



NHPCO 2013 National Summary of Hospice Care

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The National Summary of Hospice Care is for the explicit and sole use of NHPCO member organizations that provide direct patient care. The statistics in this report are intended and appropriate for hospice site level comparison of performance in operations and care delivery processes for the purpose of quality improvement.



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 Sources

The primary source of these findings is data provided by members who participate in NHPCO's *National Data Set*, a comprehensive annual survey supported by many of our state organization partners. National Data Set data are supplemented by NHPCO's membership database, and Medicare certification data from the CMS Provider of Services file.

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 FY2012 cost report to the Centers for Medicare and Medicaid Services (CMS) Healthcare Cost Report Information System (HCRIS). Hospice cost report data for FY2013 were not available at time of analysis.

Data Interpretation

To show the continuum of hospice performance, the attached tables provide national statistics for both 2012 and 2013. 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

	2013		2012		Percent Change '12 to '13
	Percent of Agencies	N	Percent of Agencies	N	
TOTAL HOSPICE PROVIDERS					
Total Agencies		4,050		3,950	2.5%
Total Sites, including Satellite Offices		5,800		5,560	4.3%
					Difference '12 to '13
AGENCY OWNERSHIP					
Free Standing / Independent Hospice	58.3%	3,478	57.4%	3,426	0.9%
Part of a Hospital System	19.8%	3,478	20.5%	3,426	-0.7%
Part of a Home Health Agency	16.7%	3,478	16.9%	3,426	-0.2%
Part of a Nursing Home	5.1%	3,478	5.2%	3,426	-0.1%
INPATIENT SERVICES					
% Operating Inpatient Facility or Residence	38.2%	249	25.0%	1,908	13.2%
TAX STATUS^β					
Voluntary / Not for Profit	29.8%	3,949	31.9%	3,447	-2.1%
Proprietary / For Profit	65.6%	3,949	63.1%	3,447	2.4%
Government	4.6%	3,949	4.9%	3,447	-0.3%
GEOGRAPHIC LOCATION SERVED					
Mixed Urban and Rural	46.3%	1,999	45.8%	1,957	0.5%
Primarily Rural	30.7%	1,999	31.5%	1,957	-0.9%
Primarily Urban	23.1%	1,999	22.7%	1,957	0.4%
AVERAGE DAILY CENSUS[*]					
1 to 9 patients	13.4%	404	8.0%	375	5.4%
10 to 25 patients	16.1%	404	12.0%	375	4.1%
26 to 50 patients	16.3%	404	14.4%	375	1.9%
51 to 100 patients	15.3%	404	18.9%	375	-3.6%
101 to 200 patients	16.6%	404	20.3%	375	-3.7%
> 200 patients	22.3%	404	26.4%	375	-4.1%
TOTAL PATIENT ADMISSIONS					
1 to 49	16.1%	2,996	15.7%	2,865	0.3%
50 to 150	29.5%	2,996	28.7%	2,865	0.8%
151 to 500	33.1%	2,996	33.0%	2,865	0.1%
501 to 1,500	16.4%	2,996	17.7%	2,865	-1.3%
> 1,500	4.9%	2,996	4.9%	2,865	0.0%

^β 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)**

	2013		2012		Difference '12 to '13
	Percent of Agencies	N	Percent of Agencies	N	
CERTIFICATION & ACCREDITATION					
Medicare-certified Hospice Provider	92.7%	3,543	93.1%	3,582	-0.4%
Independently Accredited	67.6%	2,008	61.2%	2,072	6.4%
Joint Commission (formerly JCAHO)	42.4%	2,008	39.0%	2,072	3.3%
Community Health Accreditation Program	17.3%	2,008	15.0%	2,072	2.3%
Accreditation Commission for Health Care	4.0%	2,008	3.7%	2,072	0.3%
Other Accreditation(s)	5.3%	2,008	4.6%	2,072	0.7%
STATE MEMBERSHIPS					
Member of a State Hospice Association	84.1%	2,785	84.6%	2,753	-0.5%
Member of a State Home Health Association	45.9%	1,609	43.5%	1,627	2.4%
ADDITIONAL SERVICES*					
Formal Pediatric Palliative Care Programs with Specialized Staff					
% in operation	14.1%	2,526	14.3%	2,491	-0.2%
% in the planning phase	0.8%	2,526	0.7%	2,491	0.2%
Service Delivery Programs Outside of Medicare Hospice Benefit Model					
% in operation	62.9%	2,510	63.1%	2,485	-0.1%
% in the planning phase	4.7%	2,510	4.4%	2,485	0.4%
Palliative Consult Services (in any setting)					
% in operation	59.5%	1,144	59.0%	1,125	0.5%
% in the planning phase	23.0%	1,144	23.0%	1,125	0.0%
Palliative Care Services at Home / Inpatient Facility					
% in operation	66.9%	1,020	66.3%	1,001	0.5%
% in the planning phase	14.4%	1,020	14.3%	1,001	0.1%
Post-Hospice Support Program for Patients Discharged Alive					
% in operation	61.7%	905	60.8%	875	0.9%
% in the planning phase	12.3%	905	12.0%	875	0.3%
Complementary Therapies (music therapy, art therapy, massage therapy, etc.)					
% in operation	81.7%	687	82.4%	652	-0.7%
% in the planning phase	14.1%	687	13.3%	652	0.8%
Day Care Services for Hospice Patients					
% in operation	14.1%	170	15.4%	149	-1.3%
% in the planning phase	26.5%	170	25.5%	149	1.0%

* NHPCO membership data.

