

The CAHPS (pronounced “caps”) Hospice Survey was designed to measure and assess the experiences of decedents who died while receiving hospice care, as well as the experiences of their caregivers. CMS says the survey aims to produce comparable data on decedents’/caregivers’ perspectives of care that allow objective and meaningful comparisons between hospices on domains that are important to consumers, and create incentives for hospices to improve their quality of care. HealthStream has been approved by CMS to administer the survey since national implementation in 2015. Contact any member of your HealthStream team to learn more about this survey and our unique product offerings.

| | | |
|---|--|--|
| Who is Required to Participate | Medicare-certified hospices with 50 or more survey-eligible individuals are required to conduct the Hospice CAHPS Survey. | |
| The Survey | <p>The Hospice CAHPS Survey includes 47 questions. Hospices are allowed to add up to 15 supplemental questions. The following are the composite measures on the survey:</p> <ul style="list-style-type: none"> • Hospice Team Communication • Getting Timely Care • Treating Family Member with Respect • Providing Emotional Support • Getting Help for Symptoms • Getting Hospice Care Training • Support for Religious & Spiritual Beliefs • Information Continuity • Understanding the Side Effects of Pain Medication • Overall Rating • Likelihood to Recommend | |
| Approved Data Collection Methodologies | Hospices are required to use an approved survey vendor like HealthStream to collect Hospice CAHPS Survey data. CMS has approved three modes of survey administration: mail only, telephone only, or mixed methodology of mail with telephone follow-up. HealthStream offers the mail only and telephone only methodologies. | |
| Mail Methodology | Activity | Timing |
| | <p>Mail initial questionnaire with cover letter to sampled caregivers</p> <p>Mail second questionnaire with cover letter to all sampled caregivers who do not respond to the first survey mailing</p> <p>Complete data collection</p> | <p>Two months after the month of patient death within the first seven days of the field period</p> <p>Approximately 21 calendar days after the first survey mailing</p> <p>Within six weeks (42 calendar days) of the first survey mailing</p> |
| Telephone Methodology | Activity | Timing |
| | <p>Initiate systematic telephone contact with sampled caregivers</p> <p>Complete telephone data collection (up to five attempts)</p> | <p>Two months after the month of patient death within the first seven days of the field period</p> <p>Within six weeks (42 calendar days) after the first attempt</p> |
| Person Surveyed and Proxies | The family caregiver listed in the hospice administrative record is the individual who will be contacted to participate in the survey. Proxies are allowed if the caregiver indicates another person is more familiar with the hospice experience. | |
| Approved Languages | The Hospice CAHPS Survey is currently available in English, Spanish, Traditional and Simplified Chinese (mail only), Russian (mail only), Vietnamese (mail only), and Portuguese (mail only). Hospices/Survey vendors are not permitted to make or use any other language translations. | |

| | |
|---|--|
| Generating the Patient Sample | <p>Hospices are responsible for providing complete, accurate, and valid sample files that contain all administrative information on all decedents/caregivers who meet the eligible population criteria once per month. Prior to generating the sample frame, HealthStream applies the eligibility criteria, removes exclusions, and performs de-duplication.</p> <p>Hospices with 50 to 699 survey-eligible individuals in the prior year will be required to survey all cases (census survey). For hospices with 700 or more survey-eligible individuals in the prior year, a sample of 700 will be drawn under an equal-probability design. Hospices that share a common CCN must calculate the total number of survey-eligible individuals per CCN, not per individual hospice program.</p> |
| Survey Timing | <p>Data collection will be initiated two months following the <u>month</u> of the patient's death. Additionally, the first survey attempt must be made within the first seven days of the field period. For example, the first survey attempt for the caregivers of January decedents must be initiated between April 1 and April 7. Survey results will be uploaded to CMS on a quarterly basis.</p> |
| Number of Completes | <p>CMS estimates 300 completed surveys for hospices with 700 or more survey-eligible individuals. Between 21 and 300 completes are projected for hospices with between 50 and 699 survey-eligible individuals.</p> |
| Patient Eligibility | <p>The following groups are eligible for inclusion in the sample frame:</p> <ul style="list-style-type: none"> • Decedents age 18 and over • Decedents with death at least 48 hours following last admission to hospice care • Decedents for whom there is a caregiver of record • Decedents whose caregiver is someone other than a non-familial legal guardian • Decedents for whom the caregiver has a U.S. or U.S. Territory home address |
| Exclusions | <p>Decedents/Caregivers who voluntarily request that they not be contacted (those who sign “no publicity” requests while under the care of hospice or otherwise directly request not to be contacted) must be excluded from the sample frame. Patients who are discharged alive are also excluded.</p> |
| Public Reporting | <p>Consistent with other CAHPS surveys that are publicly reported, CMS states that they will publicly report hospice data when at least 12 months of data are available. However, the plans for public reporting have not been finalized. CMS states the earliest they would publically report Hospice CAHPS and other hospice quality measures is FY 2017.</p> |
| HealthStream Reporting & Support | <p>In addition to online access to survey results throughout data collection, HealthStream offers comparisons to national benchmarks, percentile ranks, priorities for improvement and Best Practices library. We also help organizations to improve the patient experience and CAHPS survey results through online and on-site assessments, coaching and educational tools. We focus on strategies that have the greatest potential impact for rapid improvement. We also offer a variety of improvement tools and resources to assist our clients, including:</p> <ul style="list-style-type: none"> • PX Advisor • Re-CAHPS Webinar Series • Hospice CAHPS Resource Guide <p>Click here to learn more!</p> |
| CMS Websites | <p>http://www.hospicecahpsurvey.org/</p> <p>https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/</p> |