



# Hospice Quality Reporting Program Webinar

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## Welcome & Agenda

1. Recently released on-demand educational modules
  - Navigating the Websites relevant to the Hospice Quality Reporting Program (HQRP)
  - Hospice Item Set (HIS) Coding Guidance
2. Hospice CAHPS® Survey updates
3. Question and Answer Session

## Acronyms used in this presentation

- CAHPS®: Consumer Assessment of Healthcare Providers and Systems
- CMS: Centers for Medicare & Medicaid Services
- FAQ: Frequently Asked Questions
- HIS: Hospice Item Set
- HQRP: Hospice Quality Reporting Program
- QIES: Quality Improvement and Evaluation
- QTSO: QIES Technical Support Office

# **RECENTLY RELEASED ON-DEMAND TRAINING SERIES**

## What are the modules?

- Series 1: Navigating the Websites relevant to the HQRP (5 modules)
  - To help providers navigate the 3 websites pertinent to the HQRP, as well as available Help Desks
    - [CMS HQRP website](#) (newly re-designed)
    - [Hospice CAHPS® Survey website](#)
    - [QTSO website](#)
- Series 2: HIS Coding (8 modules)
  - To review the refined HIS coding guidance for select items

## Where can I find the modules?

- Videos for each series of modules available on CMS's YouTube channel
- PowerPoint slides for each series available on the "Hospice Quality Reporting: Training and Education Library" portion of the CMS HQRP Website
  - *Link:* <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Hospice-Quality-Reporting-Training-Training-and-Education-Library.html>

## Who should watch the modules?

- Staff of Medicare-certified hospices responsible for their hospice's HQRP requirements
- Series 1: Navigating the Websites relevant to the HQRP
  - Helpful for new and existing users
- Series 2: HIS Coding
  - Designed for those already familiar with general HIS coding and HIS items
  - If you are new to the HIS, please first review the [HIS Manual](#) and the [HIS V2.00.0 training](#)



## What topics are covered in the modules?

- Series 1: Navigating the Websites relevant to the HQRP
  - Module 1: Introduction to the 3 Websites relevant to the HQRP
  - Module 2: Learning how to use the CMS HQRP Website
  - Module 3: Learning how to use the CAHPS® Survey Website
  - Module 4: Learning how to use the QTSO Website
  - Module 5: An Overview of the HQRP Help Desks
- Series 2: HIS Coding
  - Module 1: General Information
  - Module 2: Sections A, I, and Z
  - Module 3: Section F: Preferences
  - Module 4: Section J: Pain
  - Module 5: Section J: Respiratory Status
  - Module 6: Section N: Medications
  - Module 7: Section O: Service Utilization
  - Module 8: Chapter 3: Submission and Correction of HIS Records

## **Series 1: Navigating the Websites relevant to the HQRP**

### **Module 1: Introduction to the 3 Websites relevant to the HQRP**

*Link to Module:*

» <https://www.youtube.com/watch?v=hGyDkyOHOUc&feature=youtu.be>

## **Series 2: HIS Coding**

### **Module 1: General Information**

*Link to Module:*

» <https://www.youtube.com/watch?v=2W2OjcvHHaE&feature=youtu.be>

## Links to Training Modules

### Series 1: Navigating the Websites relevant to the HQRP

Module 1: [Introduction to the 3 Websites relevant to the HQRP](#)

Module 2: [Learning how to use the CMS HQRP Website](#)

Module 3: [Learning how to use the CAHPS® Survey Website](#)

Module 4: [Learning how to use the QTSO Website](#)

Module 5: [An Overview of the HQRP Help Desks](#)

# Links to Training Modules

## Series 2: HIS Coding

Module 1: [General Information](#)

Module 2: [Sections A, I, and Z](#)

Module 3: [Section F: Preferences](#)

Module 4: [Section J: Pain](#)

Module 5: [Section J: Respiratory Status](#)

Module 6: [Section N: Medications](#)

Module 7: [Section O: Service Utilization](#)

Module 8: [Chapter 3: Submission and Correction of HIS Records](#)

# HOSPICE CAHPS® UPDATES

# CAHPS® Hospice Survey Website

[www.hospicecahpssurvey.org](http://www.hospicecahpssurvey.org)