N = Number of hospice agencies with available data.



Table 2. Patient Volume

	2013					2012			Percent Change '12 to '13
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
PATIENT VOLUME									
Total Patient Days	58,611	10,674	35,468	85,523	263	54,351	33,735	346	7.8%
Daily Census	137.7	27.8	79.5	207.7	330	148.5	92.2	346	-7.3%
Unique Patients Served	596.9	128.0	343.0	830.0	580	649.3	392.0	596	-8.1%
Total Admissions	559.0	126.0	323.0	786.0	580	605.8	368.0	596	-7.7%
% Re-admissions	7.0%	4.0%	6.0%	8.0%	233	6.0%	5.0%	265	16.7%
Total Deaths	446.6	100.0	246.0	635.5	575	486.7	276.5	607	-8.3%

Table 3. Referrals

	2013					2012			Difference '12 to '13
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
REFERRALS									
Percentage of Referrals Converted to Admissions	74.4%	68.0%	74.4%	81.4%	294	75.5%	76.2%	247	-1.1%
Referral Source	Percent of Total				N	Percent of Total		N	
Physician	19.3%				232	22.9%		205	-3.6%
Hospital	47.3%				232	45.3%		205	2.0%
Nursing Facility	13.3%				232	15.3%		205	-2.0%
Self, Family, or Friend	12.4%				232	10.4%		205	2.0%
Other	6.3%				232	5.0%		205	1.3%
Home Health Agency	1.5%				232	1.1%		205	0.3%

Table 4. Non-Death Discharges

	2013					2012			Difference '12 to '13
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
NON-DEATH (LIVE) DISCHARGE									
Non-death Discharges As a Percentage of Total Discharges	24.4%	12.6%	18.4%	28.4%	984	23.2%	17.5%	775	1.2%
Reason for Non-death Discharge	Percent of Total					Percent of Total			
A. Hospice-initiated Discharge	57.9%				288	55.9%		295	2.0%
B. Patient-initiated Discharge	42.1%				287	44.1%		293	-2.0%

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

N = Number of hospice agencies with available data.

**Table 5. Patient Demographics**

	2013		2012		Difference '12 to '13
	Percent of Patients	N	Percent of Patients	N	
PATIENT GENDER					
Female	54.7%	1,024	56.4%	983	-1.6%
Male	45.3%	1,024	43.6%	983	1.6%
PATIENT AGE ON ADMISSION					
< 65 / 65 or more years					
Less than 65 years	16.0%	533	16.5%	563	-0.5%
65 or more years	84.0%	533	83.5%	563	0.5%
Detailed Age Distribution					
0 - 24 years	0.4%	331	0.4%	350	0.0%
< 1y (% of 0-24 y)	20.3%	316	21.0%	336	-0.7%
1 - 4y (% of 0-24 y)	15.5%	316	18.0%	336	-2.5%
5 - 14y (% of 0-24 y)	23.6%	318	24.8%	337	-1.2%
15 - 24y (% of 0-24 y)	40.6%	331	36.2%	350	4.4%
25 - 34 years	0.4%	331	0.4%	350	0.0%
35 - 64 years	15.3%	331	15.7%	350	-0.5%
65 - 74 years	16.6%	331	16.3%	350	0.3%
75 - 84 years	26.1%	331	26.7%	350	-0.5%
85+ years	41.2%	331	40.5%	350	0.7%
PATIENT ETHNICITY*					
Non-Hispanic or Latino origin	93.2%	998	93.1%	954	0.0%
Hispanic or Latino origin	6.8%	998	6.9%	954	-0.1%
PATIENT RACE*					
Asian, Hawaiian, Other Pacific Islander	2.9%	992	2.8%	933	0.1%
American Indian or Alaskan Native	0.3%	992	0.3%	925	0.0%
Black / African American	8.4%	995	8.6%	955	-0.2%
Multiracial or Other Race	7.5%	995	6.7%	948	0.7%
White / Caucasian	80.9%	1,005	81.5%	965	-0.7%
SPECIAL POPULATIONS					
Veterans	9.5%	260	18.5%	259	-9.0%

