

# Case-Mix Adjustments for Q4 2017 – Q3 2019 Publicly Reported CAHPS® Hospice Survey Results

## Overview

Prior to public reporting, hospices' CAHPS Hospice Survey results are adjusted for the effects of both mode of survey administration and case mix. Steps for calculating top-, middle-, and bottom-box scores for public reporting, including adjustment for mode of survey administration, are available at

<https://www.hospicecahpsurvey.org/en/scoring-and-analysis/>.

Data from a mode experiment, as well as CAHPS Hospice Survey national implementation data, were used to develop and validate the variables to be included in the CAHPS Hospice case-mix model. In order to estimate the exact case-mix coefficients as accurately as possible, we employ the large sample size of each quarterly national publicly reported data set. This approach allows us to detect changes in the association of case-mix adjustors and CAHPS Hospice Survey measures over time and then adjust accordingly. This approach is consistent with recommended CAHPS practice for case-mix adjustment

<http://www.ahrq.gov/cahps/>.

As described on <https://www.hospicecahpsurvey.org/en/scoring-and-analysis/>, case-mix adjustment is performed within each quarter of data after data cleaning and after mode adjustment. *Coefficients* obtained in linear regression models estimate the tendency of caregivers to respond more positively or negatively. The *adjustments* needed to counter that tendency are obtained by multiplying the case-mix coefficients by (-1.0). Tables 1 through 11 below report case-mix *adjustments* for each question composing a publicly reported CAHPS Hospice Survey measure top- or bottom-box score for the most recent 8-quarter rolling reporting period: Q4 2017 – Q3 2019.<sup>1</sup> As an example, caregivers aged 18-44 were 3.56% less likely to provide the most positive response (“Definitely yes,” the top-box response) for the Willing to Recommend this Hospice item (“Would you recommend this hospice to your friends and family?”) when compared to the reference group of caregivers aged 55-64. Thus, the corresponding adjustment for caregivers aged 18-44 relative to caregivers aged 55-64 for the top-box score of that measure is an addition of 3.56%, reflected in the “3.56%” entry in Table 6.

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<sup>1</sup> Note that bottom-box adjustments for items in the Emotional and Spiritual Support composite are not needed, as this measure has no middle-box score.

Publicly reported CAHPS Hospice Survey measure scores are adjusted to the overall national mean of case-mix variables across all reporting hospices (as reported in Table 12). Thus, whether the scores of a given hospice are adjusted upward or downward for a given measure depends not only on these case-mix adjustments, but also on the case mix of that hospice relative to the national average of these case-mix characteristics. Specifically, the total case mix-adjustment for a given hospice is the sum of a series of products, where each product multiplies the adjustments in Tables 1-11 by the difference between the hospice's mean on the corresponding case-mix variable and the national mean on that case-mix variable (from Table 12).

Four sets of numbers are needed to calculate final case-mix adjusted top- or bottom-box scores for a given hospice for a given quarter: (1) Mean top- or bottom-box scores of the items that compose each CAHPS Hospice Survey measure for the hospice in question that have been adjusted for survey mode; (2) item-level case-mix adjustments from Tables 1-11 of this document; (3) that hospice's means on case-mix variables; and (4) national means on case-mix variables from Table 12 of this document.

## Variable Definitions

In this section, we provide additional detail regarding the calculation of the response percentile variable and the definition of the primary diagnosis categories.

A hospice's case-mix adjustment variable response percentile is calculated as follows: for a given hospice and a given quarter, all completed surveys are ranked based on their respective "lag times." Lag time is the number of days between a decedent's death and the return of the mail survey, or the final disposition of the telephone survey. Ranks are averaged in the case of ties. Response percentile is calculated by dividing lag time rank by quarterly sample size.

ICD-9 (prior to October 2016) and ICD-10 codes are used to categorize primary diagnosis. The 20 most common terminal diagnoses categories among hospice patients in 2004-2009<sup>2</sup> were used to define diagnosis categories with an 'Other' category including all other diagnoses. Two of the 20 categories, 'Debility NOS' and 'Failure to Thrive' were rare in these data, and thus were collapsed into the 'Other' category. Further collapsing was attempted but analyses examining the predictive ability of these diagnosis categories to predict measure scores indicated that the only appropriate collapsing was of "Alzheimer's Disease" and "non-Alzheimer's Dementias" into a single category; no other categories were combined.

