

August 30, 2023

**TO:** NHPCO Provider and State Members  
**FROM:** NHPCO Quality Team  
**RE:** Care Compare August 2023 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 2023 Care Compare refresh were made available in the Certification and Survey Provider Enhanced Reports (CASPER) application on August 16, 2023, and will be available until September 15, 2023.

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 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.
- Publicly reported CAHPS® survey data updates quarterly. The August 2023 refresh includes CAHPS® data from Quarter 4 2020-Quarter 3 2022
- Additional CAHPS® Resources
  - CAHPS® Hospice Survey <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/hgrp-cahps-hospice-survey-care-compare-data-refresh-schedule-fact-sheet-march-2023.pdf>

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

- Hospices with 75 or more completed CAHPS surveys over the eight-quarter reporting period will 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 2023 Care Compare refresh includes data from Quarter 4 2020-Quarter 3 2022. The next anticipated Star Ratings refresh will be in February 2024.
- Per the ***Distribution of Family Caregiver Survey Rating Summary Stars, Nationally and by State Reporting period: October 1, 2020 – September 30, 2022***, available at <https://www.hospicecahpsurvey.org/globalassets/hospice-cahps4/public-reporting/star-ratings/cahps-hospice-survey-star-rating-distribution-august-november-2023-reporting-periods-final.pdf>:
  - A total of 2046 hospices were assigned a star rating. Eighty-nine percent of Medicare decedents who received hospice care in 2021 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 – 2%
    - 2 stars – 12%
    - 3 stars – 36%
    - 4 stars – 39%
    - 5 stars – 11%
- Additional Star Rating Resources (including national and state distribution reports)
  - CAHPS Hospice Survey Star Ratings <https://www.hospicecahpsurvey.org/en/public-reporting/star-ratings/>
    - Includes national and state distribution reports and star rating calculation methods

## Claims-Based Measures

### Hospice Care Index (HCI)

- The HCI is a single Medicare claims-based measure that captures care processes occurring throughout the hospice stay, between admission and discharge. Although the HCI is a single measure, it captures data from ten individual indicators. Each indicator has equal weight and hospices earn a point for each indicator in which they score above a national performance threshold, for a total possible HCI score between 0 and 10.
- The August 2022 refresh was the inaugural month for public reporting of the Hospice Care Index and Care Compare currently includes data from Quarter 2-Quarter 4 2019 and Quarter 3 2020-Quarter 3 2021. Publicly reported HCI data will refresh annually, with the next anticipated refresh in November 2023.
- Additional HCI Resources
  - CMS HCI Informational Video <https://www.youtube.com/watch?v=qFeo2OMRXDk>
  - Abt Associates. Hospice Care Index Technical Report <https://www.cms.gov/files/document/hospice-care-index-hci-technical-reportjuly-2022.pdf>

### **Hospice Visits in the Last Days of Life (HVLDL)**

- HVLDL measures the proportion of hospice patients who received in-person visits from a registered nurse or a medical social worker on at least two of the final three days of life. The August 2022 refresh was the inaugural month for public reporting of HVLDL, which replaced public reporting of Hospice Visits When Death is Imminent (HVWDII). HVLDL was endorsed by the National Quality Forum (NQF) as NQF #3645 on July 26, 2022.
- Care Compare currently includes HVLDL data from Quarter 2-Quarter 4 2019 and Quarter 3 2020-Quarter 3 2021. Publicly reported HVLDL data will refresh annually, with the next anticipated refresh in November 2023.
- Additional HVLDL Resources
  - HQRP Hospice Visits in Last Days of Life (HVLDL) Measure Specifications  
<https://www.cms.gov/files/document/hospice-visits-last-days-life-hvldl-measure-specifications.pdf>

### **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, in one measure, the proportion of patients for whom the hospice performed seven care processes upon admission to hospice.
- The HIS Comprehensive Assessment Measure at Admission has been publicly reported since 2018. Publicly reported HIS data updates quarterly. The August 2023 refresh includes HIS data from Quarter 4 2021 - Quarter 3 2022.
- 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>

### **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 Hospice Quality Reporting Program (HQRP) Informational Video  
<https://www.youtube.com/watch?v=nfcq80J6csw>
- 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. Calculating and Reporting Claims-Based Measures within the HQRP  
<https://www.cms.gov/files/document/questionsandanswersclaims-basedmeasuresfeb2022.pdf>

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