>	0.4%	163			
Home Health Aides	19.4%	409	18.1%	349	1.3%
Social Services	8.5%	410	9.0%	351	-0.5%
Physicians (excludes volunteers)	2.7%	401	2.2%	348	0.5%
Chaplains	4.3%	409	3.9%	347	0.5%
Other Clinical	2.0%	387	2.1%	337	-0.1%
Nursing (indirect clinical)	7.5%	403	8.1%	347	-0.6%
Non-clinical (administrative/general)	21.9%	410	22.4%	352	-0.5%
Bereavement	3.8%	410	4.2%	352	-0.4%
<b>Distribution of Total Employees</b>					
Clinical (direct patient care)	66.9%	428	65.2%	413	1.7%
Nursing	28.6%	428	28.9%	413	-0.4%
Nurse Practitioner <sup>¥</sup>	0.4%	189			
Home Health Aides	17.9%	424	17.9%	411	0.0%
Social Services	8.7%	428	8.1%	413	0.5%
Physicians (excludes volunteers)	4.0%	419	3.5%	410	0.6%
Chaplains	4.7%	425	4.4%	398	0.4%
Other Clinical	2.7%	399	2.1%	400	0.5%
Nursing (indirect clinical)	7.4%	428	7.7%	413	-0.3%
Non-clinical (administrative/general)	21.3%	428	22.7%	413	-1.4%
Bereavement	4.4%	428	4.4%	413	0.0%
<b>Turnover rate within each Discipline<sup>#</sup></b>					
Clinical (direct patient care)	27.2%	357	25.5%	355	1.7%
Nursing	36.5%	356	29.6%	352	6.9%
Nurse Practitioner <sup>¥</sup>	0.3%	153			
Home Health Aides	24.7%	345	22.9%	347	1.8%
Social Services	22.7%	340	21.3%	339	1.4%
Physicians (excludes volunteers)	9.7%	324	11.0%	331	-1.2%
Chaplains	15.2%	331	15.8%	325	-0.5%
Other Clinical	8.5%	319	6.5%	322	2.1%
Nursing (indirect clinical)	16.1%	335	13.5%	332	2.6%
Non-clinical (administrative/general)	18.7%	341	17.0%	344	1.7%
Bereavement	11.9%	331	12.1%	340	-0.1%
All Staff	24.5%	357	22.8%	355	1.6%

\* 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.

¥ New variable in 2010

N = Number of hospice agencies with available data.

**Table 12. Volunteer Services**

	2010					2009			Difference '09 to '10
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
<b>TOTAL VOLUNTEERS</b>									
<b>Percent of Total Volunteers *</b>									
Direct Patient Care	59.3%	38.8%	59.4%	81.5%	474	57.6%	58.3%	611	1.6%
Patient Care Support (clerical)	19.2%	6.7%	13.7%	26.7%	474	21.5%	15.4%	611	-2.3%
General Support (fundraising/board)	21.5%	0.0%	13.3%	35.2%	474	20.9%	13.8%	611	0.6%
<b>Number of Volunteers per Patient<sup>‡</sup></b>									
All Volunteer Types	0.29	0.10	0.20	0.38	551	0.31	0.20	817	-2.0%
Direct Patient Care	0.15	0.07	0.13	0.21	494	0.16	0.12	711	-1.0%
Patient Care Support (clerical)	0.06	0.02	0.04	0.08	472	0.07	0.04	708	-1.0%
General Support (fundraising/board)	0.15	0.02	0.06	0.18	324	0.16	0.07	396	-1.0%
<b>VOLUNTEER HOURS</b>									
<b>Percent of Total Volunteer Hours<sup>‡</sup></b>									
Direct Patient Care	52.2%	30.6%	50.7%	74.3%	469	51.5%	50.5%	604	0.8%
Patient Care Support (clerical)	29.1%	10.6%	23.7%	44.5%	469	31.7%	26.8%	604	-2.6%
General Support (fundraising/board)	18.7%	0.0%	8.6%	29.6%	469	16.8%	7.4%	604	1.8%
<b>Volunteer Hours per Volunteer</b>									
Hours per Volunteer <sup>#</sup>	46.7	25.1	41.6	62.3	493	46.6	39.6	708	0.1
Patient Visits per Volunteer	20.0	10.3	17.5	27.4	473	18.5	15.9	455	1.5
Phone Calls per Volunteer <sup>€</sup>	6.17	0.89	3.23	8.12	107				
Volunteer Hours as % of Total Staff Hours	4.6%	1.7%	3.3%	6.1%	487	4.8%	3.5%	470	-0.2%
Volunteer Hours as % of Clinical Staff Hours	5.2%	1.9%	3.9%	7.7%	485	5.6%	4.1%	469	-0.4%
Volunteer Visits as % of Total Visits	5.2%	2.2%	4.3%	7.3%	475	5.6%	4.4%	428	-0.4%

