

August 28, 2024

**TO:** Alliance Provider and State Members  
**FROM:** Alliance Quality Team  
**RE:** Care Compare August 2024 Refresh

### Summary at a Glance

Publicly reported hospice quality data including Hospice Item Set, CAHPS® Survey Family Caregiver Experience data, and Star Ratings have been refreshed on the CMS website [Care Compare](#). Claims-based measures were not updated with this refresh. In addition, provider preview reports for the November 2024 Care Compare refresh were made available in the Certification and Survey Provider Enhanced Reports (CASPER) application on August 21, 2024, and will be available until September 21, 2024.

Care Compare is a website published by the Centers for Medicare & 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 or annual basis.

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

### 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.
- Publicly reported CAHPS® survey data updates quarterly. The August 2024 refresh includes CAHPS® data from Quarter 4, 2021 through Quarter 3, 2023.
- Per the [CAHPS Survey Top-Box Scores by State October 1, 2022 – September 30, 2023](#)
  - CAHPS scores were publicly reported for a total of 3,036 hospices. The survey response rate for this reporting period was 29%.
  - Percentiles for top and bottom box scores were calculated for the 3,036 hospices for which [CAHPS Hospice Survey scores](#) were publicly reported on Care Compare, published at:
    - Top-box scores summarize the most positive responses to CAHPS Hospice Survey items. Percentiles indicate how often caregivers gave positive assessments of hospice experience. With top-box scores, the higher the better.

- Bottom-box scores summarize the least positive responses to CAHPS® Hospice Survey items. Percentiles indicate how often caregivers gave negative assessments of hospice experience. With bottom-box scores, the lower the better.
- Additional CAHPS® Resources
  - [CAHPS® Hospice Survey](#)
  - [CMS Hospice Quality Reporting Program \(HQRP\) CAHPS Hospice Survey](#)
  - [CAHPS® Hospice Survey Care Compare Data Refresh Schedule](#)

### **Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Star Ratings**

- Hospices with 75 or more completed CAHPS® surveys over the eight-quarter reporting period receive a Star Rating on Care Compare. Prior to public reporting, CAHPS® Hospice Survey results are adjusted for effects of mode of survey administration and case mix. Details with overview of the purpose, timeline, and methods, as well as national and state Star Rating distribution reports, can be found on the Hospice CAHPS® survey website linked below.
- Star Ratings are updated every other quarter and were last updated with the February refresh. The August 2024 Care Compare refresh includes data from Quarter 4, 2021 through Quarter 3, 2023. The next anticipated Star Ratings refresh will be in February 2025.
- Per the [Distribution of Family Caregiver Survey Rating Summary Stars, Nationally and by State Reporting period: October 1, 2021 – September 30, 2023](#).
  - A total of 2,046 hospices were assigned a star rating. Eighty-eight percent of Medicare decedents who received hospice care in 2022 were in hospices that were assigned a star.
  - Distribution of Family Caregiver Survey Rating Summary Stars Across All U.S. Hospices Eligible for a Star Rating:
    - 1 star – 1%
    - 2 stars – 11%
    - 3 stars – 33%
    - 4 stars – 42%
    - 5 stars – 14%
- Additional Star Rating Resources (including national and state distribution reports)
  - [CAHPS® Hospice Survey Star Ratings](#)
    - Includes national and state distribution reports and star rating calculation methods

### **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.
- The August 2024 refresh includes HIS data from Quarter 4 of 2022 through Quarter 3 of 2023.
- The national average score for the HIS Comprehensive Assessment Measure at Admission as of the August 2024 refresh is 91.7 percent.
- Additional HIS Comprehensive Assessment Measure Resources
  - [CMS HQRP Hospice Item Set](#)
  - [Hospice Comprehensive Assessment QM Background and Methodology Fact Sheet](#) (Jan 2024)

### **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). Lists of compliant, non-compliant, and excluded providers are available for download on the [CMS HQRP Reconsideration Requests](#) webpage. 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](mailto: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](#).

### **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)
- [CMS Hospice Quality Reporting Program \(HQRP\)](#)
- [CMS HQRP Current Measures](#)
- [CMS HQRP Public Reporting: Key Dates for Providers](#)
- [CMS HQRP Announcements and Spotlight](#)
- [CMS Calculating and Reporting Claims-Based Measures within the HQRP](#)
- [CMS Open Door Forum Podcast and Transcripts](#)
- [CMS Hospice Quality Reporting Program \(HQRP\) Informational Video](#)

Please reach out to [quality@nhpco.org](mailto:quality@nhpco.org) with any questions.