



NHPCO 2014 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 normally also incorporated into this report. However, as of the publish date of this report data for FY2013 were not available and the associated table (Cost per Patient Day) was excluded. This report will be updated and republished when FY2013 cost report data become available.

Data Interpretation

To show the continuum of hospice performance, the attached tables provide national statistics for both 2013 and 2014. 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

	2014		2013		Percent Change '13 to '14
	Percent of Agencies	N	Percent of Agencies	N	
TOTAL HOSPICE PROVIDERS					
Total Agencies		4,150		4,050	2.5%
Total Sites, including Satellite Offices		6,100		5,800	5.2%
AGENCY OWNERSHIP					Difference '13 to '14
Free Standing / Independent Hospice	59.1%	3,486	58.3%	3,478	0.8%
Part of a Hospital System	19.6%	3,486	19.8%	3,478	-0.2%
Part of a Home Health Agency	16.3%	3,486	16.7%	3,478	-0.4%
Part of a Nursing Home	5.0%	3,486	5.1%	3,478	-0.2%
INPATIENT SERVICES					
% Operating Inpatient Facility or Residence	37.3%	268	38.2%	249	-0.9%
TAX STATUS^β					
Voluntary / Not for Profit	27.9%	4,158	29.8%	3,949	-1.9%
Proprietary / For Profit	67.8%	4,158	65.6%	3,949	2.2%
Government	4.3%	4,158	4.6%	3,949	-0.3%
GEOGRAPHIC LOCATION SERVED					
Mixed Urban and Rural	47.3%	2,041	46.3%	1,999	1.0%
Primarily Rural	30.4%	2,041	30.7%	1,999	-0.3%
Primarily Urban	22.3%	2,041	23.1%	1,999	-0.7%
AVERAGE DAILY CENSUS[*]					
1 to 9 patients	10.3%	476	13.4%	404	-3.1%
10 to 25 patients	13.4%	476	16.1%	404	-2.6%
26 to 50 patients	14.7%	476	16.3%	404	-1.6%
51 to 100 patients	15.3%	476	15.3%	404	0.0%
101 to 200 patients	17.4%	476	16.6%	404	0.9%
> 200 patients	28.8%	476	22.3%	404	6.5%
TOTAL PATIENT ADMISSIONS					
1 to 49	16.6%	3,027	16.1%	2,996	0.5%
50 to 150	28.3%	3,027	29.5%	2,996	-1.2%
151 to 500	34.0%	3,027	33.1%	2,996	0.9%
501 to 1,500	16.5%	3,027	16.4%	2,996	0.1%
> 1,500	4.7%	3,027	4.9%	2,996	-0.2%
STATE MEMBERSHIPS					
Member of a State Hospice Association	83.6%	2,782	84.1%	2,785	-0.5%
Member of a State Home Health Association	46.3%	1,620	45.9%	1,609	0.4%

^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 2. Patient Volume

	2014					2013			Percent Change '13 to '14
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
PATIENT VOLUME									
Total Patient Days	50,697	10,698	28,825	73,637	303	58,611	35,468	263	-13.5%
Daily Census	138.9	29.3	79.0	201.8	303	137.7	79.5	330	0.9%
Unique Patients Served	568.3	139.0	319.5	778.5	587	596.9	343.0	580	-4.8%
Total Admissions	531.9	137.5	312.0	741.0	587	559.0	323.0	580	-4.9%
% Re-admissions	6.0%	3.0%	6.0%	8.0%	246	7.0%	6.0%	233	-14.3%
Total Deaths	429.5	91.0	232.5	619.0	593	446.6	246.0	575	-3.8%

Table 3. Referrals

	2014					2013			Difference '13 to '14
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
REFERRALS									
Percentage of Referrals Converted to Admissions	73.7%	67.2%	72.6%	80.6%	302	74.4%	74.4%	294	-0.7%
Referral Source	Percent of Total				N	Percent of Total		N	
Physician	19.4%				242	19.3%		232	0.1%
Hospital	46.4%				242	47.3%		232	-0.9%
Nursing Facility	13.2%				242	13.3%		232	0.0%
Self, Family, or Friend	13.1%				242	12.4%		232	0.7%
Other	6.3%				242	6.3%		232	0.0%
Home Health Agency	1.7%				242	1.5%		232	0.2%