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<sup>2</sup> [https://www.cms.gov/Medicare/Hospice/Data/1998\\_2009.zip](https://www.cms.gov/Medicare/Hospice/Data/1998_2009.zip)

## Score Calculation

The formula for applying case-mix adjustment is as follows:

- Let  $y$  be the mode-adjusted hospice mean of an item that composes a CAHPS Hospice Survey measure
- Let  $a_1$ - $a_{54}$  be the corresponding individual-level adjustments from Tables 1-11 for all rows other than reference categories
- Let  $m_1$ - $m_{54}$  be the national means for the CMA variables in the same rows in Table 12
- Let  $h_1$ - $h_{54}$  be the CMA means for the hospice in question in the same form as in Table 12
- Then  $y' = y + a_1(h_1 - m_1) + a_2(h_2 - m_2) + \dots + a_{54}(h_{54} - m_{54})$  is the case-mix and mode-adjusted hospice score for that item

CAHPS Hospice Survey publicly reported multi-quarter hospice averages are weighted proportionately to the number of respondent decedents/caregivers in the hospice for a given measure in each of the quarters. Specifically, each quarter's score has a weight equal to the quarter's number of decedent/caregiver respondents. Weights are applied after case-mix adjustment and survey mode adjustment.

Adjusted scores within each quarter that are below 0 are truncated at 0; adjusted scores within each quarter that are above 100 are truncated at 100. Rounding occurs after case-mix and mode adjustments have been applied and after data have been combined across quarters. For public reporting purposes, CAHPS Hospice Survey measure scores are rounded to integer percentages.

Please note: The information presented here will permit a hospice to closely approximate the effect of case-mix adjustment on its CAHPS Hospice Survey results. However, exact replication of published CAHPS Hospice Survey results may not be possible because of (1) the effects of data cleaning, and (2) small differences between the effects of quarterly case-mix adjustments and the most-recent-quarter averages presented here. For each future quarter, Tables 1 through 12 will be updated and will be posted on:

<https://www.hospicecahpsurvey.org/en/scoring-and-analysis/>.

**Table 1. CAHPS Hospice Survey Top-Box Case-Mix Adjustments for Communication with Family, Q4 2017 - Q3 2019**

|   | Hospice team kept you informed about when they would arrive to care for your family member | Hospice team explained things in a way that was easy to understand | Hospice team listened carefully to you when you talked with them about problems with your family member's hospice care | Hospice team kept you informed about your family member's condition | Hospice team listened carefully to you | Hospice team gave you confusing or contradictory information about your family member's condition or care |
|---|--|--|--|---|--|---|
| Response percentile (per 1% of response percentile) | 0.05%  | 0.08%  | 0.07%  | 0.08%   | 0.08%                                  | 0.06%   |
| <b>Decedent Age</b>                                 |  |  |  |   |  |   |
| Age 18-54   | -6.89%   | -1.10%   | -1.28%   | -4.39%  | -0.55%                                 | 2.20%   |
| Age 55-64   | -5.94%   | -1.22%   | -0.99%   | -3.46%  | -0.64%                                 | 2.61%   |
| Age 65-69   | -5.48%   | -0.88%   | -0.04%   | -2.97%  | -0.26%                                 | 2.14%   |
| Age 70-74   | -4.70%   | -0.70%   | -0.22%   | -2.35%  | -0.22%                                 | 1.67%   |
| Age 75-79   | -4.20%   | -0.82%   | -0.40%   | -2.21%  | -0.45%                                 | 1.29%   |
| Age 80-84   | -3.34%   | -0.50%   | -0.31%   | -1.27%  | -0.27%                                 | 0.77%   |
| Age 85-89   | -1.75%   | -0.38%   | 0.00%  | -0.82%  | -0.25%                                 | 0.48%   |
| Age 90+ (REFERENCE)                                 | 0.00%  | 0.00%  | 0.00%  | 0.00%   | 0.00%                                  | 0.00%   |
| <b>Payer for Hospice Care</b>                       |  |  |  |   |  |   |
| Medicare only (REFERENCE)                           | 0.00%  | 0.00%  | 0.00%  | 0.00%   | 0.00%                                  | 0.00%   |
| Medicaid only or Medicaid and private insurance     | 2.58%  | 0.69%  | 0.58%  | 2.58%   | 1.35%                                  | 1.51%   |
| Medicare and Medicaid                               | 8.58%  | 2.48%  | 2.23%  | 5.10%   | 2.07%                                  | 0.79%   |