## CAHPS® Hospice Survey

Home Page

[Home Page](#)  
[What's New](#)  
[FAQs](#)  
Information for Hospices  
[Participation Exemption for Size](#)  
[Approved Vendor List](#)  
[Minimum Business Requirements](#)  
[Survey Instruments](#)  
[Quality Assurance Guidelines](#)  
[Training Materials](#)  
[Technical Specifications](#)

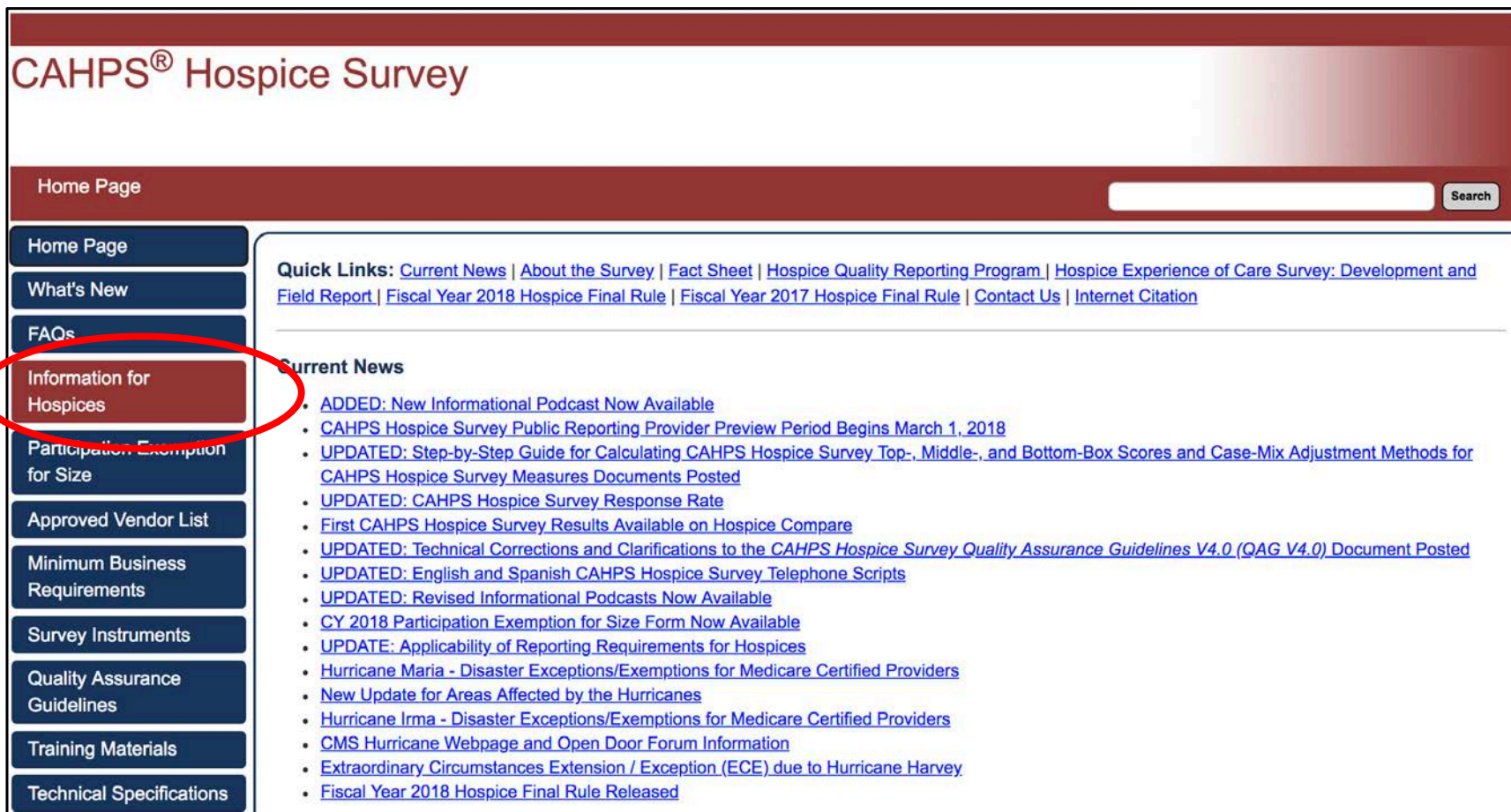
**Quick Links:** [Current News](#) | [About the Survey](#) | [Fact Sheet](#) | [Hospice Quality Reporting Program](#) | [Hospice Experience of Care Survey: Development and Field Report](#) | [Fiscal Year 2018 Hospice Final Rule](#) | [Fiscal Year 2017 Hospice Final Rule](#) | [Contact Us](#) | [Internet Citation](#)