* 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**

	2013		2012		Difference '12 to '13
	Percent of Patients	N	Percent of Patients	N	
Total Admissions by Primary Diagnosis					
Cancer	36.5%	1,034	36.9%	1,050	-0.4%
Non-Cancer Diagnoses	63.5%	1,034	63.1%	1,050	0.4%
Heart Disease	13.4%	1,034	11.2%	1,045	2.2%
Debility Unspecified	5.4%	1,028	14.2%	1,036	-8.8%
Dementia	15.2%	1,034	12.8%	1,046	2.4%
Lung Disease	9.9%	1,034	8.2%	1,045	1.7%
Stroke or Coma	5.2%	1,025	4.3%	1,029	0.9%
Kidney Disease (ESRD)	3.0%	1,033	2.7%	1,033	0.3%
Liver Disease	2.1%	1,028	2.1%	1,031	0.0%
Non-ALS Motor Neuron	1.8%	531	1.6%	1,023	0.2%
HIV / AIDS	0.2%	1,015	0.2%	982	0.0%
Amyotrophic Lateral Sclerosis (ALS)	0.4%	1,020	0.4%	1,001	-0.1%
Other	6.9%	1,028	5.2%	1,021	1.7%
Total Deaths by Primary Diagnosis					
Cancer	38.4%	958	38.4%	938	0.0%
Non-Cancer Diagnoses	61.6%	945	61.6%	936	0.0%
Heart Disease	12.4%	920	10.8%	917	1.6%
Debility Unspecified	7.5%	855	12.8%	876	-5.3%
Dementia	14.4%	934	12.3%	919	2.1%
Lung	9.3%	895	8.0%	892	1.3%
Stroke or Coma	5.1%	870	4.6%	915	0.5%
Kidney Disease	3.1%	877	2.9%	864	0.2%
Liver Disease	2.1%	851	2.0%	852	0.1%
Non-ALS Motor Neuron	1.6%	518	1.6%	737	0.1%
HIV / AIDS	0.2%	729	0.2%	708	0.0%
ALS	0.4%	757	0.4%	744	0.0%
Other	5.5%	862	6.0%	908	-0.5%
Live Discharge Rate Per Diagnosis*					
Cancer	12.7%	943	12.5%	919	0.2%
Non-Cancer Diagnoses	21.3%	985	19.8%	1033	1.6%
Heart Disease	20.4%	934	19.7%	910	0.7%
Debility Unspecified	28.0%	848	24.5%	868	3.5%
Dementia	21.9%	947	19.4%	916	2.6%
Lung Disease	23.2%	880	21.1%	864	2.1%
Stroke or Coma	13.7%	839	11.8%	1000	1.8%
Kidney Disease	10.7%	822	9.5%	798	1.2%
Liver Disease	17.7%	823	18.8%	811	-1.1%
Non-ALS Motor Neuron	21.4%	514	20.9%	719	0.5%
HIV / AIDS	24.8%	721	29.7%	698	-4.9%
ALS	20.9%	746	19.1%	702	1.8%
Other	21.7%	842	17.8%	986	3.9%

* 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[‡]

	2013					2012			Difference '12 to '13
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
LENGTH OF SERVICE (LOS)[*]	<u>Days</u>					<u>Days</u>			
Average LOS (days)	72.6	57.0	69.5	86.0	368	71.8	69.4	393	0.7
Median LOS (days)	18.5	12.0	16.0	20.0	369	18.7	16.0	391	-0.2
PERCENT OF DISCHARGES BY LOS	<u>% of Discharges</u>					<u>% of Discharges</u>			
1 to 7 Days	34.5%				202	35.5%		205	-1.0%
8 to 14 Days	14.3%				202	14.1%		205	0.2%
15 to 29 Days	12.7%				202	12.9%		205	-0.1%
30 to 59 Days	11.6%				202	11.1%		205	0.5%
60 to 89 Days	6.4%				202	6.3%		205	0.1%
90 to 179 Days	9.2%				202	8.8%		205	0.4%
180+ Days	11.5%				202	11.5%		205	-0.1%
LOS BY TAX STATUS	<u>Days</u>					<u>Days</u>			
Average LOS									
Not for Profit	67.4	56.0	64.0	80.0	240	67.4	57.0	260	0.1
For Profit	87.5	69.5	84.2	96.3	108	84.8	87.0	102	2.7
Government	52.3	42.0	57.0	63.0	20	61.0	55.0	21	-8.7
Median LOS									
Not for Profit	17.0	13.0	16.0	19.0	242	17.7	16.0	259	-0.7
For Profit	22.7	11.0	17.0	25.0	107	21.3	16.0	102	1.4
Government	18.0	11.0	16.0	23.0	20	23.9	24.0	20	-5.9
LOS BY CERTIFICATION STATUS	<u>Days</u>					<u>Days</u>			
Average LOS									
Medicare-certified Provider	72.4	57.0	70.0	86.0	348	71.8	69.4	392	0.6
Non-certified Provider	61.8	58.0	58.0	81.0	10	**	**	2	
Median LOS									
Medicare-certified Provider	18.3	13.0	16.0	20.0	347	18.7	16.0	389	-0.4
Non-certified Provider	14.6	12.0	12.0	18.0	12	**	**	2	

[‡] 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)[‡]

	2013					2012			Difference '12 to '13
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
LENGTH OF SERVICE (LOS)[*]	<u>Days</u>					<u>Days</u>			
Average LOS (days)	72.6	57.0	69.5	86.0	368	71.8	69.4	393	0.7
Median LOS (days)	18.5	12.0	16.0	20.0	369	18.7	16.0	391	-0.2
LOS BY TOTAL ADMISSIONS									
Average LOS									
1 - 49 Admissions	69.0	40.0	58.0	88.0	22	78.6	63.0	20	-9.5
50 - 150 Admissions	68.9	44.0	62.0	80.0	62	75.8	63.0	63	-6.8
151 - 500 Admissions	73.6	50.0	66.0	93.8	119	72.9	63.8	121	0.8
501 - 1,500 Admissions	71.3	53.0	67.0	86.0	105	69.1	65.0	130	2.2
> 1,500 Admissions	73.2	58.0	72.8	86.0	60	73.3	74.0	58	-0.1
Median LOS									
1 to 49 Admissions	25.5	16.0	20.0	28.0	22	37.2	23.0	20	-11.7
50 - 150 Admissions	27.9	15.0	23.0	34.0	63	30.5	26.0	62	-2.6
151 - 500 Admissions	26.8	14.0	22.0	31.0	117	25.0	22.0	120	1.9
501 - 1,500 Admissions	18.6	12.0	16.0	22.0	106	19.7	16.0	130	-1.0
> 1,500 Admissions	16.4	12.0	16.0	19.0	61	16.3	15.0	58	0.1
LOS BY PRIMARY DIAGNOSIS									
Cancer	45.2	31.9	43.0	55.7	900	46.3	43.8	850	-1.1
Non-Cancer Diagnoses	77.4	50.1	71.2	100.1	896	77.5	72.7	863	-0.1
Heart Disease	71.9	42.1	65.2	94.5	867	72.8	65.7	835	-0.9
Debility Unspecified	90.5	50.3	80.5	126.1	695	83.6	77.3	760	6.9
Dementia	94.3	53.7	86.7	129.4	876	93.8	86.4	861	0.5
Lung Disease	73.3	39.7	65.9	95.3	808	71.3	64.7	798	2.0
Stroke or Coma	55.1	17.8	43.7	76.2	709	49.6	37.5	683	5.5
Kidney Disease	29.7	10.8	21.9	40.2	742	32.8	21.6	711	-3.1
Liver Disease	37.6	15.5	30.8	50.6	691	36.9	30.5	684	0.7
Non-ALS Motor Neuron	109.1	38.7	94.7	150.7	389	111.7	88.6	478	-2.6
HIV / AIDS	41.0	10.0	25.0	57.0	225	45.6	25.4	240	-4.6
ALS	95.7	28.0	64.0	132.8	375	84.2	62.5	395	11.5
Other Diagnoses	62.0	25.0	47.2	84.9	701	62.5	50.2	656	-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.