|   |        |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|--------|
| Private insurance only                                | 1.47%  | 1.02%  | 1.29%  | 0.96%  | 0.30%  | -0.31% |
| Medicare and private insurance                        | 0.58%  | 0.11%  | 0.26%  | 0.16%  | 0.26%  | 0.18%  |
| Other   | 5.00%  | 1.59%  | 1.07%  | 3.16%  | 1.16%  | 0.11%  |
| <b>Primary Diagnosis</b>                              |        |        |        |        |        |        |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Bladder cancer  | -7.99% | -0.44% | 0.12%  | -1.22% | 0.59%  | 1.40%  |
| Blood and lymphatic cancers                           | -7.01% | 0.49%  | 0.71%  | -0.75% | 1.31%  | 1.71%  |
| Brain cancer  | -6.82% | 0.23%  | -0.07% | -2.57% | -0.51% | 1.01%  |
| Breast cancer   | -9.02% | -0.42% | -1.19% | -2.41% | -0.26% | 0.90%  |
| Congestive heart failure                              | -5.43% | 0.40%  | 0.23%  | -1.09% | 0.70%  | 1.40%  |
| Chronic kidney disease                                | -5.76% | 0.28%  | 0.10%  | -1.00% | 1.10%  | 1.02%  |
| Chronic liver disease                                 | -5.82% | 0.04%  | -0.97% | -1.73% | 0.18%  | 0.96%  |
| Colorectal cancer                                     | -8.41% | 0.38%  | 0.75%  | -1.74% | 0.77%  | 1.70%  |
| CVA/Stroke  | -2.84% | -0.51% | -0.70% | -1.75% | -0.57% | 0.13%  |
| Liver cancer  | -9.80% | -0.30% | -0.11% | -2.36% | 0.15%  | 1.19%  |
| Lung & other chest cavity cancer                      | -9.04% | 0.03%  | -0.05% | -2.15% | 0.40%  | 1.33%  |
| Non-infectious respiratory                            | -6.35% | 0.30%  | 0.18%  | -0.95% | 0.95%  | 1.76%  |
| Other heart disease                                   | -5.16% | 0.18%  | 0.06%  | -1.25% | 0.72%  | 1.46%  |
| Pancreatic cancer                                     | -9.91% | -0.18% | -0.73% | -2.71% | 0.03%  | 1.46%  |
| Parkinson's and other degenerative diseases           | -2.12% | 0.10%  | -0.02% | -0.86% | 0.01%  | 0.32%  |
| Pneumonias and other infectious lung diseases         | -4.67% | 0.85%  | 0.37%  | -0.55% | 0.35%  | 1.50%  |
| Prostate cancer                                       | -8.21% | -0.29% | -0.35% | -1.30% | 0.54%  | 1.76%  |
| Other, cancer   | -8.55% | 0.07%  | -0.37% | -2.23% | 0.22%  | 1.49%  |

|  |        |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|--------|
| Other, non-cancer  | -3.59% | 0.04%  | 0.04%  | -0.96% | 0.39%  | 0.97%  |
| <b>Length of hospice stay</b>                                    |        |        |        |        |        |        |
| 2-5 days   | -8.55% | -1.69% | 2.04%  | -3.15% | -1.24% | -4.48% |
| 6-12 days  | -7.23% | -0.55% | 2.39%  | -1.55% | -0.09% | -2.31% |
| 13-29 days   | -4.78% | 0.40%  | 2.19%  | -0.05% | 0.80%  | -1.04% |
| 30-80 days   | -3.04% | 0.63%  | 1.59%  | 0.36%  | 0.88%  | -0.21% |
| 81+ days (REFERENCE)   | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| <b>Caregiver Age</b>   |        |        |        |        |        |        |
| Age 18-44  | 1.32%  | 2.38%  | 4.37%  | 1.19%  | 3.58%  | 2.68%  |
| Age 45-54  | -0.72% | 0.65%  | 2.25%  | -0.12% | 0.71%  | 0.87%  |
| Age 55-64 (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Age 65-74  | 0.71%  | -0.27% | -2.39% | 0.27%  | -1.06% | -2.03% |
| Age 75-84  | 2.63%  | 2.27%  | -1.75% | 3.75%  | 1.49%  | -2.53% |
| Age 85+  | 4.23%  | 5.87%  | 0.03%  | 7.50%  | 4.47%  | -1.42% |
| <b>Caregiver Education</b>                                       |        |        |        |        |        |        |
| 8 <sup>th</sup> grade or less                                    | -2.15% | 0.27%  | -0.55% | -2.05% | -0.14% | 11.41% |
| Some high school   | -4.06% | -1.17% | -1.26% | -2.54% | -1.26% | 5.60%  |
| High school graduate or GED (REFERENCE)                          | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Some college   | 4.43%  | 1.62%  | 3.01%  | 2.94%  | 2.21%  | -0.16% |
| 4-year college graduate  | 10.44% | 3.29%  | 4.80%  | 6.49%  | 3.48%  | 0.41%  |
| More than 4-year college graduate                                | 13.40% | 4.38%  | 6.87%  | 8.57%  | 5.30%  | 1.81%  |
| <b>Caregiver relationship (Decedent was the caregiver's ___)</b> |        |        |        |        |        |        |
| Spouse or partner  | -5.15% | 1.86%  | 1.04%  | 1.80%  | 1.87%  | -0.20% |
| Parent (REFERENCE)   | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Mother-in-law or father-in-law                                   | -2.02% | -2.30% | -2.38% | -2.55% | -2.06% | -2.09% |