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**Current News**

- [ADDED: New Informational Podcast Now Available](#)
- [CAHPS Hospice Survey Public Reporting Provider Preview Period Begins March 1, 2018](#)
- [UPDATED: Step-by-Step Guide for Calculating CAHPS Hospice Survey Top-, Middle-, and Bottom-Box Scores and Case-Mix Adjustment Methods for CAHPS Hospice Survey Measures Documents Posted](#)
- [UPDATED: CAHPS Hospice Survey Response Rate](#)
- [First CAHPS Hospice Survey Results Available on Hospice Compare](#)
- [UPDATED: Technical Corrections and Clarifications to the CAHPS Hospice Survey Quality Assurance Guidelines V4.0 \(QAG V4.0\) Document Posted](#)
- [UPDATED: English and Spanish CAHPS Hospice Survey Telephone Scripts](#)
- [UPDATED: Revised Informational Podcasts Now Available](#)
- [CY 2018 Participation Exemption for Size Form Now Available](#)
- [UPDATE: Applicability of Reporting Requirements for Hospices](#)
- [Hurricane Maria - Disaster Exceptions/Exemptions for Medicare Certified Providers](#)
- [New Update for Areas Affected by the Hurricanes](#)
- [Hurricane Irma - Disaster Exceptions/Exemptions for Medicare Certified Providers](#)
- [CMS Hurricane Webpage and Open Door Forum Information](#)
- [Extraordinary Circumstances Extension / Exception \(ECE\) due to Hurricane Harvey](#)
- [Fiscal Year 2018 Hospice Final Rule Released](#)

# CAHPS® Hospice Survey Website



The screenshot shows the CAHPS Hospice Survey website interface. At the top, there is a dark red header with the text "CAHPS® Hospice Survey" in white. Below the header is a navigation bar with a "Home Page" link on the left and a search box on the right. A vertical sidebar on the left contains several menu items: "Home Page", "What's New", "FAQs", "Information for Hospices" (highlighted with a red circle), "Participation Exemption for Size", "Approved Vendor List", "Minimum Business Requirements", "Survey Instruments", "Quality Assurance Guidelines", "Training Materials", and "Technical Specifications". The main content area features a "Quick Links" section with several blue hyperlinks, followed by a "Current News" section with a list of bullet points, each containing a date and a link to a specific news item.

## CAHPS® Hospice Survey

Home Page

- Home Page
- What's New
- FAQs
- Information for Hospices**
- Participation Exemption for Size
- Approved Vendor List
- Minimum Business Requirements
- Survey Instruments
- Quality Assurance Guidelines
- Training Materials
- Technical Specifications

**Quick Links:** [Current News](#) | [About the Survey](#) | [Fact Sheet](#) | [Hospice Quality Reporting Program](#) | [Hospice Experience of Care Survey: Development and Field Report](#) | [Fiscal Year 2018 Hospice Final Rule](#) | [Fiscal Year 2017 Hospice Final Rule](#) | [Contact Us](#) | [Internet Citation](#)

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## Information for Hospices

This page includes:

- **General Information**
  - Forms
    - Participation Exemption for Size Form
    - CAHPS® Hospice Survey Vendor Authorization Form
    - CAHPS® Hospice Survey Data Warehouse Form
  - Quality Assurance Guidelines (QAG)
- **Hospice-specific Frequently Asked Questions (FAQs)**
- **Podcasts for Hospices**

# Frequently Asked Questions

## CAHPS<sup>®</sup> Hospice Survey

Information for Hospices

Search

Home Page

What's New

FAQs

Information for Hospices

Participation Exemption for Size

Approved Vendor List

Minimum Business Requirements

Survey Instruments

Quality Assurance Guidelines

Training Materials

General Information

Podcasts for Hospices

Hospice-specific FAQs

The material below contains helpful information and links related to the CAHPS Hospice Survey.