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

N = Number of hospice agencies with available data.

**Table 8. Location of Care**

	2013		2012		Difference '12 to '13
	Percent of Patients	N	Percent of Patients	N	
PATIENT LOCATION ON ADMISSION					
Private Residence	50.7%	477	50.9%	502	-0.2%
Nursing Home	16.8%	472	16.3%	491	0.5%
Acute Care Hospital (not operated by the hospice)	8.7%	464	7.9%	457	0.8%
Free-Standing Hospice Inpatient Facility or Residence	13.6%	456	14.7%	432	-1.1%
Hospice-Run Inpatient Facility in Other's Facility	2.3%	398	2.7%	341	-0.3%
Assisted Living or Other Residential Facility	7.9%	472	7.5%	479	0.4%
LOCATION OF DEATH					
Private Residence	41.7%	473	41.5%	499	0.2%
Nursing Home	17.9%	469	17.2%	490	0.7%
Free-Standing Hospice Inpatient Facility or Residence	23.2%	455	24.0%	433	-0.8%
Acute Care Hospital (not operated by the hospice)	7.0%	463	6.6%	462	0.3%
Hospice-Run Inpatient Facility in Other's Facility	3.3%	397	3.4%	343	-0.1%
Assisted Living or Other Residential Facility	7.0%	467	7.3%	475	-0.2%

Table 9. Level of Care

	2013		2012		Difference '12 to '13
	Percent of Patient Days	N	Percent of Patient Days	N	
LEVEL OF CARE					
Routine Home Care	94.1%	1,012	96.5%	926	-2.4%
General Inpatient Care	4.8%	1,006	2.7%	916	2.1%
Continuous Care	0.8%	986	0.5%	888	0.3%
Respite Care	0.3%	1,001	0.3%	914	0.0%

N = Number of hospice agencies with available data.

**Table 10. Payer Mix**

	2013		2012		Difference '12 to '13
	Percent	N	Percent	N	
PATIENTS SERVED					
Percent of Patients Served by Payer					
Medicare Hospice Benefit	87.2%	978	83.7%	953	3.5%
Managed Care or Private Insurance	6.2%	820	7.6%	1,030	-1.4%
Medicaid Hospice Benefit	3.8%	514	5.5%	1,024	-1.7%
Uncompensated or Charity Care	0.9%	473	1.2%	490	-0.3%
Self Pay	0.8%	668	0.9%	661	-0.2%
Other Payment Source	1.2%	674	1.2%	943	0.0%
Medicare Patients as Percent of Total Patients, by Agency Tax Status					
Voluntary / Not for Profit	86.1%	379	83.0%	377	3.1%
Proprietary / For Profit	88.3%	301	85.4%	260	2.9%
Government	84.1%	27	82.1%	25	2.0%
PATIENT CARE DAYS					
Percent of Patient Care Days by Payer					
Medicare Hospice Benefit	91.2%	1,008	89.0%	983	2.2%
Managed Care or Private Insurance	4.0%	1,001	4.4%	1,027	-0.4%
Medicaid Hospice Benefit	3.1%	507	4.3%	1,024	-1.3%
Uncompensated or Charity Care	0.6%	706	0.8%	660	-0.3%
Self Pay	0.5%	956	0.6%	888	-0.1%
Other Payment Source	0.6%	966	0.9%	941	-0.3%
Medicare Days as Percent of Total Days, by Agency Tax Status					
Voluntary / Not for Profit	89.8%	375	88.2%	379	1.6%
Proprietary / For Profit	92.2%	297	91.4%	260	0.8%
Government	87.5%	26	88.2%	25	-0.7%

N = Number of hospice agencies with available data.