|  |        |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|--------|
| Aunt or uncle                                | 3.92%  | -0.67% | -0.79% | 1.18%  | -1.17% | -2.48% |
| Sister or brother                            | 5.56%  | 2.96%  | 2.27%  | 4.98%  | 2.51%  | -0.91% |
| Child  | -1.26% | 1.69%  | 1.27%  | 3.07%  | 2.16%  | 0.13%  |
| Friend                                       | 4.62%  | 1.46%  | -0.14% | 3.91%  | 0.82%  | -1.93% |
| Other  | -0.38% | -0.98% | -0.94% | -0.02% | -0.61% | -1.23% |
| Survey Language/Respondent's home language   |        |        |        |        |        |        |
| Survey language or home language was Spanish | -7.60% | -1.21% | -4.30% | -4.48% | -2.67% | -3.95% |
| All others (REFERENCE)                       | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |

**Table 2. CAHPS Hospice Survey Top-Box Case-Mix Adjustments for Getting Timely Help and Treating Patient with Respect, Q4 2017 – Q3 2019**

|   | Getting Timely Help   |  | Treating Patient with Respect                                    |  |
|---|---|--|--|--|
|   | Got help as soon as you needed it when you or your family member asked for help from the hospice team | Got the help you needed from the hospice team during evenings, weekends, or holidays | Hospice team treated your family member with dignity and respect | Felt that the hospice team really cared about your family member |
| Response percentile (per 1% of response percentile) | 0.09%   | 0.09%  | 0.04%  | 0.07%  |
| <b>Decedent Age</b>                                 |   |  |  |  |
| Age 18-54   | -1.85%  | -1.94%   | 0.66%  | -0.32%   |
| Age 55-64   | -1.54%  | -1.56%   | 0.33%  | 0.19%  |
| Age 65-69   | -1.22%  | -0.74%   | 0.69%  | 0.49%  |
| Age 70-74   | -1.36%  | -1.67%   | 0.31%  | 0.20%  |
| Age 75-79   | -1.35%  | -0.99%   | 0.09%  | -0.13%   |
| Age 80-84   | -1.13%  | -0.87%   | 0.15%  | -0.18%   |
| Age 85-89   | -0.77%  | -0.46%   | 0.14%  | -0.20%   |
| Age 90+ (REFERENCE)                                 | 0.00%   | 0.00%  | 0.00%  | 0.00%  |
| <b>Payer for Hospice Care</b>                       |   |  |  |  |
| Medicare only (REFERENCE)                           | 0.00%   | 0.00%  | 0.00%  | 0.00%  |