\* 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.

€ New variable in 2010

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

N = Number of hospice agencies with available data.

**Table 13. Bereavement Services**

	2010					2009			Difference '09 to '10
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
<b>Total Hospice Family Members Served per Death *</b>	1.9	1.0	1.4	2.3	761	2.0	1.4	690	-0.2
<b>Agencies Offering Bereavement Services to the Community</b>									
% in operation	92.0%				1,698	91.9%		1,694	0.0
% in the planning phase	4.6%				1,698	4.4%		1,694	0.0
<b>Contacts per Family Member</b>									
Phone calls/Visits	2.6	1.1	2.0	3.5	474	2.5	1.9	446	0.1
Mailings	6.1	2.2	4.6	7.5	467	6.0	4.3	425	0.1
Total Contacts (phone calls/visits/mailings)	8.7	3.6	6.9	10.8	476	8.2	6.7	449	0.5
<b>Contacts per Community Member</b>									
Phone calls/Visits	2.1	0.7	1.3	2.6	303	1.9	1.0	310	0.2
Mailings	2.9	0.0	0.6	3.3	305	1.8	0.6	324	1.2
Total Contacts (phone calls/visits/mailings)	5.0	1.0	2.3	6.3	316	3.8	2.3	325	1.2
<b>Percent Served by Affiliation w/ Hospice</b>									
Hospice Family Members	84.9%	76.1%	91.6%	100%	693	81.8%	87.3%	619	0.0
Community Members	15.1%	0.0%	8.4%	23.9%	693	18.2%	12.7%	619	0.0
<b>Distribution of Visits &amp; Calls</b>									
Hospice Family Members	83.7%	76.0%	89.0%	95.4%	333	83.2%	87.0%	345	0.0
Community Members	16.3%	4.6%	11.0%	24.0%	333	16.8%	13.0%	345	0.0
<b>Distribution of Mailings</b>									
Hospice Family Members	93.8%	92.2%	98.9%	100%	399	94.4%	98.4%	397	0.0
Community Members	6.2%	0.0%	1.1%	7.8%	399	5.6%	1.6%	397	0.0
<b>Distribution of Total Contacts</b>									
Hospice Family Members	89.1%	85.1%	93.0%	97.5%	346	89.2%	92.9%	367	0.0
Community Members	10.9%	2.5%	7.0%	14.9%	346	10.8%	7.1%	367	0.0

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

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

N = Number of hospice agencies with available data.