### Participation Exemption for Size Requests

- To request an Exemption for Size from CAHPS Hospice Survey data collection and reporting requirements, a hospice must submit a Participation Exemption for Size Form
- To view or submit this form, please click on the left hand Participation Exemption for Size navigation button. Please note that this form can only be completed online.

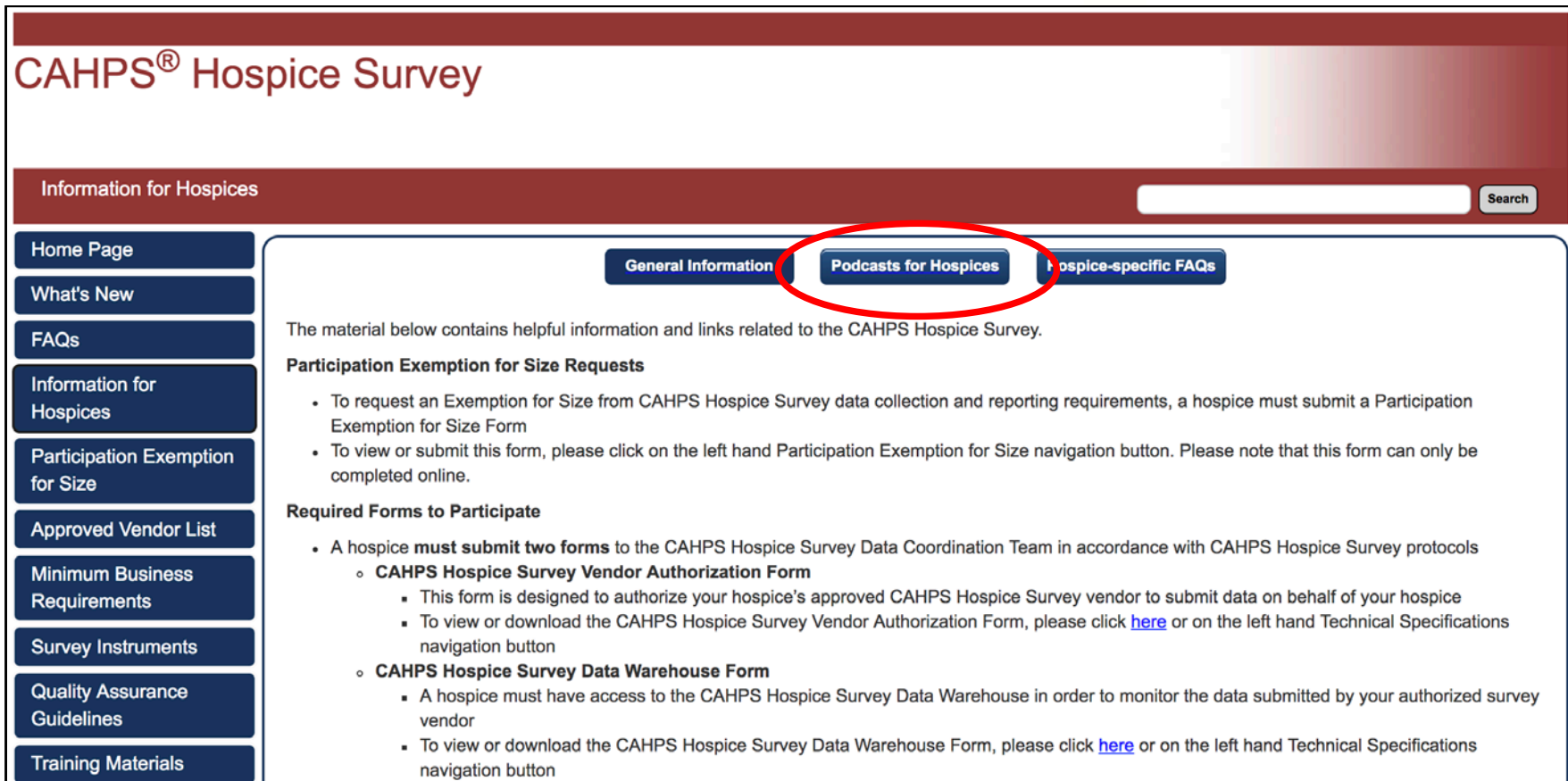
### Required Forms to Participate

- A hospice **must submit two forms** to the CAHPS Hospice Survey Data Coordination Team in accordance with CAHPS Hospice Survey protocols
  - **CAHPS Hospice Survey Vendor Authorization Form**
    - This form is designed to authorize your hospice's approved CAHPS Hospice Survey vendor to submit data on behalf of your hospice
    - To view or download the CAHPS Hospice Survey Vendor Authorization Form, please click [here](#) or on the left hand Technical Specifications navigation button
  - **CAHPS Hospice Survey Data Warehouse Form**
    - A hospice must have access to the CAHPS Hospice Survey Data Warehouse in order to monitor the data submitted by your authorized survey vendor
    - To view or download the CAHPS Hospice Survey Data Warehouse Form, please click [here](#) or on the left hand Technical Specifications navigation button

## Frequently Asked Questions

- Does my hospice need to participate?
- Does my hospice need to have a contract with a survey vendor?
- How does my organization authorize our survey vendor?
- How does my organization submit a sample file to the survey vendor?
- How is the “primary informal caregiver” identified?
- How will my hospice access the CAHPS® Hospice Survey Data Warehouse?
- What reports are available to my hospice on the CAHPS® Hospice Survey Data Warehouse?
- When does the survey take place?
- Can our hospice discuss the CAHPS® Hospice Survey with decedents/caregivers?
- Are there guidelines for conducting quality improvement activities in conjunction with the CAHPS® Hospice Survey?