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

	2013		2012		Difference '12 to '13
	Agency mean	N	Agency mean	N	
Distribution of Total FTEs*					
Clinical (direct patient care)	68.4%	337	66.7%	339	1.7%
Nursing	30.0%	337	28.9%	338	1.1%
Nurse Practitioner	0.8%	326	1.0%	313	-0.1%
Home Health Aides	19.4%	334	19.8%	338	-0.4%
Social Services	8.3%	336	8.6%	336	-0.3%
Physicians (excludes volunteers)	3.1%	331	2.5%	320	0.6%
Chaplains	4.3%	328	4.3%	334	0.0%
Other Clinical	2.9%	322	2.4%	307	0.6%
Nursing (indirect clinical)	7.7%	332	8.3%	327	-0.6%
Non-clinical (administrative/general)	19.2%	335	20.8%	332	-1.6%
Volunteer Coordinators	3.4%	152	3.5%	136	-0.1%
Bereavement	3.5%	333	3.7%	321	-0.3%
Distribution of Total Employees					
Clinical (direct patient care)	69.7%	192	67.8%	197	1.9%
Nursing	31.0%	191	31.0%	196	0.0%
Nurse Practitioner	0.9%	175	1.1%	179	-0.2%
Home Health Aides	17.9%	187	17.3%	195	0.6%
Social Services	8.4%	191	8.9%	197	-0.6%
Physicians (excludes volunteers)	4.2%	181	3.4%	190	0.8%
Chaplains	5.2%	188	4.2%	196	1.0%
Other Clinical	2.8%	172	2.2%	173	0.6%
Nursing (indirect clinical)	8.0%	185	8.4%	195	-0.3%
Non-clinical (administrative/general)	19.2%	156	20.4%	174	-1.2%
Volunteer Coordinators	3.4%	170	2.8%	173	0.7%
Bereavement	4.1%	187	3.6%	193	0.4%
Turnover rate within each Discipline[#]					
Clinical (direct patient care)	25.2%	159	24.5%	165	0.7%
Nursing	30.6%	155	29.2%	163	1.4%
Nurse Practitioner	0.9%	135	1.5%	139	-0.6%
Home Health Aides	23.5%	147	21.0%	154	2.5%
Social Services	27.0%	144	21.1%	148	5.8%
Physicians (excludes volunteers)	15.9%	134	15.4%	137	0.5%
Chaplains	20.8%	142	15.4%	142	5.4%
Other Clinical	7.8%	135	7.6%	136	0.1%
Nursing (indirect clinical)	23.7%	142	14.1%	144	9.5%
Non-clinical (administrative/general)	21.4%	117	17.0%	139	4.4%
Volunteer Coordinators	20.2%	130	13.6%	124	6.6%
Bereavement	14.2%	137	14.7%	138	-0.5%
All Staff	23.6%	160	22.0%	166	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.

N = Number of hospice agencies with available data.



Table 12. Volunteer Services

	2013					2012			Difference '12 to '13
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
TOTAL VOLUNTEERS									
Percent of Total Volunteers *									
Direct Patient Care	60.9%	42.9%	61.2%	82.0%	424	60.8%	61.6%	420	0.2%
Patient Care Support (clerical)	20.4%	6.7%	15.9%	29.7%	424	18.6%	14.3%	420	1.8%
General Support (fundraising/board)	18.7%	0.0%	11.6%	31.7%	424	20.7%	13.9%	420	-2.0%
Number of Volunteers per Patient ‡									
All Volunteer Types	0.23	0.10	0.17	0.30	470	0.26	0.19	461	-0.03
Direct Patient Care	0.12	0.06	0.10	0.16	461	0.13	0.11	457	-0.01
Patient Care Support (clerical)	0.05	0.02	0.04	0.08	418	0.06	0.04	408	-0.01
General Support (fundraising/board)	0.10	0.02	0.05	0.13	262	0.11	0.05	271	-0.01
VOLUNTEER HOURS									
Percent of Total Volunteer Hours ‡									
Direct Patient Care	53.4%	30.9%	53.3%	75.8%	422	52.0%	52.1%	414	1.4%
Patient Care Support (clerical)	30.3%	11.7%	25.5%	45.1%	422	28.8%	24.1%	414	1.5%
General Support (fundraising/board)	16.3%	0.0%	6.0%	26.0%	422	19.2%	9.8%	414	-2.9%
Volunteer Hours per Volunteer									
Hours per Volunteer #	46.5	24.6	40.6	63.6	462	48.5	42.3	491	-1.9
Patient Visits per Volunteer	20.1	11.1	17.7	26.3	446	20.6	18.2	277	-0.5
Phone Calls per Volunteer	8.5	1.0	3.2	10.5	133	8.9	4.7	120	-0.4
Volunteer Hours as % of Total Staff Hours	4.5%	1.9%	3.8%	6.3%	223	4.7%	3.8%	234	-0.3%
Volunteer Hours as % of Clinical Staff Hours	5.1%	2.0%	4.1%	7.7%	223	5.4%	4.5%	233	-0.3%
Volunteer Visits as % of Total Visits	4.6%	1.4%	3.7%	6.4%	456	4.9%	4.1%	294	-0.3%
% of Patients Receiving Volunteer Services	34.8%	19.0%	32.1%	50.5%	196	35.2%	31.6%	178	-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.

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

N = Number of hospice agencies with available data.