**Table 14. Staff Management**

	2010					2009			Difference '09 to '10
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
<b>Patient Caseload*</b>									
Nurse Case Manager	10.9	9.0	12.0	12.5	487	10.8	11.0	476	0.1
Social Services	24.3	18.0	25.0	30.0	486	24.0	25.0	476	0.3
Home Health Aide	10.5	7.0	10.0	13.0	476	9.8	10.0	459	0.7
Chaplains	33.7	15.0	32.5	50.0	480	32.7	30.0	466	1.0
Volunteer Coordinator <sup>€</sup>	53.4	10.0	40.0	90.0	202				
Medical Director <sup>€</sup>	59.0	10.0	40.0	95.0	196				
<b>Paid Home Hospice Hours per Patient Day<sup>¥</sup></b>									
Clinical	2.3	1.6	2.0	2.5	471	2.3	2.0	442	0.0
Nursing	1.0	0.7	0.9	1.2	470	1.1	0.9	442	-0.1
Nurse Practitioner <sup>€,µ</sup>	0.1	0.0	0.0	0.1	56				
Home Health Aides	0.6	0.4	0.5	0.8	468	0.6	0.5	436	0.0
Social Services	0.3	0.2	0.3	0.3	470	0.3	0.3	441	0.0
Physicians	0.2	0.0	0.1	0.2	454	0.1	0.1	434	0.1
Chaplains	0.1	0.1	0.1	0.2	463	0.1	0.1	431	0.0
Other Clinical	0.1	0.0	0.0	0.1	436	0.1	0.0	422	0.0
Nursing (indirect clinical)	0.2	0.1	0.2	0.3	459	0.3	0.2	434	-0.1
Non-Clinical	0.7	0.3	0.6	1.0	461	0.7	0.6	437	0.0
All Staff (Clinical and Non-Clinical)	3.6	2.5	3.2	4.0	454	3.7	3.3	430	-0.1
<b>Average Daily Census per FTE<sup>£</sup></b>									
Clinical	2.6	1.8	2.6	3.3	473	2.5	2.6	484	0.1
Nursing	6.3	4.6	6.1	7.8	470	5.8	5.7	480	0.5
Nurse Practitioner <sup>€,µ</sup>	178.7	91.5	142.6	253.6	53				
Home Health Aide	10.2	6.0	9.8	13.6	465	9.7	9.0	476	0.5
Social Services	20.8	13.7	19.5	28.0	470	20.3	19.3	479	0.5
Physicians	47.5	8.4	29.8	69.8	458	48.3	28.5	474	-0.8
Chaplains	38.7	18.9	35.7	53.5	465	36.7	33.0	462	2.0
Other Clinical	25.0	0.0	0.0	32.1	428	31.8	0.0	452	-6.8
Nursing (indirect clinical)	20.1	6.5	17.5	29.8	458	20.5	17.7	472	-0.4
Non-Clinical	10.1	4.9	7.8	14.0	466	8.7	6.9	464	1.4
All Staff (Clinical and Non-Clinical)	1.7	1.2	1.7	2.2	473	1.6	1.6	484	0.1

\* 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.

€ New variable in 2010.

µ Only data for hospices reporting the use of Nurse Practitioners included in analysis.

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

N = Number of hospice agencies with available data.