# Podcasts for Hospices



The screenshot shows the CAHPS Hospice Survey website interface. At the top left is the CMS logo. The main heading is "CAHPS® Hospice Survey". Below this is a navigation bar with "Information for Hospices" on the left and a search box on the right. A secondary navigation bar contains three buttons: "General Information", "Podcasts for Hospices" (which is circled in red), and "Hospice-specific FAQs". On the left side, there is a vertical menu with buttons for "Home Page", "What's New", "FAQs", "Information for Hospices", "Participation Exemption for Size", "Approved Vendor List", "Minimum Business Requirements", "Survey Instruments", "Quality Assurance Guidelines", and "Training Materials". The main content area contains the following text and lists:

The material below contains helpful information and links related to the CAHPS Hospice Survey.

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  - **CAHPS Hospice Survey Data Warehouse Form**
    - A hospice must have access to the CAHPS Hospice Survey Data Warehouse in order to monitor the data submitted by your authorized survey vendor
    - To view or download the CAHPS Hospice Survey Data Warehouse Form, please click [here](#) or on the left hand Technical Specifications navigation button

## Podcasts for Hospices

There are podcast videos about:

- Overview of Requirements
- Participation Exemption for Newness and Participation Exemption for Size
- Selecting and Authorizing a Survey Vendor
- Data Hospices Must Provide to their Survey Vendor
- The Data Collection Process
- Data Submission
- Communication about the CAHPS® Hospice Survey and Other Quality Efforts
- Changing Survey Vendors
- Adjustments to Survey Data for Public Reporting
- Public Reporting of CAHPS® Hospice Survey Scores

## Resources

### Hospice Quality Reporting Program

- Website: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Spotlight.html>
- Email: HospiceQualityQuestions@cms.hhs.gov

### CAHPS® Hospice Survey

- Website: [www.hospicecahpssurvey.org](http://www.hospicecahpssurvey.org)
- Email: hospicecahpssurvey@HCQIS.org
- Telephone: 1-844-472-4621

# **QUESTION AND ANSWER SESSION**

## Additional Questions?

- **General HQRP or HIS-specific Inquiries**

Hospice Quality Help Desk:

[HospiceQualityQuestions@cms.hhs.gov](mailto:HospiceQualityQuestions@cms.hhs.gov)

- **CAHPS®-specific Inquiries**

Email: [hospicecahpssurvey@HCQIS.org](mailto:hospicecahpssurvey@HCQIS.org)

Telephone: 1-844-472-4621

- **For Technical Assistance (QTSO, QIES, HART, or CASPER)**

QTSO Help Desk:

Email: [help@qtso.com](mailto:help@qtso.com)

Phone: 1-877-201-4721 (M-F, 7AM-7PM CT)