Table 4. Non-Death Discharges

	2014					2013			Difference '13 to '14
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
NON-DEATH (LIVE) DISCHARGE									
Non-death Discharges As a Percentage of Total Discharges	25.0%	12.0%	18.3%	33.3%	1,038	24.4%	18.4%	984	0.7%
Reason for Non-death Discharge	Percent of Total					Percent of Total			
A. Hospice-initiated Discharge	55.3%				674	57.9%		288	-2.6%
B. Patient-initiated Discharge	44.7%				673	42.1%		287	2.6%

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

N = Number of hospice agencies with available data.

Table 5. Patient Demographics

	2014		2013		Difference '13 to '14
	Percent of Patients	N	Percent of Patients	N	
PATIENT GENDER					
Female	53.7%	1,090	54.7%	1,024	-1.1%
Male	46.3%	1,090	45.3%	1,024	1.1%
PATIENT AGE ON ADMISSION					
< 65 / 65 or more years					
Less than 65 years	16.0%	530	16.0%	533	0.0%
65 or more years	84.0%	530	84.0%	533	0.0%
Detailed Age Distribution					
0 - 24 years	0.5%	329	0.4%	331	0.1%
< 1y (% of 0-24 y)	17.3%	255	20.3%	316	-3.0%
1 - 4y (% of 0-24 y)	18.6%	310	15.5%	316	3.1%
5 - 14y (% of 0-24 y)	27.0%	311	23.6%	318	3.5%
15 - 24y (% of 0-24 y)	37.1%	329	40.6%	331	-3.6%
25 - 34 years	0.3%	329	0.4%	331	0.0%
35 - 64 years	15.3%	329	15.3%	331	0.0%
65 - 74 years	16.8%	329	16.6%	331	0.2%
75 - 84 years	26.0%	329	26.1%	331	-0.2%
85+ years	41.1%	329	41.2%	331	-0.1%
PATIENT ETHNICITY*					
Non-Hispanic or Latino origin	92.9%	1,070	93.2%	998	-0.3%
Hispanic or Latino origin	7.1%	1,070	6.8%	998	0.3%
PATIENT RACE*					
Asian, Hawaiian, Other Pacific Islander	3.1%	1,066	2.9%	992	0.2%
American Indian or Alaskan Native	0.3%	509	0.3%	992	0.0%
Black / African American	7.6%	1,071	8.4%	995	-0.9%
Multiracial or Other Race	13.1%	1,070	7.5%	995	5.6%
White / Caucasian	76.0%	1,079	80.9%	1,005	-4.9%
SPECIAL POPULATIONS					
Veterans	10.1%	284	9.5%	260	0.6%

* Following U.S. Census guidelines, ethnicity and race are captured separately in the National Data Set. Ethnicity categorizes patients as Hispanic heritage may be of any race.

N = Number of hospice agencies with available data.