**Table 15. Service Delivery - Home Hospice Visits**

	2010					2009			Difference '09 to '10
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
<b>VISITS PER PATIENT</b>									
<b>Visits per Home Care Admission, by Discipline*</b>									
Clinical (direct patient care)	67.6	42.0	61.7	85.3	520	66.6	57.9	488	1.0
Nursing	26.2	18.0	24.1	31.0	517	26.7	24.2	487	-0.5
Nurse Practitioner <sup>β,μ</sup>	0.3	0.0	0.1	0.4	42				
Home Health Aides	28.7	14.0	24.9	38.8	514	27.8	23.5	485	0.9
Social Services	6.5	4.0	5.8	8.5	516	6.3	5.5	486	0.2
Paid Physicians	0.6	0.0	0.1	0.8	477	0.6	0.1	412	0.0
Chaplains	3.5	1.8	3.3	5.0	512	3.3	3.1	472	0.2
Other Clinical	0.7	0.0	0.1	1.1	483	0.8	0.1	455	-0.1
<b>Days Between Visits, by Discipline<sup>£</sup></b>									
Clinical (direct patient care)	1.6	1.2	1.5	1.8	768	1.5	1.5	728	0.1
Nursing	3.8	2.8	3.3	4.2	767	3.5	3.4	727	0.3
All Other Clinical Staff	3.0	2.0	2.7	3.6	765	2.9	2.6	727	0.1
<b>VISITS PER STAFF MEMBER</b>									
<b>Visits per Week, by Discipline<sup>#</sup></b>									
Clinical (direct patient care)	14.0	10.3	13.8	16.8	485	14.0	13.9	435	0.0
Nursing	13.1	9.2	12.5	15.8	479	12.9	12.3	432	0.2
Nurse Practitioner <sup>β,μ</sup>	6.0	0.4	1.7	8.7	36				
Home Health Aides	20.6	15.8	19.9	24.2	465	20.6	20.0	419	0.0
Social Services	11.7	8.2	11.2	14.6	472	11.1	10.4	427	0.6
Paid Physicians	5.5	0.0	0.6	6.7	347	7.1	1.2	313	-1.6
Chaplains	14.5	8.5	13.4	18.8	441	14.5	13.3	377	0.0
Other Clinical	9.8	0.5	3.9	14.8	226	9.9	3.8	236	-0.1
<b>Visits per 8-hour Day, by Discipline<sup>¥</sup></b>									
Clinical (direct patient care)	2.8	2.1	2.8	3.4	485	2.8	2.8	435	0.0
Nursing	2.6	1.8	2.5	3.2	479	2.6	2.5	432	0.0
Nurse Practitioner <sup>β,μ</sup>	1.2	0.1	0.3	1.7	36				
Home Health Aides	4.1	3.2	4.0	4.8	465	4.1	4.0	419	0.0
Social Services	2.3	1.6	2.2	2.9	472	2.2	2.1	427	0.1
Paid Physicians	1.1	0.0	0.1	1.3	347	1.4	0.2	313	-0.3
Chaplains	2.9	1.7	2.7	3.8	441	2.9	2.7	377	0.0
Other Clinical	2.0	0.1	0.8	3.0	226	2.0	0.8	236	0.0

\* 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.

β New variable in 2010

μ Only data for hospices reporting the use Nurse Practitioners included in analysis.

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

N = Number of hospice agencies with available data.

**Table 16. Agency Revenue and Expenses**

	2010			2009			<i>Difference '09 to '10</i>
	Agency Mean	Median	N	Agency Mean	Median	N	
<b>REVENUE AND EXPENSE DISTRIBUTIONS</b> (Not-for profit agencies only)							
<b>Percent of Total Revenue</b>							
Hospice Service	88.1%	93.2%	296	86.5%	91.9%	347	1.6%
Fundraising & Contributions	6.2%	2.6%	296	6.3%	3.2%	347	-0.1%
Other Revenue	5.7%	1.1%	296	7.2%	1.7%	347	-1.5%
<b>Percent of Total Expenses</b>							
Hospice Service	92.0%	98.3%	277	91.1%	97.5%	328	0.9%
Fundraising & Contributions	3.1%	0.3%	277	1.7%	0.3%	328	1.4%
Other Expenses	4.9%	0.0%	277	7.2%	0.0%	328	-2.3%

N = Number of hospice agencies with available data.

