

Eli's Hospice Insider

Use These Strategies to Cope With Changes

None of the changes are easy and some are not logical, says **Samira Beckwith**, president and CEO of Hope Hospice and Community Services in Fort Myers, Fla. "The ripples are coming faster and faster; there is not as much calm water in between -- and the pace will be staying like this," she says of the rate of changes.

Beckwith's advice? Stay caught up and get ready for the next step. This isn't the last new requirement.

Good idea: Having a structure in place to deal with these changes is key, Beckwith says. Hope Hospice conducts regular meetings with a committee charged with discussing new regulations and how their software can respond.

Committee members come from all departments including IT, education, QAPI, physicians, nurses, and social workers, Beckwith says. Education focuses on the "why" behind the changes and the committee works together to develop "how" to adapt.

"New requirements are an opportunity to look at current practice and see how we're doing," Beckwith says.

The Centers for Medicare and Medicaid Services is sending hospice providers a message with these changes, says **Ron Snyder**, general manager for financial services, billing & collection for VITAS Innovative Hospice Care in Miami, FL. CMS' new direction focuses on greater transparency and gathering additional data for statistical purposes, he says.

So, while you now need to submit a slew of new and different information, it's not currently impacting your reimbursement.