Table 6. Principle Diagnosis

	2014		2013		Difference '13 to '14
	Percent of Patients	N	Percent of Patients	N	
Total Admissions by Principle Diagnosis					
Cancer	36.6%	1,181	36.5%	1,034	0.1%
Non-Cancer Diagnoses	63.4%	1,181	63.5%	1,034	-0.1%
Heart Disease	14.7%	1,179	13.4%	1,034	1.3%
Debility Unspecified [€]	1.9%	1,168	5.4%	1,028	-3.5%
Dementia	14.8%	1,179	15.2%	1,034	-0.4%
Lung Disease	9.3%	1,179	9.9%	1,034	-0.5%
Stroke or Coma	6.4%	1,171	5.2%	1,025	1.2%
Kidney Disease (ESRD)	3.0%	1,176	3.0%	1,033	0.0%
Liver Disease	2.3%	1,171	2.1%	1,028	0.2%
Non-ALS Motor Neuron	2.1%	1,169	1.8%	531	0.3%
HIV / AIDS	0.2%	1,157	0.2%	1,015	0.0%
Amyotrophic Lateral Sclerosis (ALS)	0.4%	1,163	0.4%	1,020	0.0%
Other	8.3%	1,173	6.9%	1,028	1.4%
Total Deaths by Principle Diagnosis					
Cancer	38.9%	1,021	38.4%	958	0.5%
Non-Cancer Diagnoses	61.1%	1,001	61.6%	945	-0.5%
Heart Disease	13.8%	984	12.4%	920	1.4%
Debility Unspecified [€]	2.1%	775	7.5%	855	-5.3%
Dementia	14.5%	989	14.4%	934	0.1%
Lung	9.4%	948	9.3%	895	0.0%
Stroke or Coma	6.2%	903	5.1%	870	1.1%
Kidney Disease	3.2%	909	3.1%	877	0.1%
Liver Disease	2.3%	895	2.1%	851	0.2%
Non-ALS Motor Neuron	2.0%	778	1.6%	518	0.4%
HIV / AIDS	0.2%	764	0.2%	729	0.0%
ALS	0.3%	789	0.4%	757	0.0%
Other	7.1%	916	5.5%	862	1.5%
Live Discharge Rate Per Diagnosis *					
Cancer	12.6%	992	12.7%	943	-0.1%
Non-Cancer Diagnoses	20.0%	1,039	21.3%	985	-1.4%
Heart Disease	20.8%	995	20.4%	934	0.4%
Debility Unspecified [€]	26.0%	769	28.0%	848	-2.0%
Dementia	22.5%	997	21.9%	947	0.6%
Lung Disease	18.3%	933	23.2%	880	-4.9%
Stroke or Coma	16.5%	887	13.7%	839	2.9%
Kidney Disease	11.1%	861	10.7%	822	0.4%
Liver Disease	16.5%	863	17.7%	823	-1.2%
Non-ALS Motor Neuron	21.1%	764	21.4%	514	-0.3%
HIV / AIDS	25.8%	750	24.8%	721	1.0%
ALS	20.2%	755	20.9%	746	-0.6%
Other	20.4%	900	21.7%	842	-1.3%

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

€ Use of debility unspecified as a principle diagnosis was discontinued as of October 1, 2014

N = Number of hospice agencies with available data.

Table 7. Length of Service[¥]

	2014					2013			Difference '13 to '14
	Agency Mean	25th%	Median	75th%	N	Agency Mean	Median	N	
LENGTH OF SERVICE (LOS)[*]	<u>Days</u>					<u>Days</u>			
Average LOS (days)	71.3	56.0	65.0	81.0	370	72.6	69.5	368	-1.3
Median LOS (days)	17.4	12.0	15.0	19.0	370	18.5	16.0	369	-1.1
PERCENT OF DISCHARGES BY LOS	<u>% of Discharges</u>					<u>% of Discharges</u>			
1 to 7 Days	35.5%				214	34.5%		202	1.0%
8 to 14 Days	14.8%				214	14.3%		202	0.6%
15 to 29 Days	12.9%				214	12.7%		202	0.2%
30 to 59 Days	11.5%				214	11.6%		202	-0.1%
60 to 89 Days	6.3%				214	6.4%		202	0.0%
90 to 179 Days	8.7%				214	9.2%		202	-0.5%
180+ Days	10.3%				214	11.5%		202	-1.2%
LOS BY TAX STATUS									
Average LOS	<u>Days</u>					<u>Days</u>			
Not for Profit	66.0	55.0	61.0	73.0	244	67.4	64.0	240	-1.4
For Profit	86.8	65.8	85.2	98.0	107	87.5	84.2	108	-0.7
Government	54.5	43.0	48.0	64.7	19	52.3	57.0	20	2.1
Median LOS									
Not for Profit	16.2	12.0	15.0	18.0	245	17.0	16.0	242	-0.7
For Profit	20.6	12.0	17.0	23.0	106	22.7	17.0	107	-2.1
Government	17.3	13.0	17.5	21.0	19	18.0	16.0	20	-0.7
LOS BY PRINCIPLE DIAGNOSIS									
Cancer	44.8	31.4	42.9	55.5	936	45.2	43.0	900	-0.4
Non-Cancer Diagnoses	76.1	47.5	71.4	100.0	953	77.4	71.2	896	-1.3
Heart Disease	73.6	43.0	66.3	97.3	929	71.9	65.2	867	1.7
Debility Unspecified	107.6	39.2	86.8	146.8	391	90.5	80.5	695	17.1
Dementia	95.9	55.7	90.0	129.2	931	94.3	86.7	876	1.6
Lung Disease	71.1	38.1	61.7	95.0	845	73.3	65.9	808	-2.2
Stroke or Coma	56.1	19.7	44.8	81.3	725	55.1	43.7	709	1.0
Kidney Disease	32.2	12.0	22.7	43.5	762	29.7	21.9	742	2.5
Liver Disease	38.4	14.0	29.6	53.3	716	37.6	30.8	691	0.8
Non-ALS Motor Neuron	104.9	41.0	87.0	157.7	498	109.1	94.7	389	-4.2
HIV / AIDS	40.4	8.0	23.0	54.0	225	41.0	25.0	225	-0.6
ALS	88.9	28.0	67.0	137.6	387	95.7	64.0	375	-6.8
Other Diagnoses	64.7	28.7	54.2	87.7	754	62.0	47.2	701	2.7
Hospitalizations[€]									
Percent of Patients Hospitalized	6.7%	0.3%	2.4%	5.8%	205	-	-	-	-
Total Hospitalizations	54.0	1.0	6.0	31.0	203	-	-	-	-