Table 13. Bereavement Services

	2013					2012					Difference '12 to '13
	Agency Mean	25th %	Median	75th %	N	Agency Mean	25th %	Median	75th %	N	
Total Hospice Family Members Served per Death*	1.9	1.0	1.3	2.2	796	1.7	1.0	1.3	2.1	799	0.2
Agencies Offering Bereavement Services to the Community											
% in operation	92.1%				1,781	92.5%				1,773	-0.4%
% in the planning phase	4.6%				1,781	4.3%				1,773	0.3%
Contacts per Family Member											
Phone calls/Visits	2.2	0.8	1.6	3.2	352	2.9	1.1	2.1	3.7	412	-0.7
Mailings	5.0	1.4	3.9	6.8	352	6.7	2.0	4.4	8.0	409	-1.7
Total Contacts (phone calls/visits/mailings)	7.3	2.8	5.6	9.9	354	9.8	3.7	6.8	11.3	417	-2.5
Contacts per Community Member											
Phone calls/Visits	2.3	0.7	1.1	3.5	230	2.0	0.6	1.2	2.7	277	0.3
Mailings	1.7	0.0	0.4	1.6	249	1.9	0.0	0.4	2.0	283	-0.2
Total Contacts (phone calls/visits/mailings)	4.4	1.0	1.8	5.6	238	4.1	1.0	2.1	5.9	285	0.2
Percent Served by Affiliation w/ Hospice											
Hospice Family Members	88.6%	81.8%	96.3%	100%	748	86.5%	77.3%	94.3%	100%	753	2.1%
Community Members	11.4%	0.0%	3.7%	18.2%	748	13.5%	0.0%	5.7%	22.7%	753	-2.1%
Distribution of Visits & Calls											
Hospice Family Members	86.6%	79.2%	91.0%	95.9%	265	87.2%	81.6%	90.0%	96.3%	302	-0.6%
Community Members	13.4%	4.1%	9.0%	20.8%	265	12.8%	3.7%	10.0%	18.4%	302	0.6%
Distribution of Mailings											
Hospice Family Members	97.2%	96.5%	99.7%	100%	364	95.8%	94.9%	99.5%	100%	374	1.4%
Community Members	2.8%	0.0%	0.3%	3.5%	364	4.2%	0.0%	0.5%	5.1%	374	-1.4%
Distribution of Total Contacts											
Hospice Family Members	92.3%	89.8%	95.7%	98.1%	275	91.7%	87.5%	94.5%	98.3%	314	0.6%
Community Members	7.7%	1.9%	4.3%	10.2%	275	8.3%	1.7%	5.5%	12.5%	314	-0.6%

* 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

	2013					2012			Difference '12 to '13
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
Patient Caseload*									
Nurse Case Manager	11.2	10.0	12.0	13.0	400	11.3	12.0	445	-0.1
Social Services	25.2	20.0	25.0	33.5	401	26.5	26.0	441	-1.3
Home Health Aide	10.7	7.0	10.0	13.0	392	11.0	10.0	437	-0.3
Chaplains	34.2	17.0	30.0	50.0	388	35.9	35.0	428	-1.7
Volunteer Coordinator	47.5	15.0	30.0	75.0	347	47.6	34.0	366	-0.1
Medical Director	35.5	6.0	25.0	50.0	315	37.0	25.0	337	-1.5
Paid Home Hospice Hours per Patient Day[¥]									
Clinical	2.2	1.6	1.8	2.3	220	2.2	1.9	381	0.0
Nursing	1.1	0.7	0.9	1.2	220	1.0	0.9	381	0.1
Nurse Practitioner ^µ	0.0	0.0	0.0	0.1	112	0.0	0.0	188	0.0
Home Health Aides	0.5	0.3	0.5	0.6	215	0.6	0.5	380	-0.1
Social Services	0.3	0.2	0.2	0.3	218	0.3	0.2	380	0.0
Physicians	0.2	0.0	0.1	0.2	211	0.1	0.1	364	0.1
Chaplains	0.1	0.1	0.1	0.1	210	0.1	0.1	379	0.0
Other Clinical	0.1	0.0	0.0	0.1	204	0.1	0.0	337	0.0
Nursing (indirect clinical)	0.2	0.1	0.2	0.3	213	0.3	0.2	374	-0.1
Non-Clinical	0.7	0.3	0.6	0.9	218	0.7	0.6	378	0.0
Volunteer Coordinator	0.1	0.0	0.1	0.1	213	0.2	0.1	208	-0.1
All Staff (Clinical and Non-Clinical)	3.6	2.5	3.2	3.9	211	3.8	3.3	359	-0.2
Average Daily Census per FTE[£]									
Clinical	2.5	1.8	2.6	3.3	226	2.7	2.8	237	-0.2
Nursing	5.8	4.0	5.8	7.4	227	6.0	5.9	236	-0.2
Nurse Practitioner ^µ	138.8	77.7	119.5	207.7	96	150.1	124.2	112	-11.3
Home Health Aide	10.2	7.0	10.0	13.4	222	11.1	10.6	235	-0.9
Social Services	22.0	14.7	21.9	28.2	227	22.5	21.7	237	-0.5
Physicians	58.7	12.2	42.0	91.5	216	61.9	48.7	229	-3.2
Chaplains	41.5	21.9	39.2	58.4	224	47.8	45.5	236	-6.3
Other Clinical	32.1	0.0	1.1	51.8	207	40.1	2.7	207	-8.0
Nursing (indirect clinical)	21.4	11.0	18.6	29.2	221	21.1	18.1	235	0.3
Non-Clinical	9.7	5.1	7.2	12.5	188	10.5	7.5	215	-0.8
Volunteer Coordinator	67.9	23.9	64.0	98.1	205	78.8	76.9	214	-10.9
All Staff (Clinical and Non-Clinical)	1.7	1.3	1.7	2.2	226	1.8	1.8	237	-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.

