

NHPCO Hospice Staffing Framework At-A-Glance

What is the NHPCO Hospice Staffing Framework?

The NHPCO Hospice Staffing Framework is a tool intended to help hospice providers assess a number of factors with the potential to impact staffing in order to better determine whether their current staffing framework is appropriate to their organizational needs. The Framework utilizes an assessment process to help determine optimal staffing levels for hospice programs that includes an analysis of the model of care delivery, characteristics of the patient population served, environmental considerations, and quality and financial outcomes.

How is this Framework different from past NHPCO Hospice Staffing Guidelines?

Although NHPCO has provided staffing guidance to member organizations for many years, no one "best standard" in the literature regarding hospice staffing caseloads currently exists. This Framework differs from the previously published staffing ratios and guidelines in that recommended ranges for caseloads are not provided. Instead, using the analysis process delineated in the Framework, each hospice may assess a number of variables and outcomes measures to identify whether there are opportunities to better tailor staffing to meet the needs of their organization.

Why should my hospice organization utilize this Framework?

Around the nation, hospices have evolved in various directions, creating diverse models of care to serve hospice patients and families. The NHPCO Hospice Staffing Framework is based on the recognition of the current diverse nature of hospice care and allows for individualization of staffing caseloads according to the organizational and environmental characteristics specific to each hospice, in much the same way hospices individualize patient care. This resource provides a framework that utilizes outcomes to help determine the organization's needs and improve the hospice model of care, in a transparent manner that allows staff to remain informed and provide valuable input.

How does my organization use the Framework?

The NHPCO Staffing Framework for Hospice includes several organizational variables and outcome measures for hospice leaders to consider when determining whether staffing adjustments need to be made. While there is no existing validated instrument capable of capturing the complexity of hospice care and determining staffing minimums by discipline, this tool is intended to highlight the multiple factors that organizations should assess when considering their staffing models.

What data sources does the Framework reference?

The NHPCO Hospice Staffing Framework is reviewed annually and references up-to-date clinical and operational data from the following sources to identify comparative benchmarks.

- MedPac Report to Congress
- Hospice Wage Index and Quality Reporting Proposed Rule
- NHPCO Facts and Figures Report
- NHPCO National STAR Report
- CMS Hospice National Data Set
- CMS Hospice Quality Reporting Program User's Manual

For more information, please visit [NHPCO Quality Resources](#)
or reach out to quality@nhpco.org.