¥ Length of service values were weighted by the agency's total admissions.

€ Results added in 2014

* 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

	2014		2013		Difference '13 to '14
	Percent of Patients	N	Percent of Patients	N	
PATIENT LOCATION ON ADMISSION					
Private Residence	45.0%	417	50.7%	477	-5.7%
Nursing Home	13.1%	349	16.8%	472	-3.8%
Acute Care Hospital (not operated by the hospice)	11.2%	456	8.7%	464	2.5%
Free-Standing Hospice Inpatient Facility or Residence	17.8%	450	13.6%	456	4.2%
Hospice-Run Inpatient Facility in Other's Facility	2.9%	295	2.3%	398	0.5%
Assisted Living or Other Residential Facility	10.0%	465	7.9%	472	2.2%
LOCATION OF DEATH					
Private Residence	35.7%	348	41.7%	473	-6.0%
Nursing Home	14.5%	349	17.9%	469	-3.4%
Free-Standing Hospice Inpatient Facility or Residence	28.5%	448	23.2%	455	5.3%
Acute Care Hospital (not operated by the hospice)	9.3%	456	7.0%	463	2.3%
Hospice-Run Inpatient Facility in Other's Facility	3.3%	292	3.3%	397	0.0%
Assisted Living or Other Residential Facility	8.7%	459	7.0%	467	1.7%

Table 9. Level of Care

	2014		2013		Difference '13 to '14
	Percent of Patient Days	N	Percent of Patient Days	N	
LEVEL OF CARE					
Routine Home Care	93.8%	1,091	94.1%	1,012	-0.3%
General Inpatient Care	4.8%	1,084	4.8%	1,006	-0.1%
Continuous Care	1.0%	1,065	0.8%	986	0.3%
Respite Care	0.4%	1,079	0.3%	1,001	0.1%

N = Number of hospice agencies with available data.

Table 10. Payer Mix

	2014		2013		Difference '13 to '14
	Percent	N	Percent	N	
PATIENTS SERVED					
Percent of Patients Served by Payer					
Medicare Hospice Benefit	85.5%	1,043	87.2%	978	-1.7%
Managed Care or Private Insurance	6.9%	870	6.2%	820	0.7%
Medicaid Hospice Benefit	5.0%	961	3.8%	514	1.2%
Uncompensated or Charity Care	0.7%	479	0.9%	473	-0.2%
Self Pay	0.8%	666	0.8%	668	0.0%
Other Payment Source	1.2%	722	1.2%	674	0.0%
PATIENT CARE DAYS					
Percent of Patient Care Days by Payer					
Medicare Hospice Benefit	90.3%	1,087	91.2%	1,008	-1.0%
Managed Care or Private Insurance	4.0%	1,079	4.0%	1,001	0.0%
Medicaid Hospice Benefit	4.3%	1,080	3.1%	507	1.2%
Uncompensated or Charity Care	0.4%	796	0.6%	706	-0.2%
Self Pay	0.4%	1,030	0.5%	956	-0.1%
Other Payment Source	0.7%	1,047	0.6%	966	0.1%

N = Number of hospice agencies with available data.