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

	2013					2012			Difference '12 to '13
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
VISITS PER PATIENT									
Visits per Home Care Admission, by Discipline*									
Clinical (direct patient care)	63.0	39.2	57.2	81.2	413	70.4	64.1	453	-7.4
Nursing	24.3	17.2	23.3	29.7	413	27.0	24.3	453	-2.7
Nurse Practitioner ^μ	0.6	0.2	0.5	0.9	82	0.7	0.6	103	-0.1
Home Health Aides	26.6	12.4	22.2	36.3	411	29.5	25.2	450	-2.9
Social Services	6.2	4.0	5.7	8.2	413	7.1	6.4	452	-0.9
Paid Physicians	0.6	0.0	0.2	0.7	397	0.7	0.3	424	-0.1
Chaplains	3.6	1.9	3.4	5.1	409	3.9	3.6	448	-0.3
Other Clinical	0.6	0.0	0.0	0.6	398	0.6	0.1	409	0.0
Days Between Visits, by Discipline[£]									
Clinical (direct patient care)	1.5	1.2	1.5	1.7	928	1.6	1.5	896	-0.1
Nursing	3.4	2.6	3.3	4.2	926	4.9	4.0	896	-1.5
All Other Clinical Staff	2.9	2.0	2.6	3.4	926	2.7	2.5	894	0.2
VISITS PER STAFF MEMBER									
Visits per Week, by Discipline[#]									
Clinical (direct patient care)	13.5	10.6	13.6	16.8	409	14.4	14.2	453	-0.9
Nursing	12.7	9.4	12.3	15.5	404	13.7	12.7	450	-1.0
Nurse Practitioner ^μ	7.0	1.4	5.1	11.7	145	12.2	8.5	203	-5.2
Home Health Aides	19.9	15.6	19.4	23.9	392	21.1	20.2	440	-1.2
Social Services	11.3	7.8	10.8	14.8	388	12.0	11.2	446	-0.7
Paid Physicians	6.2	0.1	2.3	8.4	271	7.5	2.8	335	-1.3
Chaplains	12.9	8.5	12.7	17.2	334	14.1	13.0	416	-1.2
Other Clinical	8.5	0.0	3.0	14.6	174	9.7	3.3	210	-1.2
Visits per 8-hour Day, by Discipline[¥]									
Clinical (direct patient care)	2.7	2.1	2.7	3.4	409	2.9	2.8	453	-0.2
Nursing	2.5	1.9	2.5	3.1	404	2.7	2.5	450	-0.2
Nurse Practitioner ^μ	1.4	0.3	1.0	2.3	145	2.4	1.7	203	-1.0
Home Health Aides	4.0	3.1	3.9	4.8	392	4.2	4.0	440	-0.2
Social Services	2.3	1.6	2.2	3.0	388	2.4	2.2	446	-0.1
Paid Physicians	1.2	0.0	0.5	1.7	271	1.5	0.6	335	-0.3
Chaplains	2.6	1.7	2.5	3.4	334	2.8	2.6	416	-0.2
Other Clinical	1.7	0.0	0.6	2.9	174	1.9	0.7	210	-0.2

* 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.

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**

	2013			2012			<i>Difference '12 to '13</i>
	Agency Mean	Median	N	Agency Mean	Median	N	
REVENUE AND EXPENSE DISTRIBUTIONS (Not-for profit agencies only)							
Percent of Total Revenue							
Hospice Service	87.7%	91.1%	230	88.5%	92.9%	276	-0.8%
Fundraising & Contributions	5.2%	3.5%	230	5.3%	2.9%	276	-0.1%
Other Revenue	7.0%	1.4%	230	6.2%	1.5%	276	0.8%
Percent of Total Expenses							
Hospice Service	91.8%	97.1%	241	89.0%	95.3%	258	2.8%
Fundraising & Contributions	1.8%	0.6%	241	3.4%	0.4%	258	-1.6%
Other Expenses	6.4%	0.3%	241	7.6%	2.8%	258	-1.3%

N = Number of hospice agencies with available data.

