

Eli's Hospice Insider

Quality: Start Working On This Hospice Compare Shoe-In Now

Do you know your patients' and families' priorities?

You may have a lot of unanswered questions about Hospice Compare, but one thing seems a certainty – inclusion of the CAHPS question on recommendation.

"We plan to include ... the willingness to recommend question as part of the Hospice CAHPS data reported on Hospice Compare," the **Centers for Medicare & Medicaid Services** specifies in the hospice payment final rule for 2017 published in the Aug. 5 Federal Register.

Now is the time to launch an improvement plan for this measure, urged hospice consultant **Charlene Ross** with **R&C Healthcare Solutions** and **Hospice Fundamentals** in Arizona, in a February 2016 **Eli**-sponsored audioconference, "Hospice Quality Reporting Program – What can you do now to prepare for the future?"

Take a look at these variables associated with greater overall satisfaction for routine home care and assess whether you are providing them, Ross offered:

- Being kept informed about patient's condition;
- Being provided clear/consistent information;
- Perception patients were provided with adequate treatment for anxiety;
- Right amount of information about the medicines used to manage pain;
- Right amount of emotional support provided to caregiver prior to patient's death.
- Failing to provide these services to family and caregivers will result in lower recommendation scores.

Note: Purchase a recording or transcript of Ross's audioconference, which offers specific strategies for improving multiple CAHPS measure scores, at www.audioeducator.com/hospice/hospice-quality-reporting-program-02-09-2016.html.