Table 11. Paid Staff Distribution and Turnover

	2014		2013		Difference '13 to '14
	Agency mean	N	Agency mean	N	
Distribution of Total FTEs *					
Clinical (direct patient care)	66.8%	319	68.4%	337	-1.6%
Nursing	28.3%	319	30.0%	337	-1.7%
Nurse Practitioner	1.5%	310	0.8%	326	0.7%
Home Health Aides	19.1%	316	19.4%	334	-0.3%
Social Services	8.2%	318	8.3%	336	-0.1%
Physicians (excludes volunteers)	3.4%	313	3.1%	331	0.3%
Chaplains	4.6%	312	4.3%	328	0.3%
Other Clinical	2.2%	304	2.9%	322	-0.8%
Nursing (indirect clinical)	8.5%	315	7.7%	332	0.8%
Non-clinical (administrative/general)	19.7%	319	19.2%	335	0.5%
Volunteer Coordinators	3.3%	156	3.4%	152	-0.1%
Bereavement	3.6%	317	3.5%	333	0.1%
Turnover rate within each Discipline #					
Clinical (direct patient care)	28.4%	170	25.2%	159	3.2%
Nursing	33.6%	166	30.6%	155	3.0%
Nurse Practitioner	0.9%	149	0.9%	135	0.1%
Home Health Aides	26.3%	160	23.5%	147	2.9%
Social Services	27.1%	158	27.0%	144	0.2%
Physicians (excludes volunteers)	16.8%	149	15.9%	134	0.9%
Chaplains	24.3%	155	20.8%	142	3.5%
Other Clinical	9.6%	150	7.8%	135	1.9%
Nursing (indirect clinical)	22.1%	156	23.7%	142	-1.6%
Non-clinical (administrative/general)	19.3%	157	21.4%	117	-2.1%
Volunteer Coordinators	19.8%	154	20.2%	130	-0.4%
Bereavement	16.9%	152	14.2%	137	2.7%
All Staff	25.6%	171	23.6%	160	2.0%

* 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

	2014					2013			Difference '13 to '14
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
TOTAL VOLUNTEERS									
Percent of Total Volunteers *									
Direct Patient Care	60.8%	41.9%	61.2%	83.1%	433	60.9%	61.2%	424	-0.2%
Patient Care Support (clerical)	20.2%	5.9%	15.4%	31.0%	433	20.4%	15.9%	424	-0.2%
General Support (fundraising/board)	19.1%	0.0%	10.5%	31.3%	433	18.7%	11.6%	424	0.4%
Number of Volunteers per Patient ‡									
All Volunteer Types	0.26	0.11	0.18	0.31	475	0.23	0.17	470	0.03
Direct Patient Care	0.14	0.06	0.10	0.18	469	0.12	0.10	461	0.02
Patient Care Support (clerical)	0.05	0.02	0.04	0.08	418	0.05	0.04	418	0.00
General Support (fundraising/board)	0.10	0.02	0.05	0.13	265	0.10	0.05	262	0.00
VOLUNTEER HOURS									
Percent of Total Volunteer Hours ‡									
Direct Patient Care	53.2%	29.1%	53.4%	78.5%	430	53.4%	53.3%	422	-0.2%
Patient Care Support (clerical)	30.6%	11.8%	23.7%	45.4%	430	30.3%	25.5%	422	0.3%
General Support (fundraising/board)	16.2%	0.0%	5.7%	26.8%	430	16.3%	6.0%	422	-0.1%
Volunteer Hours per Volunteer									
Hours per Volunteer #	46.3	24.7	41.9	64.0	463	46.5	40.6	462	-0.2
Patient Visits per Volunteer	20.3	10.5	16.9	26.2	453	20.1	17.7	446	0.1
Phone Calls per Volunteer	12.0	1.0	3.3	14.0	148	8.5	3.2	133	3.5
Volunteer Hours as % of Total Staff Hours	4.4%	1.8%	3.5%	6.5%	228	4.5%	3.8%	223	-0.1%
Volunteer Hours as % of Clinical Staff Hours	5.2%	2.1%	4.1%	7.9%	228	5.1%	4.1%	223	0.1%
Volunteer Visits as % of Total Visits	4.9%	1.6%	3.8%	6.8%	459	4.6%	3.7%	456	0.3%
% of Patients Receiving Volunteer Services	33.0%	18.2%	29.2%	46.4%	206	34.8%	32.1%	196	-1.8%

