

Patient Experience



# Hospice CAHPS

## Questions and Answers

The Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey measures the experiences of patients who die while receiving hospice care. Developed by the Centers for Medicare and Medicaid Services (CMS) with input from key stakeholders, the Hospice CAHPS survey also assesses the experiences of patients' informal primary caregivers. CMS intends for Medicare-certified hospices to use insights gained from the survey to improve care through more effective communication with and deeper engagement from patients and their families.



## Who is eligible to participate in the Hospice CAHPS survey?

All Medicare-certified hospices must administer the Hospice CAHPS survey to receive their full Annual Payment Update (APU). However, hospices serving fewer than 50 survey-eligible decedents/caregivers in the previous calendar year and hospices that have received their CMS Certification Number (CCN) since January are exempt.

The Hospice CAHPS survey is only offered to families of patients who meet the following eligibility criteria:

- Decedent was 18 years of age or older
- Decedent's death was at least 48 hours following the last admission to hospice care
- Decedent has a caregiver on record
- Caregiver is someone other than a non-familial legal guardian
- Caregiver has a U.S. home address

## How is the Hospice CAHPS survey administered?

1. Every month, clients send PRC files that contain the records of patients who passed away during the previous calendar month. PRC holds this file until the appropriate contact month, as listed below, out of respect for the caregiver's grieving process.
2. Then, PRC's sample managers format the patient and caregiver information to be exported to the interviewing or mailing departments.
3. PRC is the industry leader in the telephone survey methodology. Above all else, PRC interviewers act as representatives of PRC clients, and they bring compassion, respect, and professionalism to every interaction they have with caregivers.
  - To reach selected families, interviewers may call up to five times over a six-week window.
  - CMS requires interviewers to make their first attempt at calling caregivers within the first seven days of the initial contact month.
  - Call attempts must occur on different days of the week, at different times of day.
4. PRC also offers the mail methodology for agencies that prefer to give respondents the option of completing paper surveys on their own at their convenience.
  - Selected families will receive the questionnaire and cover letter in the mail within the first week of the initial contact month.
  - A second questionnaire and cover letter will be mailed to non-respondents approximately three weeks after the first mailing
  - Data collection will end 42 days after the first mailing.

| Month of Patient's Death | First Attempt to Contact | Data Submission Deadline |
|--------------------------|--------------------------|--------------------------|
| April 2015               | July 1, 2015             | November 11, 2015        |
| May 2015                 | August 1, 2015           |                          |
| June 2015                | September 1, 2015        |                          |
| July 2015                | October 1, 2015          | February 10, 2016        |
| August 2015              | November 1, 2015         |                          |
| September 2015           | December 1, 2015         |                          |
| October 2015             | January 1, 2016          | May 11, 2016             |
| November 2015            | February 1, 2016         |                          |
| December 2015            | March 1, 2016            |                          |

## Is PRC a CMS-certified Hospice CAHPS survey vendor?

Yes, PRC is proud to have been approved as a Hospice CAHPS survey partner since the program's introduction in 2015, and is able to conduct the survey by mail or telephone.

## What does the Hospice CAHPS survey measure?

The Hospice CAHPS survey consists of 47 core questions that collect information about the care provided to hospice patients by the hospice agency, the involvement of primary caregivers, and the general demographic characteristics of decedents and their families. The responses to these questions are reported across the following dimensions to the right.

| Hospice CAHPS Dimensions                          |             |
|---|-------------|
| Hospice Team Communication                        | 5 questions |
| Getting Timely Care                               | 2 questions |
| Treating Family Members with Respect              | 2 questions |
| Providing Emotional Support                       | 2 questions |
| Getting Help for Symptoms                         | 4 questions |
| Getting Hospice Care Training                     | 4 questions |
| Support for Religious & Spiritual Beliefs         | 1 question  |
| Information Continuity                            | 1 question  |
| Understanding the Side Effects of Pain Medication | 1 question  |
| Global Ratings                                    | 2 questions |

## Can you customize the standard survey tool to encourage excellence?

Core Hospice CAHPS survey questions do not measure excellence, but hospice agencies can combine the required core items with customized, hospice-specific questions to more effectively analyze where to invest resources to improve performance. PRC is the only research firm measuring excellence on its five-point scale. "Excellent" sets a higher standard than the top box terms used by traditional service vendors (very good, very satisfied) and is a greater predictor of patient loyalty. The PRC scale is a more effective tool for determining how to allocate resources where they will have the greatest impact.

## How will I receive the survey results?

The quick answer is "in real time." Client agencies enjoy unlimited access to research results through PRC's award-winning online data management tool, PRCEasyView.com®. EasyView® enables PRC's research partners to monitor results, set goals, and design and schedule custom reports to be emailed anywhere within the organization.

Hospice leadership has the opportunity to designate a CAHPS Hospice Survey Data Administrator who will have access to the RAND Corporation's data warehouse. This enables the hospice to confirm data submission each quarter and verify the volume of patients sampled.

## Will these results be Publicly Reported?

CMS is planning to provide public reporting at some point. Although no firm timeline for the rollout of that data has been established, it will be no sooner than June 2016, after four quarters of survey responses have been submitted. Additionally, CMS has not released details about how it will share this public information. As soon as the specifics are announced, PRC will communicate them to stakeholders, clients and potential clients.

## Why choose PRC?

PRC empowers healthcare organizations to become the best possible places for patients to receive care, physicians to practice medicine, and employees to work. Thousands of organizations turn to PRC for comprehensive custom research solutions that help them deliver patient-centered care, grow, and achieve excellence. And 2 million households a year appreciate the respect they receive from caring, professional interviewers who are sensitive to the needs and feelings of individuals coping with change and stress.

## Make the only choice that leads to excellence – PRC.

## What are your goals?

To learn what PRC's custom data can do for you, contact us at 800-428-7455 or visit [PRCCustomResearch.com](http://PRCCustomResearch.com)

### PRC Product Lines



**Patient Experience**



**CAHPS Surveys**



**Community Health**



**Physician Alignment & Engagement**



**Consumer & Brand**



**Employee Engagement**



**Professional Research Consultants, Inc.®**

11326 P Street  
1-800-428-7455

Omaha, Nebraska 68137-2316  
[www.PRCCustomResearch.com](http://www.PRCCustomResearch.com)