

National Hospice and Palliative Care Organization

Quality Alert



May 29, 2024

TO: NHPCO Provider and State Members
FROM: NHPCO Quality Team
RE: Care Compare May 2024 Refresh

Summary at a Glance

Publicly reported hospice quality data have been refreshed on [Care Compare](#) and hospice care datasets have been updated in the [CMS Provider Data Catalog](#). Quality measures updated with the May 2024 refresh include:

- Hospice Item Set Comprehensive Assessment Measure
- CAHPS® Hospice Survey Family Caregiver Experience

Claims-based measures (Hospice Care Index and Hospice Visits in Last Days of Life) and CAHPS® Star Ratings were not updated with this refresh.

This quarter's Care Compare data refreshed last week (per NHPCO's 5/24 alert on this topic), and CMS has now [publicly announced](#) the updates. While provider preview reports are currently available, NHPCO continues to work with CMS to confirm the finality of the preview reports as well as dates for the 30-day preview reporting period. We anticipate a final update from CMS early next week.

Providers should verify that their publicly reported demographic data, such as address, telephone number, and ownership status, are correct on Care Compare. Procedures for requesting corrections to demographic data are described in this Alert.

Care Compare is a website published by the Centers for Medicare and Medicaid Services (CMS) that allows members of the public to search for and compare healthcare providers, including hospice agencies. Quality data is collected from hospice claims, patient assessments, and caregiver satisfaction surveys and is publicly reported on a quarterly, biannual, or annual basis. Additional resources are included at the end of this Alert.

The following measures are published and available for public review and comparison, and details about data reporting periods and public reporting thresholds for each measure can be found below:

Hospice Item Set (HIS) Comprehensive Assessment Measure at Admission

- The HIS Comprehensive Assessment Measure at Admission is an NQF endorsed measure (NQF #3235) that captures the proportion of patients for whom the hospice performed seven care processes upon admission to hospice.
- The care processes captured in the HIS Comprehensive Assessment at Admission include:
 - Beliefs/Values Addressed (if desired by the patient)
 - Treatment Preferences
 - Pain Screening
 - Pain Assessment

- Dyspnea Treatment
- Dyspnea Screening
- Patients Treated with an Opioid who are Given a Bowel Regimen
- Hospices must have at least 20 patients in the denominator (i.e., 20 hospice admissions by patients at least 18 years of age) during the reporting period for measure scores to be publicly reported. Hospices that do not meet this threshold will have measure scores suppressed. Publicly reported HIS data updates quarterly.¹
- The May 2024 refresh includes HIS data from Quarter 3 of 2022 through Quarter 2 of 2023.
- The national average score for the HIS Comprehensive Assessment Measure at Admission as of the May 2024 refresh is 91.5 percent.
- Additional HIS Comprehensive Assessment Measure Resources:
 - CMS HQRP Hospice Item Set: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Hospice-Item-Set-HIS>
 - Hospice Comprehensive Assessment QM Background and Methodology Fact Sheet (Jan 2024): <https://www.cms.gov/files/document/hospicecomprehensiveassessmentqmbackgroundandmethodologyfactsheetjan2024.pdf>

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey Family Experience Data

- The CAHPS® Hospice Survey is a national survey of family members or friends who cared for a patient who died in hospice care. The CAHPS® survey is administered by hospice organizations via third-party vendors to caregivers after the death of their loved one.
- CAHPS Hospice Survey measure scores are calculated across eight rolling quarters and are published quarterly for all hospices with 30 or more completed surveys over the reporting period.¹
- The May 2024 refresh includes CAHPS® data from Quarter 3 of 2021 through Quarter 2 of 2023.
- Additional CAHPS® Resources:
 - CAHPS® Hospice Survey Webpage: <https://www.hospicecahpsurvey.org/>
 - CMS Hospice Quality Reporting Program (HQRP) CAHPS Hospice Survey: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/CAHPS%C2%AE-Hospice-Survey>
 - CAHPS® Hospice Survey Care Compare Data Refresh Schedule: <https://www.cms.gov/files/document/hqrp-cahps-hospice-survey-care-compare-data-refresh-schedule-fact-sheet-march-2023.pdf>

Timely Submission and Compliance with Requirements

All Medicare-certified hospices must comply with HQRP reporting requirements. Beginning with fiscal year (FY) 2014, failure to comply results in a percentage point reduction to the Annual Payment Update (APU) for the corresponding fiscal year. Beginning in FY2024 and all subsequent years, if the required quality data is not reported by each designated submission deadline, the hospice will be subject to a four (4) percentage point reduction in their Annual Payment Update (APU). For additional detail regarding HQRP submission requirements, members are encouraged to review the [CMS HQRP Quick Reference Guide](#) and the [CMS Hospice Quality Reporting Program](#) webpage.

Requesting Corrections to Demographic Data

Incorrect demographic information posted on Care Compare, such as name, address, and ownership status, may be updated upon provider request. However, these updates are not made in real time and may take up to six

months to occur. Hospice providers are responsible for ensuring that their demographic data are accurate and updated in both iQIES and the Medicare Provider Enrollment, Chain, and Ownership System (PECOS).

To request a demographic correction on Care Compare, hospices should follow the steps outlined below:

1. Complete form CMS-855A in [PECOS](#) with the updated demographic information.
2. Contact your Medicare Administrative Contractor (MAC) to request to send the updated 855A form to your State Agency with a request to update the demographic data in iQIES.

Providers must complete both steps of the update process to ensure that their demographic data are up to date. NHPCO members who have requested demographic corrections are encouraged to contact quality@nhpco.org to provide details of the request for tracking and process improvement purposes.

For more information, visit *How to Update Hospice Demographic Data* on the CMS HQRP webpage at: <https://www.cms.gov/medicare/quality/hospice-quality-reporting-program/how-update-hospice-demographic-data>.

Additional NHPCO Resources

NHPCO has developed the *Charting a Course to Quality* toolkit as a resource to assist member organizations in navigating the Hospice Quality Reporting Program and discussing publicly reported quality measures with patients, families, and community stakeholders. *Charting a Course to Quality: Comprehensive HQRP Resource Guide* provides step-by-step guidance to hospice organizations on how to incorporate robust processes to collect, submit, and monitor performance on the required HQRP measures into their quality and performance improvement programs. *Charting a Course to Quality: A Consumer Guide to Publicly Reported Hospice Quality Measures* provides consumers with an easy-to-understand overview of the hospice quality measures found on Care Compare. Members can download these guides from the [NHPCO Quality Resources](#) page.

Additional HQRP Resources

- CMS HQRP QM User's Manual V1.01 (Aug 2022): <https://www.cms.gov/files/document/hqrp-qm-users-manual-v101aug2022.pdf>
- CMS Hospice Quality Reporting Program (HQRP): <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting>
- CMS HQRP Current Measures: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Current-Measures>
- CMS HQRP Public Reporting: Key Dates for Providers: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Public-Reporting-Key-Dates-for-Providers>
- CMS HQRP Announcements and Spotlight: <https://www.cms.gov/medicare/quality/hospice/hospice-grp-announcements-spotlight>
- CMS Calculating and Reporting Claims-Based Measures within the HQRP: <https://www.cms.gov/files/document/questionsandanswersclaims-basedmeasuresfeb2022.pdf>
- CMS Open Door Forum Podcast and Transcripts: <https://www.cms.gov/training-education/open-door-forums/about/odf-podcast-and-transcripts>
- CMS Hospice Quality Reporting Program (HQRP) Informational Video: <https://www.youtube.com/watch?v=nfcq80J6csw>

Please reach out to quality@nhpco.org with any questions.

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