* 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

	2014					2013			Difference '13 to '14
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
Total Hospice Family Members Served per Death *	2.0	1.0	1.5	2.3	372	1.9	1.3	796	0.1
Agencies Offering Bereavement Services to the Community									
% in operation	91.6%				1,712	92.1%		1,781	-0.5%
Contacts per Family Member									
Phone calls/Visits	2.6	0.9	1.9	3.4	360	2.2	1.6	352	0.4
Mailings	5.4	2.0	4.2	7.1	359	5.0	3.9	352	0.5
Total Contacts (phone calls/visits/mailings)	8.1	3.3	6.3	10.6	363	7.3	5.6	354	0.9
Contacts per Community Member									
Phone calls/Visits	2.2	0.7	1.2	3.1	222	2.3	1.1	230	-0.1
Mailings	1.8	0.0	0.3	2.3	243	1.7	0.4	249	0.1
Total Contacts (phone calls/visits/mailings)	4.2	1.0	2.2	6.0	231	4.4	1.8	238	-0.2
Percent Served by Affiliation w/ Hospice									
Hospice Family Members	87.7%	80.1%	94.1%	100%	343	88.6%	96.3%	748	-0.9%
Community Members	12.3%	0.0%	5.9%	19.9%	343	11.4%	3.7%	748	0.9%
Distribution of Visits & Calls									
Hospice Family Members	87.3%	81.3%	91.0%	97.0%	265	86.6%	91.0%	265	0.7%
Community Members	12.7%	3.0%	9.0%	18.7%	265	13.4%	9.0%	265	-0.7%
Distribution of Mailings									
Hospice Family Members	97.0%	96.2%	99.8%	100%	368	97.2%	99.7%	364	-0.2%
Community Members	3.0%	0.0%	0.2%	3.8%	368	2.8%	0.3%	364	0.2%
Distribution of Total Contacts									
Hospice Family Members	92.4%	89.8%	95.6%	98.6%	276	92.3%	95.7%	275	0.1%
Community Members	7.6%	1.4%	4.4%	10.2%	276	7.7%	4.3%	275	-0.1%

