



# HOSPICE CAHPS QUESTIONS AND ANSWERS

Developed by the Centers for Medicare and Medicaid Services (CMS) with input from key stakeholders, the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey examines the care patients receive from hospice agencies, as well as the experiences of patients' informal primary caregivers, who often include family members and friends.

CMS intends for Medicare-certified hospices to use insights gained from the survey to improve care through more effective communication with and deeper engagement from patients and their caregivers.





## WHO IS ELIGIBLE FOR THE HOSPICE CAHPS SURVEY?

All Medicare-certified hospices must administer the Hospice CAHPS survey to receive their full Annual Payment Update (APU). However, hospices serving fewer than 50 survey-eligible decedents/caregivers in the previous calendar year and hospices that have received their CMS Certification Number (CCN) since January of the current year are exempt. These are one-year exemptions.

**The Hospice CAHPS survey is only offered to caregivers of patients who meet the following eligibility criteria:**

- Decedent was 18 years of age or older
- Decedent's death was at least 48 hours following the last admission to hospice care
- Decedent has a caregiver of record
- Caregiver is someone other than a non-familial legal guardian
- Caregiver has a U.S. home address

## IS PRC A CMS-APPROVED HOSPICE CAHPS SURVEY VENDOR?

Yes, PRC is proud to have been approved as a Hospice CAHPS survey partner since the program's introduction in 2015 and is qualified to conduct the survey by mail or telephone.

## WHAT DOES THE HOSPICE CAHPS SURVEY MEASURE?

The Hospice CAHPS survey consists of 47 questions that collect information about: the care provided to hospice patients by the hospice agency; the involvement of primary caregivers; and the general demographic characteristics of decedents and their caregiver of record. The responses to these questions are reported across the dimensions in the left margin.

Hospice CAHPS Dimensions	
Communication with Family	6 questions
Getting Timely Help	2 questions
Treating Patient with Respect	2 questions
Emotional and Spiritual Support	3 questions
Help for Pain and Symptoms	4 questions
Training Family to Care for Patient	5 questions
Overall Rating	1 question
Likelihood to Recommend	1 question

## CAN WE CUSTOMIZE THE STANDARD SURVEY TOOL TO ENCOURAGE EXCELLENCE?

Core Hospice CAHPS survey questions do not measure excellence, but hospice agencies can combine the required core items with customized, hospice-specific questions to more effectively analyze where to invest resources to improve performance. The CMS Quality Assurance Guidelines document states that up to 15 supplemental questions may be added. PRC is the only research firm measuring excellence with a five-point scale. Excellent sets a higher standard than the top box terms used by traditional service vendors (Very Good, Very Satisfied) and is a greater predictor of patient loyalty. The PRC scale is a more effective tool for determining how to allocate resources where they will have the greatest impact.

## HOW WILL WE RECEIVE THE SURVEY RESULTS?

Client agencies enjoy unlimited access to research results through PRC's award-winning online data management tool, PRCEasyView.com®. EasyView® enables PRC's research partners to monitor results, set goals, and design and schedule custom reports to be emailed anywhere within the organization.

Hospice leadership has the opportunity to designate a CAHPS Hospice Survey Data Administrator who will have access to the RAND Corporation's data warehouse. This enables the hospice to confirm data submission each quarter and verify the volume of patients sampled. PRC clients have fast access to data—as soon as PRC receives the completed survey, it's available for reporting.

## HOW IS THE HOSPICE CAHPS SURVEY ADMINISTERED?

1. Every month, clients send files that contain the records of patients who passed away during the previous calendar month to PRC. PRC holds each file until the appropriate contact month, as listed below, out of respect for the caregiver's grieving process.
2. Then, PRC's sample managers format the patient and caregiver information to be prepared for the interviewing or mailing departments.
3. PRC is the industry leader in the telephone survey methodology. Above all else, PRC interviewers act as representatives of PRC clients, and they bring compassion, respect, and professionalism to every interaction they have with caregivers.
  - To reach selected caregivers, interviewers may call up to five times over a six-week window.
  - CMS requires interviewers to make their first attempt at calling caregivers within the first seven days of the initial contact month.
  - Call attempts must occur on different days of the week, at different times of day.
4. PRC also offers the mail methodology for agencies that prefer to give respondents the option of completing paper surveys on their own at their convenience.
  - Selected caregivers will receive the questionnaire and cover letter in the mail within the first week of the initial contact month.
  - A second questionnaire and cover letter will be mailed to non-respondents approximately three weeks after the first mailing.
  - Data collection will end 42 days after the first mailing.
5. PRC compiles all of the results and submits the data to RAND, in accordance with the prescribed timeline.



Month of Patient's Death	First Attempt to Contact	Data Submission Deadline
April 2021	July 1, 2021	
May 2021	August 1, 2021	November 10, 2021
June 2021	September 1, 2021	
July 2021	October 1, 2021	
August 2021	November 1, 2021	February 9, 2022
September 2021	December 1, 2021	
October 2021	January 1, 2022	
November 2021	February 1, 2022	May 11, 2022
December 2021	March 1, 2022	
January 2022	April 1, 2022	
February 2022	May 1, 2022	August 10, 2022
March 2022	June 1, 2022	
April 2022	July 1, 2022	
May 2022	August 1, 2022	November 9, 2022
June 2022	September 1, 2022	

## WILL THESE RESULTS BE PUBLICLY REPORTED?

Yes, in August 2017, CMS launched the Hospice Compare website. Then in February 2018, CAHPS Hospice survey results became available on Hospice Compare. Reported data for hospice care covers eight quarters of data.

## PRC Product Lines and Coaching



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& CAHPS**



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## ABOUT PRC

Since 1980, PRC has helped more than 2,200 healthcare organizations achieve their research objectives by collecting and analyzing timely, accurate, and reliable feedback from patients, employees, physicians, and the community at large. PRC's high-quality survey research, analytics tools, and coaching give voice to healthcare organizations, patients, and the community as a whole. Leading the standards for healthcare market research, PRC partners with organizations to support their efforts in becoming better places for patients to be treated, physicians to practice medicine, and employees to work.

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## WHAT ARE YOUR GOALS?

To learn what PRC's data can do for you, contact us at 800-428-7455 or visit [PRCCustomResearch.com](https://www.PRCCustomResearch.com)



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