**Table 17. Cost per Patient Day from FY2011 - FY2010 Medicare Hospice Cost Report**

	2012		2011		Percent Change '12 to '11
	Median Cost	N	Median Cost	N	
MEDIAN COST PER PATIENT DAY (limited to Medicare-Certified Hospices)*					
General Service Cost Centers					
Capital Related Costs – Building	\$ 3.50	3,619	\$ 3.73	3,498	-6.1%
Capital Related Costs – Equipment	\$ 0.99	3,619	\$ 1.01	3,498	-2.0%
Plant Operation & Maintenance	\$ 1.28	3,619	\$ 1.31	3,498	-1.7%
Transportation – Staff	\$ 3.04	3,619	\$ 2.97	3,498	2.3%
Volunteer Service Coordination	\$ 3.05	3,619	\$ 3.04	3,498	0.4%
A&G Allocations	\$ 47.05	3,619	\$ 48.69	3,498	-3.4%
Inpatient Care Service Cost Centers					
Inpatient General Care	\$ 531.26	3,619	\$ 510.97	3,498	4.0%
Inpatient Respite Care	\$ 151.00	3,619	\$ 146.47	3,498	3.1%
All Visiting Services Cost Centers					
Physician Services	\$ 2.96	3,619	\$ 2.62	3,498	12.7%
Nursing Care	\$ 35.73	3,619	\$ 35.42	3,498	0.9%
Physical Therapy	\$ 0.09	3,619	\$ 0.09	3,498	-2.1%
Occupational Therapy	\$ 0.03	3,619	\$ 0.03	3,498	-2.7%
Speech / Language Pathology	\$ 0.02	3,619	\$ 0.02	3,498	5.5%
Medical Social Services - Direct	\$ 5.83	3,619	\$ 5.91	3,498	-1.4%
Spiritual Counseling	\$ 3.37	3,619	\$ 3.28	3,498	2.9%
Dietary Counseling	\$ 0.08	3,619	\$ 0.09	3,498	-3.4%
Counseling - Other	\$ 2.36	3,619	\$ 1.84	3,498	28.2%
Home Health Aides and Homemakers	\$ 9.92	3,619	\$ 9.83	3,498	1.0%
Other-Patient and Family Support	\$ 0.77	3,619	\$ 0.81	3,498	-5.8%
Other Services Cost Centers					
Drugs Biologicals & Infusion Therapy	\$ 8.30	3,619	\$ 8.27	3,498	0.3%
Durable Medical Equipment & Oxygen	\$ 6.08	3,619	\$ 5.98	3,498	1.6%
Patient Transportation	\$ 0.35	3,619	\$ 0.35	3,498	0.0%
Imaging Services	\$ 0.08	3,619	\$ 0.08	3,498	8.9%
Labs and Diagnostics	\$ 0.12	3,619	\$ 0.13	3,498	-5.1%
Medical Supplies	\$ 2.37	3,619	\$ 2.31	3,498	2.4%
Outpatient Services	\$ 0.25	3,619	\$ 0.29	3,498	-12.6%
Radiation Therapy	\$ 0.12	3,619	\$ 0.11	3,498	11.9%
Chemotherapy	\$ 0.13	3,619	\$ 0.10	3,498	29.1%
Non-reimbursable Services					
Bereavement Program	\$ 1.35	3,619	\$ 1.32	3,498	2.3%
Volunteer Program	\$ 0.20	3,619	\$ 0.19	3,498	4.3%
Fundraising	\$ 2.01	3,619	\$ 2.17	3,498	-7.1%

* 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 FY2012 Medicare hospice cost report data (complete FY2013 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	2013		2012		Difference '12 to '13
	% of Agencies	N	% of Agencies	N	
Percent of Agencies with Facilities					
% Operating Inpatient Facility or Unit	38.2%	249	25.0%	1,908	13.2%
Facility Location					
Freestanding	67.9%	162	54.8%	219	13.1%
In Hospital	23.5%	162	20.1%	219	3.4%
In Nursing Home	6.8%	162	6.4%	219	0.4%
Other	1.9%	162	18.7%	219	-16.9%
Level of Care Provided					
Acute or General Inpatient	50.0%	162	50.5%	194	-0.5%
Mixed (acute/general and residential)	43.8%	162	44.3%	194	-0.5%
Residential	6.2%	162	5.2%	194	1.0%
INPATIENT LEVEL OF CARE MIX	% of Patients	N	% of Patients	N	
Percent of Total Admissions*					
General Inpatient Care	81.6%	111	83.6%	138	-2.0%
Residential or Routine Care	11.0%	102	9.8%	132	1.3%
Inpatient Respite Care	7.3%	105	6.6%	123	0.8%
Percent of Total Deaths					
General Inpatient Care	88.5%	112	92.0%	137	-3.6%
Residential or Routine Care	10.8%	105	7.1%	132	3.7%
Inpatient Respite Care	0.8%	102	0.9%	120	-0.1%
Percent of Live Discharges*					
General Inpatient Care	61.2%	104	67.2%	134	-6.1%
Residential or Routine Care	17.1%	100	15.5%	128	1.7%
Inpatient Respite Care	21.7%	101	17.3%	117	4.4%
Percent of Patients Served					
General Inpatient Care	82.2%	108	83.9%	137	-1.7%
Residential or Routine Care	12.0%	103	9.2%	130	2.8%
Inpatient Respite Care	5.8%	103	6.9%	121	-1.1%
Percent of Total Days					
General Inpatient Care	68.4%	112	70.4%	141	-2.0%
Residential or Routine Care	27.0%	108	26.5%	136	0.5%
Inpatient Respite Care	4.6%	110	3.1%	126	0.0%
INPATIENT LENGTH OF SERVICE	Mean Days	N	Mean Days	N	
Average LOS					
General Inpatient Care	6.4	91	7.7	119	-1.3
Residential or Routine Care	13.4	75	18.9	104	-5.5
Inpatient Respite Care	6.4	62	5.1	70	1.3
INPATIENT STAFFING	%	N	%	N	
Percent of Total Inpatient FTEs					
Clinical	80.9%	158	81.6%	191	-0.7%
Nursing	40.6%	157	42.3%	191	-1.7%
Social Services	3.6%	151	3.7%	187	0.0%
Health Aides	28.2%	157	28.5%	191	-0.3%
Physicians	3.3%	148	2.5%	180	0.0%
Chaplains	2.2%	147	1.8%	183	0.4%
Other Clinical	3.0%	147	2.8%	173	0.2%
Non-clinical	15.9%	152	15.9%	187	0.0%

* 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
Evaluation of Care Tools				
Patient Outcomes and 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
Organization and Program Evaluation Tools				
National Summary of Hospice Care – Peer Reports ¹	Hospice agencies	Annually	No	www.nhpc.org/nds
Survey of Team Attitudes and Relationships	Hospice staff	Ongoing	Yes	www.nhpc.org/star

¹ *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.