* 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

	2014					2013			Difference '13 to '14
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
Patient Caseload*									
Nurse Case Manager	11.2	9.0	12.0	13.0	403	11.2	12.0	400	0.0
Social Services	24.3	18.0	25.0	30.0	404	25.2	25.0	401	-0.9
Home Health Aide	10.8	6.0	10.0	13.5	397	10.7	10.0	392	0.1
Chaplains	31.4	15.0	30.0	45.0	387	34.2	30.0	388	-2.8
Volunteer Coordinator	37.3	10.0	25.0	57.5	355	47.5	30.0	347	-10.2
Medical Director	35.3	6.0	20.0	50.0	314	35.5	25.0	315	-0.2
Paid Home Hospice Hours per Patient Day^x									
Clinical	2.5	1.5	1.9	2.5	265	2.2	1.8	220	0.3
Nursing	1.1	0.7	0.9	1.3	265	1.1	0.9	220	0.0
Nurse Practitioner ^μ	0.1	0.0	0.0	0.1	118	0.0	0.0	112	0.1
Home Health Aides	0.6	0.4	0.5	0.7	260	0.5	0.5	215	0.1
Social Services	0.3	0.2	0.2	0.3	264	0.3	0.2	218	0.0
Physicians	0.3	0.0	0.1	0.2	259	0.2	0.1	211	0.1
Chaplains	0.1	0.1	0.1	0.2	258	0.1	0.1	210	0.0
Other Clinical	0.1	0.0	0.0	0.1	251	0.1	0.0	204	0.0
Nursing (indirect clinical)	0.3	0.1	0.2	0.4	260	0.2	0.2	213	0.1
Non-Clinical	0.7	0.3	0.6	1.0	265	0.7	0.6	218	0.0
Volunteer Coordinator	0.1	0.0	0.1	0.1	221	0.1	0.1	213	0.0
All Staff (Clinical and Non-Clinical)	4.3	2.6	3.3	4.1	259	3.6	3.2	211	0.7
Average Daily Census per FTE[£]									
Clinical	2.4	1.6	2.5	3.3	235	2.5	2.6	226	-0.1
Nursing	5.5	3.8	5.6	7.3	234	5.8	5.8	227	-0.3
Nurse Practitioner ^μ	137.4	71.9	117.0	178.3	105	138.8	119.5	96	-1.4
Home Health Aide	10.5	6.0	10.4	14.3	229	10.2	10.0	222	0.3
Social Services	20.7	12.6	20.1	27.9	234	22.0	21.9	227	-1.3
Physicians	53.2	9.6	34.4	83.0	226	58.7	42.0	216	-5.5
Chaplains	40.0	16.1	37.7	59.2	232	41.5	39.2	224	-1.5
Other Clinical	30.3	0.0	0.1	42.7	218	32.1	1.1	207	-1.8
Nursing (indirect clinical)	18.5	8.6	16.7	25.3	230	21.4	18.6	221	-2.9
Non-Clinical	9.5	4.6	7.3	12.2	230	9.7	7.2	188	-0.2
Volunteer Coordinator	62.1	20.1	55.4	95.8	231	67.9	64.0	205	-5.8
All Staff (Clinical and Non-Clinical)	1.6	1.1	1.6	2.0	235	1.7	1.7	226	-0.1

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

^x ((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

	2014					2013			Difference '13 to '14
	Agency Mean	25th %	Median	75th %	N	Agency Mean	Median	N	
VISITS PER PATIENT									
Visits per Home Care Admission, by Discipline*									
Clinical (direct patient care)	65.9	40.9	59.4	86.5	302	63.0	57.2	413	2.9
Nursing	25.3	18.2	23.6	31.9	302	24.3	23.3	413	1.0
Nurse Practitioner ^μ	0.7	0.1	0.5	1.1	59	0.6	0.5	82	0.1
Home Health Aides	27.7	12.6	23.2	38.3	302	26.6	22.2	411	1.1
Social Services	6.2	3.9	5.8	8.1	302	6.2	5.7	413	0.0
Paid Physicians	0.5	0.0	0.2	0.7	294	0.6	0.2	397	-0.1
Chaplains	3.8	2.0	3.5	5.3	301	3.6	3.4	409	0.2
Other Clinical	0.4	0.0	0.0	0.4	298	0.6	0.0	398	-0.2
Days Between Visits, by Discipline[£]									
Clinical (direct patient care)	1.9	1.4	1.7	2.2	995	1.5	1.5	928	0.4
Nursing	5.9	3.2	4.3	6.7	991	3.4	3.3	926	2.5
All Other Clinical Staff	3.3	2.3	2.8	3.8	992	2.9	2.6	926	0.4
VISITS PER STAFF MEMBER									
Visits per Week, by Discipline[#]									
Clinical (direct patient care)	13.9	10.7	14.0	17.1	407	13.5	13.6	409	0.4
Nursing	13.6	9.7	12.8	16.3	404	12.7	12.3	404	0.9
Nurse Practitioner ^μ	7.2	1.8	5.5	11.0	210	7.0	5.1	145	0.2
Home Health Aides	20.2	15.8	20.0	24.5	393	19.9	19.4	392	0.3
Social Services	11.4	7.7	10.6	14.2	398	11.3	10.8	388	0.1
Paid Physicians	5.1	0.0	1.2	6.7	326	6.2	2.3	271	-1.1
Chaplains	14.0	8.8	13.0	18.4	366	12.9	12.7	334	1.1
Other Clinical	7.8	0.0	2.3	15.0	189	8.5	3.0	174	-0.7
Visits per Day, by Discipline[¥]									
Clinical (direct patient care)	2.8	2.1	2.8	3.4	407	2.7	2.7	409	0.1
Nursing	2.7	1.9	2.6	3.3	404	2.5	2.5	404	0.2
Nurse Practitioner ^μ	1.4	0.4	1.1	2.2	210	1.4	1.0	145	0.0
Home Health Aides	4.0	3.2	4.0	4.9	393	4.0	3.9	392	0.0
Social Services	2.3	1.5	2.1	2.8	398	2.3	2.2	388	0.0
Paid Physicians	1.0	0.0	0.2	1.3	326	1.2	0.5	271	-0.2
Chaplains	2.8	1.8	2.6	3.7	366	2.6	2.5	334	0.2
Other Clinical	1.6	0.0	0.5	3.0	189	1.7	0.6	174	-0.1

