

## CAHPS Hospice Survey Podcast for Hospices – Transcript

### Updates to Public Reporting of CAHPS Hospice Survey Data

Presentation available at <https://hospicecahpsurvey.org/en/hospice-tools/podcasts-for-hospices/>

Updated March 2026

#### *Slide 1 – Podcast for Hospices: Updates to Public Reporting of CAHPS Hospice Survey Data*

Welcome to the CAHPS Hospice Survey: Podcast for Hospices series. These podcasts were created for staff at hospice organizations. In this podcast, we will review updates to public reporting of CAHPS Hospice Survey data.

#### *Slide 2 – Overview*

A revised version of the CAHPS Hospice Survey and updated survey administration protocols were introduced beginning with Q2 2025 decedents.

This podcast describes the changes to public reporting of CAHPS Hospice Survey scores based on the changes to the survey and survey administration procedures.

#### *Slide 3 – New and Modified Quality Measures Based on Revised Survey*

The revised survey introduces one new measure, a composite measure of Care Preferences composed of two new survey items. In addition, the Training Family to Care for Patient measure has been substantially revised. This measure was previously derived from several questions and is now a single item that summarizes the content of those items. The revised survey made other changes to survey wording and a slight revision to the Communication with Family measure, but all of these changes are minor and do not affect how the Communication measure is scored and reported.

#### *Slide 4 – Revised Quality Measures*

This slide has a list of all of the survey measures with a description of differences between the original and revised versions of the survey, as well as the question numbers in the revised survey. The measures are:

- Communication with Family
- Getting Timely Help
- Treating Patient with Respect
- Emotional and Spiritual Support
- Help for Pain and Symptoms
- Care Preferences
- Training Family to Care for Patient
- Rating of this Hospice
- Willing to Recommend this Hospice

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#### *Slide 5 – Timeline for Changes to Data Reporting*

Beginning with the May 2026 refresh and continuing through November 2027, measure scores will be calculated using a combination of data from the original and revised survey. During this time, the new Care Preferences measure and the substantially revised Getting Hospice Care Training measure will NOT be publicly reported or included in Star Rating calculations. During this transition period, hospices' provider preview reports will contain scores for Care Preferences and Getting Hospice Care Training if they meet the minimum number of surveys. This information is for hospices' internal use and will not be publicly reported.

As of the February 2028 refresh and beyond, only data from the revised survey will be used to calculate measure scores and Star Ratings. Scores will be publicly reported for all 9 measures, and Star Ratings will be calculated using all of these measures, as well.

#### *Slide 6 – Official Measure Scores and Star Ratings are Published on Care Compare*

Only scores and Star Ratings calculated by CMS are considered official scores. They are publicly reported on CMS Care Compare at the website shown.

Care Compare includes top-box measure scores and Star Ratings for hospices, as well as state and national measure scores.

#### *Slide 7 – Overview of Data Adjustments*

Differences in publicly reported hospice ratings should only reflect differences in quality, not other differences between hospices. To permit valid comparison of hospices, results are adjusted to “level the playing field.” CMS adjusts for factors not directly related to hospice performance.

There are two kinds of adjustment:

First, adjustments for case mix address differences in hospice populations.

Second, adjustments for mode address differences related to the mode in which the survey is administered.

The overall approach to scoring and data adjustments has stayed the same.

#### *Slide 8 – Mode Adjustment*

Mode adjustments are derived from randomized experiments conducted by CMS. Updated mode adjustments for the revised survey reflect the results of a 2021 experiment and allow for adjustment of new survey items and for the new Web Mail mode.

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#### *Slide 9 – Updates to Mode Adjustment*

The reference mode for adjustments was changed to Mail Only. This is because the vast majority of CAHPS Hospice Surveys are conducted in Mail Only mode.

Web Mail mode adjustments will be applied only for hospices administering in Web Mail mode that have valid email addresses for at least 20% of sampled caregivers.

#### *Slide 10 – Mode Adjustment Example*

This slide has an example of how the mode adjustments are conducted. This is an example from a hospice that uses the Phone Only mode. Here, the raw item score for the survey item is 90. The mode adjustment to adjust this phone-only-collected item to Mail Only mode is 0.20; therefore, we add 0.20 to 90 for a mode-adjusted top-box score of 90.20.

#### *Slide 11 – Case Mix Adjustment*

CMS has also updated the case-mix adjustment model, refining categories and making adjustments to account for the introduction of a new survey administration mode (Web Mail mode). Details regarding updated CMA variable subcategories are posted on the CAHPS Hospice survey website.

#### *Slide 12 – More Information about Calculating Measure Scores and Star Ratings is Available on the Survey Website*

If you're looking for more details regarding calculation of measure scores and Star Ratings, please check out the Scoring and Analysis and Star Ratings pages on the survey website. The Scoring and Analysis section provides separate scoring guidance for data from the original and revised surveys, and updates case mix adjustment and national and state distributions of measure scores quarterly.

#### *Slide 13 – CAHPS Hospice Survey Technical Assistance*

More information on these topics can be obtained at the CAHPS Hospice Survey website at: [hospicecahpssurvey.org](https://hospicecahpssurvey.org), by email at [hospicecahpssurvey@hsag.com](mailto:hospicecahpssurvey@hsag.com), or by calling 1-844-472-4621.