

CAHPS Hospice Survey Podcast for Hospices – Transcript

Public Reporting of CAHPS Hospice Survey Scores

Presentation available at https://hospicecahpsurvey.org/globalassets/hospice-cahps4/podcasts/10_public-reporting-top-middle-bottom-box-scores.mp4

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Slide 1 – Podcast for Hospices - Public Reporting of CAHPS Hospice Survey Scores

Welcome to the CAHPS Hospice Survey: Podcast for Hospices series. These podcasts were created for administrators and other staff members at hospice organizations. In this podcast, we will discuss public reporting of CAHPS Hospice Survey Scores, including an overview of the process, how to interpret your scores, and how to request CMS review of your scores.

Slide 2 – Overview

The Hospice Quality Reporting Program, or HQRP, has two components: the Hospice Item Set, or HIS, and the CAHPS Hospice Survey. In this podcast, we discuss how CAHPS Hospice Survey measure scores are calculated and reported to hospices and the public.

The Hospice Compare Website publicly displays hospice scores for HIS and CAHPS Hospice Survey measures. Measure scores are updated quarterly.

CAHPS Hospice Survey measure scores are calculated using 8 rolling quarters of data. Scores are reported for hospices that have at least 30 completed surveys during those quarters, which are referred to as the reporting period.

Prior to each quarterly release of data on Hospice Compare, hospice providers have the opportunity to review their CAHPS Hospice Survey scores during a 30-day preview period. Each hospice will receive a CAHPS Hospice Provider Preview Report to review. These reports give providers the opportunity to preview their CAHPS Hospice Survey results prior to public display on Hospice Compare.

The CAHPS Hospice Provider Preview Reports can be accessed via the CASPER application.

Slide 3 – CAHPS Hospice Measures

There are 47 questions in the CAHPS Hospice Survey. It might not be helpful to consumers for the responses to each individual question to be publicly reported. For this reason, responses to some questions on similar topics are combined and reported as “composite measures.”

Hospice Compare reports results for eight measures. There are six composite measures, which are comprised of multiple survey questions, and two single-item or global measures, which are the results of one survey question each.

The questions included in each measure can be found on the “scoring and analysis” tab on the CAHPS Hospice Survey website.

Slide 4 – CAHPS Hospice Measures

The six composite, or multi-item measures are: Communication with family, Getting timely help, Treating patient with respect, Emotional and spiritual support, Help for pain and symptoms, and Training family to care for patient.

The two global, or single-item, measures are: Rating of this hospice and Willing to recommend this hospice.

Slide 5 – Data Adjustment

Hospice ratings should be an indicator of the quality of the hospice, and any differences in ratings between hospices should only reflect differences in their quality. For this reason, before they are publicly reported, results are adjusted to level the playing field. That is, we adjust for factors that are not directly related to hospice performance.

We adjust for “case mix” and for “mode” of survey administration.

There is more information about data adjustment in the “Adjustments to Survey Data for Public Reporting” podcast.

Slide 6 – Scoring Overview

The Hospice Compare website displays results of the CAHPS Hospice Survey under “Family Experience of Care.”

After selecting a hospice or multiple hospices, the first table will display top-box scores. This is the percentage of respondents who selected the most positive response for each question in the measure.

The “View more details about the survey” link will lead you to a page with the top-, middle- and bottom-box scores for each measure. We’ll talk about each of these scores next.

Slide 7 – Top-Box Scores

The “Top-box” score is the the proportion of respondents who gave the most positive response or responses to the question.

For example, “Always” is generally the top-box response when a question’s response options are Never, Sometimes, Usually, or Always.

“Yes, definitely” is the top-box response when the response options are Yes, definitely, Yes, somewhat, or No.

When the response options are Too little, Right amount, or Too much, “Right amount” is the top box response.

For the “Willingness to Recommend” measure, “Definitely yes” is the top-box response.

Finally, ratings of 9 or 10 on the “Rating of this hospice” measure are the top-box responses.

Slide 8 – Top-Box Scores on the Provider Preview Report

Here is an example of a provider preview report displaying top-, middle-, and bottom-box scores. The report displays the hospice’s scores, alongside the U.S. National scores for each measure. The hospice’s top-box scores for three measures are circled in red.

Slide 9 – Middle-Box Scores

The “Middle-box” score is the proportion of respondents who gave the intermediate response or responses to the question.

For example, “Usually” is generally the middle-box response when a question’s response options are Never, Sometimes, Usually, or Always.

“Yes, somewhat” is the middle-box response when the response options are Yes, definitely, Yes, somewhat, or No.

For the “Willingness to Recommend” measure, “Probably yes” is the middle-box response.

For the “Rating of this hospice” measure, ratings of 7 or 8 are the middle-box responses.