* 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 365.

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 18. Inpatient Facilities or Residential Units

INPATIENT FACILITY STATUS	2014		2013		Difference '13 to '14
	% of Agencies	N	% of Agencies	N	
Percent of Agencies with Facilities					
% Operating Inpatient Facility or Unit	37.3%	268	38.2%	249	-0.9%
Facility Location					
Freestanding	69.4%	180	67.9%	162	1.5%
In Hospital	23.3%	180	23.5%	162	-0.1%
In Nursing Home	5.6%	180	6.8%	162	-1.2%
Other	1.7%	180	1.9%	162	-0.2%
Level of Care Provided					
Acute or General Inpatient	48.9%	180	50.0%	162	-1.1%
Mixed (acute/general and residential)	45.0%	180	43.8%	162	1.2%
Residential	6.1%	180	6.2%	162	-0.1%
INPATIENT LEVEL OF CARE MIX	% of Patients	N	% of Patients	N	
Percent of Total Admissions*					
General Inpatient Care	81.5%	126	81.6%	111	-0.2%
Residential or Routine Care	11.7%	118	11.0%	102	0.6%
Inpatient Respite Care	6.8%	118	7.3%	105	-0.5%
Percent of Total Deaths					
General Inpatient Care	88.1%	125	88.5%	112	-0.4%
Residential or Routine Care	11.2%	118	10.8%	105	0.4%
Inpatient Respite Care	0.7%	116	0.8%	102	-0.1%
Percent of Live Discharges*					
General Inpatient Care	58.6%	121	61.2%	104	-2.6%
Residential or Routine Care	20.5%	113	17.1%	100	3.4%
Inpatient Respite Care	20.9%	116	21.7%	101	-0.8%
Percent of Patients Served					
General Inpatient Care	78.2%	124	82.2%	108	-4.0%
Residential or Routine Care	15.3%	117	12.0%	103	3.4%
Inpatient Respite Care	6.4%	115	5.8%	103	0.6%
Percent of Total Days					
General Inpatient Care	64.6%	129	68.4%	112	-3.8%
Residential or Routine Care	30.5%	125	27.0%	108	3.6%
Inpatient Respite Care	4.8%	124	4.6%	110	0.2%
INPATIENT LENGTH OF SERVICE	Mean Days	N	Mean Days	N	
Average LOS					
General Inpatient Care	6.3	106	6.4	91	0.0
Residential or Routine Care	15.1	95	13.4	75	1.7
Inpatient Respite Care	7.5	68	6.4	62	1.1
INPATIENT STAFFING	%	N	%	N	
Percent of Total Inpatient FTEs					
Clinical	80.7%	152	80.9%	158	-0.2%
Nursing	40.6%	151	40.6%	157	0.0%
Social Services	3.8%	147	3.6%	151	0.2%
Health Aides	28.2%	149	28.2%	157	0.0%
Physicians	2.8%	143	3.3%	148	-0.4%
Chaplains	2.3%	141	2.2%	147	0.0%
Other Clinical	3.1%	139	3.0%	147	0.1%
Non-clinical	16.5%	147	15.9%	152	0.6%

* 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
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/fehc
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.