**Table 17. Cost per Patient Day from FY2009 - FY2008 Medicare Hospice Cost Report**

	2009		2008		Percent Change '08 to '09
	Median Cost	N	Median Cost	N	
<b>MEDIAN COST PER PATIENT DAY (limited to Medicare-Certified Hospices)*</b>					
<b>General Service Cost Centers</b>					
Capital Related Costs – Building	\$ 4.04	2,374	\$ 3.25	3,318	19.6%
Capital Related Costs – Equipment	\$ 1.09	2,374	\$ 1.01	3,318	7.0%
Plant Operation & Maintenance	\$ 1.54	2,374	\$ 1.16	3,318	25.1%
Transportation – Staff	\$ 3.13	2,374	\$ 3.21	3,318	-2.5%
Volunteer Service Coordination	\$ 2.96	2,374	\$ 2.89	3,318	2.4%
A&G Allocations	\$ 47.46	2,374	\$ 43.79	3,318	7.7%
<b>Inpatient Care Service Cost Centers</b>					
Inpatient General Care	\$ 464.64	2,374	\$ 550.50	3,318	-18.5%
Inpatient Respite Care	\$ 140.86	2,374	\$ 126.74	3,318	10.0%
<b>All Visiting Services Cost Centers</b>					
Physician Services	\$ 2.00	2,374	\$ 1.88	3,318	5.9%
Nursing Care	\$ 35.26	2,374	\$ 35.97	3,318	-2.0%
Physical Therapy	\$ 0.10	2,374	\$ 0.10	3,318	2.9%
Occupational Therapy	\$ 0.03	2,374	\$ 0.03	3,318	7.2%
Speech / Language Pathology	\$ 0.02	2,374	\$ 0.02	3,318	-3.0%
Medical Social Services - Direct	\$ 6.27	2,374	\$ 6.06	3,318	3.3%
Spiritual Counseling	\$ 3.17	2,374	\$ 2.91	3,318	8.4%
Dietary Counseling	\$ 0.08	2,374	\$ 0.09	3,318	-11.4%
Counseling - Other	\$ 1.69	2,374	\$ 1.56	3,318	7.7%
Home Health Aides and Homemakers	\$ 9.33	2,374	\$ 9.39	3,318	-0.6%
Other-Patient and Family Support	\$ 1.70	2,374	\$ 2.17	3,318	-27.6%
<b>Other Services Cost Centers</b>					
Drugs Biologicals & Infusion Therapy	\$ 8.46	2,374	\$ 9.21	3,318	-8.8%
Durable Medical Equipment & Oxygen	\$ 5.91	2,374	\$ 5.78	3,318	2.2%
Patient Transportation	\$ 0.34	2,374	\$ 0.33	3,318	1.1%
Imaging Services	\$ 0.09	2,374	\$ 0.08	3,318	12.4%
Labs and Diagnostics	\$ 0.14	2,374	\$ 0.16	3,318	-9.4%
Medical Supplies	\$ 2.09	2,374	\$ 2.13	3,318	-1.9%
Outpatient Services	\$ 0.28	2,374	\$ 0.28	3,318	-0.3%
Radiation Therapy	\$ 0.16	2,374	\$ 0.15	3,318	2.9%
Chemotherapy	\$ 0.13	2,374	\$ 0.20	3,318	-51.9%
<b>Non-reimbursable Services</b>					
Bereavement Program	\$ 1.40	2,374	\$ 1.29	3,318	7.8%
Volunteer Program	\$ 0.17	2,374	\$ 0.15	3,318	9.8%
Fundraising	\$ 2.78	2,374	\$ 2.93	3,318	-5.3%

