

CAHPS Hospice Survey Podcast for Hospices – Transcript

Data Hospices Must Provide to their Survey Vendor

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

Updated March 2024

Slide 1

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 review the data that hospices must provide to their survey vendor for the CAHPS Hospice Survey data collection.

Slide 2 – Hospice Responsibilities

Data collection for the CAHPS Hospice Survey is conducted on a monthly basis.

In order to facilitate data collection for the CAHPS Hospice Survey, your hospice is required to provide to your survey vendor a sample file that includes a list of decedents/caregivers for a given month, along with other information about the individuals your hospice served during the month.

Later in the video, we will review the variables listed in the Sample File Layout that should be submitted to your vendor. Although not all data elements listed in the Sample File Layout are **required** for submission to the CAHPS Hospice Survey Warehouse, many are necessary for survey fielding or other purposes, and all should to be provided to your survey vendor.

You need to allow your vendor adequate time to process your sample file and select the cases for surveying. Please work with your vendor to determine a date each month by which you will submit your sample file. Your monthly sample file **must** be sent to your vendor using a secure method.

Slide 3 – Overview of the Sampling Process

The sampling process for the CAHPS Hospice Survey involves three main steps.

First, hospices provide a monthly sample file of decedents/caregivers to their vendor.

Next, survey vendors apply criteria to determine which decedents/caregivers are eligible for the survey.

Finally, the survey vendor will draw a sample of decedents/caregivers with whom the survey may be conducted.

Slide 4 – How Many Decedents/Caregivers Must be Surveyed

The number of decedents/caregivers your hospice must survey for the year depends, in part, on the number of survey-eligible decedents/caregivers you serve.

Please be aware that the CCN is the sampling and reporting unit for the CAHPS Hospice Survey. All facilities or hospice offices that operate under a CCN are counted together to determine the number of cases that must be sampled for the survey.

Hospices with less than 50 survey-eligible decedents/caregivers during the prior calendar year are exempt from the CAHPS Hospice Survey.

Hospices with 50-699 eligible decedents/caregivers in a calendar year must survey **all** cases. This is also referred to as conducting a census.

Hospices with 700 or more eligible decedents/caregivers **must survey at least 700** cases using a simple random sampling procedure. Hospices with 700 or more eligible decedents may also conduct a census or sample more than 700 decedents/caregivers if they prefer. Please note, if a sample greater than 700 is selected, then data for **all** sampled cases must be submitted to the CAHPS Hospice Survey Data Warehouse.

Slide 5 – Exclusions from the Monthly Sample File

Patients/caregivers who fall into one of the following categories must be removed from the sample file before it is sent to the survey vendor:

Decedents or caregivers who voluntarily request that they not be contacted should not be included in the monthly sample file.

Patients whose last admission to your hospice resulted in a live discharge should also not be included in the file.

Finally, decedents whose only caregiver was under the age of 18 should also be excluded.

Please note that you will need to provide a count of these exclusions in the monthly sample file.

Slide 6 – The Monthly Sample File Must Include

Your hospice is required to supply a monthly sample file to your survey vendor containing the following data elements:

Include the CCN and name of your hospice. Your hospice's CCN is the primary unit of identification for the CAHPS Hospice Survey. It is used to identify your hospice on exemption requests, Vendor Authorization forms, requests for access to the Data Warehouse, and in all sample files provided to your vendor. Please make sure that you use the correct CCN on all documents and submitted files.

Include the number of hospice offices covered under the CCN.

Include the total number of decedents served in the sample month. Please note that this should be the total count of **all** individuals who died within the calendar month while under the care of your hospice program. The calendar month is the first day of the month through last day of the month.

Include the counts of live discharge and no contact cases removed before the monthly sample file was submitted to the survey vendor.

Finally, the sample file must include the information for each eligible decedent who died within the calendar month while under the care of your hospice program.

Slide 7 – Eligibility for the CAHPS Hospice Survey

The CAHPS Hospice Survey is conducted with a sample of decedents/caregivers meeting the following criteria:

- Decedents who are age 18 or older at time of death
- Decedents whose death was at least 48 hours after last admission to hospice care
- Decedents who have a caregiver of record
- Decedents whose caregiver is a family member or friend, that is, for example, the caregiver is not solely a legal guardian or paid caregiver of the decedent
- Decedents whose caregiver has a U.S. or U.S. Territory home address

During their review of the monthly sample file, your vendor will remove cases that do not meet the eligibility for the CAHPS Hospice survey. Your hospice should NOT apply the eligibility criteria itself—all cases should be submitted and your survey vendor will decide which cases should be removed.

Slide 8 – Identifying a Primary Informal Caregiver

Identifying the “primary informal caregiver” is an important process in creating your hospice’s monthly sample file. The CAHPS Hospice Survey is designed to be administered to the person most knowledgeable about the care the decedent received at the hospice. This individual is the primary informal caregiver.

Your hospice is responsible for identifying **one** primary informal caregiver that may be eligible to receive and respond to the CAHPS Hospice Survey.

Please note, hospices should not necessarily prioritize a primary informal caregiver that is a family member over a friend, as one caregiver category does not automatically have preference over another.