Finally, there is no middle box score when the response options are Too little, Right amount, or Too much.

Slide 10 – Middle-Box Scores on the Provider Preview Report

In this example Provider Preview Report, the hospice’s middle-box scores for three measures are circled in red.

Slide 11 – Bottom Box Scores

The “Bottom-box” score is the proportion of respondents who gave the least positive response or responses:

For example, “Sometimes” or “Never” are generally the bottom-box response when a question’s response options are Never, Sometimes, Usually, or Always.

”No” is the bottom-box response when the response options are Yes, definitely, Yes, somewhat, or No.

When the response options are Too little, Right amount, or Too much, “Too little” or “Too much” are the bottom-box responses.

For the “Willingness to Recommend” measure, “Probably no” and “Definitely no” are the bottom-box responses.

Finally, ratings of 6 or lower on the “Rating of this hospice” measure are the bottom-box responses.

Slide 12 - Bottom-Box Scores on the Provider Preview Report

In this example Provider Preview Report, the hospice’s bottom-box scores for three measures are circled in red.

Slide 13 – Special Situations

There are two special situations that have slightly different rules.

First, the “Emotional and spiritual support” measure does not have a middle-box score; only top-box and bottom-box scores are reported.

Additionally, the scoring is reversed for the question that asks, “While your family member was in hospice care, how often did anyone from the hospice team give you confusing or contradictory information about your family member’s condition or care?” For this question, “Never” is the top-box response and “Always” and “Usually” are the bottom-box responses.

Slide 14 – Footnotes

Some hospices have footnotes displayed with their measure scores on Hospice Compare. These footnotes are used to describe the reason a hospice does not have measure scores displayed, or any potential issues with the hospice's measure scores.

There are six footnotes used for CAHPS Hospice Survey scores, shown here.

- Footnote 6 indicates that the number of cases is too small to report. This footnote is applied if there are fewer than 30 completed surveys for the hospice for the reporting period, or there were fewer than 11 answers for the measure.
- Footnote 7 indicates that results are based on a shorter time period than required.
- Footnote 8 indicates that data were suppressed by CMS.
- Footnote 9 indicates that there were discrepancies in the data collection process, as reported by survey vendors to CMS. Hospices should direct any questions regarding discrepancies to their survey vendors.
- Footnote 10 indicates that none of the required data were submitted for this reporting period.
- Finally, Footnote 11 indicates that results are not available for this reporting period. This footnote is applied when the hospice is too new or too small to be required to participate in the CAHPS Hospice Survey, or when no cases meet the criteria for a measure for the reporting period.

Slide 15 – Hospices with no publicly reported scores

Some hospices may not have their scores publicly reported. There are various reasons this could occur; for example, the hospice could be too small or too new to be required to participate in the CAHPS Hospice Survey, or there may be fewer than 30 completed surveys for the hospice over the 8-quarter reporting period.

If a hospice's scores are not publicly reported, the provider preview report will display "Not available," along with a footnote that explains why.

Slide 16 – Requests for CMS Review

Hospices have 30 days to preview their CAHPS Hospice Survey measure results beginning on the date the reports are made available by CMS. The Hospice Quality Reporting Program website displays key dates, including the Provider Preview period for each quarter.

If a hospice provider believes the data is inaccurate, the hospice may request CMS review of the data contained within the CAHPS Hospice Provider Preview Report. Please note that the scores presented in the Provider Preview Report are adjusted for case mix and mode, and are the official CAHPS Hospice Survey measure scores. This means they may not match scores provided by a survey vendor.

Requests for review of your Hospice CAHPS Survey results must be submitted via email to hospicecahpssurvey@hsag.com. This is a different email than the one used for review requests involving HIS data.

Slide 17 – Other Resources

In advance of each quarterly update of Hospice Compare, CMS posts resources on the CAHPS Hospice Survey website to help hospices and survey vendors put their own survey results in context.

These resources include:

- the average response rate to the CAHPS Hospice Survey during the reporting period;
- a document listing the average top-box scores for each CAHPS Hospice Survey measure for all hospices for which scores are publicly reported in each state, and
- a document displaying the top- and bottom-box scores for each CAHPS Hospice Survey measure at the 5th, 10th, 25th, 50th, 75th, 90th and 95th percentiles among all hospices nationwide for which measure scores are publicly reported.

These resources are available on the Scoring and Analysis tab of the CAHPS Hospice Survey website.

Slide 18 - Resources

Questions related to the Hospice Quality Reporting Program should be directed to the Hospice Quality Help Desk at HospiceQualityQuestions@cms.hhs.gov.

Technical questions about the CAHPS Hospice Survey should be directed to hospicecahpssurvey@hsag.com or 1-844-472-4621.

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