\* 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 FY2009 Medicare hospice cost report data (complete FY2010 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	2010		2009		Difference '09 to '10
	% of Agencies	N	% of Agencies	N	
<b>Percent of Agencies with Facilities</b>					
% Operating Inpatient Facility or Unit	21.7%	1,944	21.7%	2,044	-0.1%
<b>Facility Location</b>					
Freestanding	65.0%	843	64.4%	863	0.6%
In Hospital	22.7%	843	22.4%	863	0.3%
In Nursing Home	5.6%	843	5.1%	863	0.5%
Other	6.8%	843	8.1%	863	-1.4%
<b>Level of Care Provided</b>					
Acute or General Inpatient	48.2%	866	47.7%	872	0.5%
Mixed (acute/general and residential)	37.1%	866	36.9%	872	0.1%
Residential	14.8%	866	15.4%	872	-0.6%
<b>INPATIENT LEVEL OF CARE MIX</b>	<b>% of Patients</b>	<b>N</b>	<b>% of Patients</b>	<b>N</b>	
<b>Percent of Total Admissions*</b>					
General Inpatient Care	88.5%	181	85.3%	186	3.2%
Residential or Routine Care	7.0%	138	9.0%	147	-2.1%
Inpatient Respite Care	4.6%	135	5.7%	138	-1.1%
<b>Percent of Total Deaths</b>					
General Inpatient Care	92.2%	148	90.4%	156	1.8%
Residential or Routine Care	6.7%	135	8.5%	146	-1.8%
Inpatient Respite Care	1.1%	123	1.2%	139	0.0%
<b>Percent of Live Discharges*</b>					
General Inpatient Care	64.6%	142	65.3%	151	-0.6%
Residential or Routine Care	20.1%	135	16.4%	139	3.7%
Inpatient Respite Care	15.2%	126	18.4%	136	-3.1%
<b>Percent of Patients Served</b>					
General Inpatient Care	85.5%	149	83.0%	151	2.5%
Residential or Routine Care	9.9%	138	10.7%	143	-0.8%
Inpatient Respite Care	4.6%	134	6.4%	136	-1.7%
<b>Percent of Total Days</b>					
General Inpatient Care	76.4%	178	69.2%	182	7.3%
Residential or Routine Care	19.8%	142	26.2%	145	-6.4%
Inpatient Respite Care	3.7%	135	4.6%	139	-0.9%
<b>INPATIENT LENGTH OF SERVICE</b>	<b>Mean Days</b>	<b>N</b>	<b>Mean Days</b>	<b>N</b>	
<b>Average LOS</b>					
General Inpatient Care	7.3	121	9.0	124	-1.6
Residential or Routine Care	17.4	99	25.2	105	-7.8
Inpatient Respite Care	5.9	66	5.8	72	0.1
<b>INPATIENT STAFFING</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	
<b>Percent of Total Inpatient FTEs</b>					
Clinical	81.8%	152	83.0%	177	-1.2%
Nursing	41.4%	151	41.7%	177	-0.4%
Social Services	5.4%	145	3.5%	172	1.8%
Health Aides	28.5%	148	30.2%	177	-1.7%
Physicians	2.2%	134	2.5%	164	-0.4%
Chaplains	2.1%	138	2.3%	162	-0.3%
Other Clinical	2.3%	124	2.7%	160	-0.4%
Non-clinical	16.0%	147	14.5%	175	1.6%

\* 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 this *National Summary of Hospice Care*, NHPCO members can access national-level summary statistics in the quarterly and semiannual reports produced for the Performance Measure tools listed below.

Tool	Population	Report Frequency	Agency-Level Reports	Web Site
<b>Evaluation of Care Tools</b>				
End Result Outcome Measures	Hospice patients	Quarterly	No	<a href="http://www.nhpc.org/outcomemeasures">www.nhpc.org/outcomemeasures</a>
Family Evaluation of Bereavement Services	Family caregivers	Semi-annually	Yes	<a href="http://www.nhpc.org/febs">www.nhpc.org/febs</a>
Family Evaluation of Hospice Care	Family caregivers	Quarterly	Yes	<a href="http://www.nhpc.org/fehpc">www.nhpc.org/fehpc</a>
Family Evaluation of Palliative Care	Family caregivers	Semi-annually	Yes	<a href="http://www.nhpc.org/fepc">www.nhpc.org/fepc</a>
<b>Organization and Program Evaluation Tools</b>				
National Summary of Hospice Care – Peer Reports <sup>1</sup>	Hospice agencies	Annually	No	<a href="http://www.nhpc.org/nds">www.nhpc.org/nds</a>
Survey of Team Attitudes and Relationships	Hospice staff	Ongoing	Yes	<a href="http://www.nhpc.org/star">www.nhpc.org/star</a>

<sup>1</sup> *The National Summary of Hospice Care – Peer Reports* are available for purchase by provider-members of NHPCO. A 50% discount is applied to those organizations who submit data to the NHPCO National Data Set.