Staff members or employees of the hospice or care setting in which the patient received care should not be considered primary informal caregivers.

Only one decedent/caregiver record for each decedent should be passed to your survey vendor. There should not be multiple records, or multiple caregivers identified, for any decedent.

Slide 9 – Sample File Variables

As we present the variables that should be included in the sample file provided to your survey vendor, we will highlight some key items. There are a total of 40 variables included in the sample layout.

The Provider Name should be the full name of the hospice.

The Provider ID is your 6-digit CMS Certification Number (or CCN), formerly known as Medicare Provider Number. Be sure to include your Hospice CCN, not a Home Health or other CCN. The last four digits of Hospice CCNs should be between 1500 and 1799.

The NPI variable is one of the two optional variables that may be submitted with the file.

The Number of Hospice Offices is the total number of hospice offices covered under a single CCN. In this context, hospice offices mean separate administrative or practice offices for the CCN, not to be confused with individual facilities or settings in which hospice care is provided (for example, homes, assisted living facilities, hospitals, hospice facilities, or hospice houses).

Slide 10 – Sample File Variables - Continued

Total Number of Live Discharges is the total number of patients who were discharged alive in the month.

Total Number of Decedents is a count of **all** of the decedents in the CCN in the sampled month, including all cases submitted in the sample file, along with all No Publicity cases. This does *not* include Live Discharges.

No Publicity Decedents/Caregivers is a count of all the cases that were not submitted to your vendor because the decedent or the caregiver requested no contact. For example, the decedent or caregiver voluntarily requested and signed a no publicity request or otherwise directly requested not to be contacted. Please note that your hospice must retain documentation of the no publicity request for a minimum of three years.

Slide 11 – Sample File Variables - Continued

The Decedent/Caregiver ID is a survey vendor-generated, random, unique, de-identified number used to de-duplicate the file, and to track the decedent's/caregiver's survey status through the survey administration process.

Both the Primary Caregiver's and Decedent's full name should be provided to your survey vendor for contacting purposes. The hospice should make sure that the most complete contact information is provided.

Slide 12 – Sample File Variables - Continued

Hospices should be able to provide complete information for these key dates. Hospices should review their records to make sure that these variables are complete prior to sending the monthly sample file to their survey vendor.

No part of Decedent Date of Death is allowed to be missing. If any part—month, day, or year—is missing, the case must be removed from the sample frame by the survey vendor. Only decedents whose month and year of death matches the month of the sample file should be included in the monthly sample file.

The Decedent Hospice Admission Date is the admission date of the decedent's final episode of hospice care. If the decedent was admitted to hospice, discharged, and re-admitted at a later date, use the final date the decedent was admitted.

Slide 13 – Sample File Variables - Continued

Please use the appropriate numeric codes when providing the data for Decedent Sex, Decedent Hispanic, and Decedent Race to your survey vendor.

Slide 14 – Sample File Variables - Continued

The Decedent Last Location or Setting of Care is the location at which the decedent was receiving care from your hospice at the time of his or her death. For instance, if the decedent had been receiving care at his or her home, but then was moved to an inpatient hospice facility where he or she subsequently died, the variable should be coded 6. This variable is also required for submission to the CAHPS Hospice Survey Warehouse.

Slide 15 – Sample File Variables - Continued

Decedent Primary, Secondary, and Other Decedent Payer information is required for submission to the CAHPS Survey Data Warehouse. Please use the appropriate numeric codes when providing these data to your survey vendor.

Slide 16 – Sample File Variables - Continued

The “Decedent Primary Diagnosis” is a required variable for submission to the CAHPS Survey Warehouse.

Variables must be in correct ICD-10 format – hospices may NOT Z-level codes or written descriptions of diagnoses.

Slide 17 – Sample File Variables - Continued

Although the Caregiver Mailing Address is not required for submission to the CAHPS Survey Data Warehouse, it is critical information for data collection. The hospice should make sure that the most current and complete contact information for the caregiver is provided to their survey vendor.

Slide 18 – Sample File Variables - Continued

Additional contact information that may be included in the file includes the caregiver's telephone numbers and email address. If the survey vendor will be conducting the survey using the telephone or mixed-mode of administration, then the hospice should make sure that the best telephone numbers for the caregiver are provided.

Slide 19 – Sample File Variables - Continued

The final variable is "Caregiver Relationship to the Decedent." This variable is required for submission to the CAHPS Survey Data Warehouse. The "Caregiver Relationship to the Decedent" should be a numeric code between 1 and 9 that best represents the relationship of the primary caregiver to the decedent. For example, if the primary caregiver is the spouse or partner of the decedent, the value of this variable should be "1." If the primary caregiver is the child of the decedent, the value should be "2." If the decedent did not have a caregiver, the value of this variable *must* be 8, or No Caregiver of Record.

Slide 20 – CAHPS Hospice Survey Technical Assistance

More information on these topics can be obtained at the CAHPS Hospice Survey website at: www.hospicecahpsurvey.org , by email at hospicecahpsurvey@hsag.com , or by calling 1-844-472-4621.

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