|   |        |        |        |        |
|---|--------|--------|--------|--------|
| Medicaid only or Medicaid and private insurance       | 0.93%  | 1.78%  | 1.34%  | 1.33%  |
| Medicare and Medicaid                                 | 2.77%  | 3.82%  | 1.34%  | 2.28%  |
| Private insurance only                                | 1.14%  | 1.60%  | 0.32%  | 0.78%  |
| Medicare and private insurance                        | 0.41%  | 0.10%  | 0.04%  | 0.09%  |
| Other   | 1.95%  | 1.06%  | 0.82%  | 1.33%  |
| Primary Diagnosis                                     |        |        |        |        |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Bladder cancer  | 0.87%  | -1.63% | 0.18%  | 0.14%  |
| Blood and lymphatic cancers                           | 1.51%  | 0.24%  | 0.22%  | 0.84%  |
| Brain cancer  | 1.73%  | -0.35% | -0.19% | 0.15%  |
| Breast cancer   | 0.34%  | -0.89% | -0.04% | -0.24% |
| Congestive heart failure                              | 1.17%  | -0.78% | 0.18%  | 0.35%  |
| Chronic kidney disease                                | 1.52%  | -0.81% | 0.20%  | 0.91%  |
| Chronic liver disease                                 | -0.05% | -0.47% | -0.26% | -0.03% |
| Colorectal cancer                                     | 1.28%  | 0.27%  | 0.44%  | 0.74%  |
| CVA/Stroke  | -0.20% | -0.85% | -0.32% | -0.25% |
| Liver cancer  | 0.39%  | 0.01%  | 0.05%  | 0.46%  |
| Lung & other chest cavity cancer                      | 0.12%  | -0.88% | 0.04%  | 0.45%  |
| Non-infectious respiratory                            | 1.31%  | -0.51% | 0.15%  | 0.86%  |
| Other heart disease                                   | 1.14%  | -0.67% | 0.27%  | 0.29%  |
| Pancreatic cancer                                     | 0.96%  | -0.39% | 0.10%  | 0.10%  |
| Parkinson's and other degenerative diseases           | 1.31%  | -0.21% | 0.11%  | 0.32%  |

|   |        |        |        |        |
|---|--------|--------|--------|--------|
| Pneumonias and other infectious lung diseases | 0.99%  | -0.21% | 0.05%  | 0.49%  |
| Prostate cancer                               | 1.15%  | 0.27%  | 0.09%  | 0.24%  |
| Other, cancer                                 | 0.94%  | -0.57% | 0.07%  | 0.35%  |
| Other, non-cancer                             | 0.37%  | -0.65% | 0.17%  | 0.37%  |
| Length of hospice stay                        |        |        |        |        |
| 2-5 days                                      | -6.11% | -6.87% | 0.03%  | -0.17% |
| 6-12 days                                     | -3.08% | -4.84% | 0.35%  | 0.97%  |
| 13-29 days                                    | -0.55% | -2.25% | 0.55%  | 1.49%  |
| 30-80 days                                    | 0.24%  | -0.70% | 0.48%  | 1.11%  |
| 81+ days (REFERENCE)                          | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Caregiver Age                                 |        |        |        |        |
| Age 18-44                                     | 3.71%  | 3.29%  | 2.14%  | 3.81%  |
| Age 45-54                                     | 0.46%  | 0.73%  | 0.64%  | 1.10%  |
| Age 55-64 (REFERENCE)                         | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Age 65-74                                     | -1.20% | -1.19% | -0.92% | -1.44% |
| Age 75-84                                     | 0.00%  | 0.84%  | -0.73% | -0.92% |
| Age 85+                                       | 1.92%  | 4.02%  | 0.14%  | 0.89%  |
| Caregiver Education                           |        |        |        |        |
| 8 <sup>th</sup> grade or less                 | 0.48%  | 5.61%  | 0.81%  | -0.57% |
| Some high school                              | -2.09% | 1.28%  | -0.19% | -1.35% |
| High school graduate or GED (REFERENCE)       | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Some college                                  | 3.03%  | 0.74%  | 0.75%  | 2.37%  |
| 4-year college graduate                       | 6.31%  | 2.54%  | 1.08%  | 3.94%  |
| More than 4-year college graduate             | 9.14%  | 4.34%  | 1.98%  | 5.76%  |

|   |        |        |        |        |
|---|--------|--------|--------|--------|
| Caregiver relationship<br>(Decedent was the caregiver's<br>—) |        |        |        |        |
| Spouse or partner   | -0.16% | 0.33%  | 0.25%  | 0.66%  |
| Parent (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Mother-in-law or father-in-law                                | -2.50% | -1.92% | -1.30% | -2.47% |
| Aunt or uncle   | -1.36% | -0.26% | -0.52% | -0.98% |
| Sister or brother   | 2.23%  | 2.58%  | 1.06%  | 1.41%  |
| Child   | 0.14%  | 0.65%  | 0.36%  | 0.48%  |
| Friend  | 0.27%  | 1.15%  | 0.74%  | 0.22%  |
| Other   | -2.03% | 0.25%  | -0.23% | -0.88% |
| Survey<br>Language/Respondent's home<br>language              |        |        |        |        |
| Survey language or home<br>language was Spanish               | -2.85% | 3.22%  | -1.19% | -0.42% |
| All others (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |

**Table 3. CAHPS Hospice Survey Top-Box Case-Mix Adjustments for Emotional and Spiritual Support, Q4 2017 – Q3 2019**

|   | Amount of emotional support you got from the hospice team while your family member was in hospice care | Amount of emotional support you got from the hospice team in the weeks after your family member died | Amount of support for your religious and spiritual beliefs you got from the hospice team |
|---|--|--|--|
| Response percentile (per 1% of response percentile) | 0.03%  | 0.02%  | 0.03%  |
| <b>Decedent Age</b>                                 |  |  |  |
| Age 18-54   | 0.36%  | 2.72%  | -0.63%   |
| Age 55-64   | 0.68%  | 2.30%  | 0.07%  |
| Age 65-69   | 0.84%  | 1.90%  | 0.03%  |
| Age 70-74   | 0.56%  | 1.53%  | 0.14%  |
| Age 75-79   | 0.45%  | 1.56%  | -0.03%   |
| Age 80-84   | 0.29%  | 1.00%  | 0.23%  |
| Age 85-89   | 0.15%  | 0.50%  | 0.12%  |
| Age 90+ (REFERENCE)                                 | 0.00%  | 0.00%  | 0.00%  |
| <b>Payer for Hospice Care</b>                       |  |  |  |
| Medicare only (REFERENCE)                           | 0.00%  | 0.00%  | 0.00%  |
| Medicaid only or Medicaid and private insurance     | 1.71%  | 1.64%  | 2.06%  |
| Medicare and Medicaid                               | 1.83%  | 1.09%  | 1.56%  |

|   |        |        |        |
|---|--------|--------|--------|
| Private insurance only                                | 0.24%  | -0.29% | -0.02% |
| Medicare and private insurance                        | 0.02%  | -0.09% | -0.06% |
| Other   | 0.61%  | 0.14%  | 0.32%  |
| <b>Primary Diagnosis</b>                              |        |        |        |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%  | 0.00%  | 0.00%  |
| Bladder cancer  | 0.84%  | 1.88%  | 0.48%  |
| Blood and lymphatic cancers                           | 1.03%  | 1.75%  | 0.55%  |
| Brain cancer  | -0.19% | 0.83%  | -0.77% |
| Breast cancer   | -0.16% | -0.55% | -0.35% |
| Congestive heart failure                              | 0.72%  | 1.43%  | 0.35%  |
| Chronic kidney disease                                | 1.17%  | 1.46%  | 0.47%  |
| Chronic liver disease                                 | 0.22%  | 0.29%  | 0.07%  |
| Colorectal cancer                                     | 0.97%  | 1.67%  | -0.11% |
| CVA/Stroke  | -0.10% | 0.28%  | -0.32% |
| Liver cancer  | 0.89%  | 1.53%  | 0.49%  |
| Lung & other chest cavity cancer                      | 0.78%  | 1.49%  | 0.53%  |
| Non-infectious respiratory                            | 0.92%  | 1.88%  | 0.57%  |
| Other heart disease                                   | 0.82%  | 1.22%  | 0.21%  |
| Pancreatic cancer                                     | 0.50%  | 1.57%  | 0.10%  |
| Parkinson's and other degenerative diseases           | 0.16%  | 0.95%  | 0.12%  |
| Pneumonias and other infectious lung diseases         | 0.78%  | 1.60%  | 0.20%  |
| Prostate cancer                                       | 0.99%  | 2.44%  | 0.72%  |
| Other, cancer   | 0.44%  | 1.05%  | 0.02%  |

|  |        |        |        |
|--|--------|--------|--------|
| Other, non-cancer  | 0.30%  | 0.50%  | 0.03%  |
| <b>Length of hospice stay</b>                                    |        |        |        |
| 2-5 days   | 0.51%  | -2.42% | 0.56%  |
| 6-12 days  | 0.69%  | -1.58% | 0.58%  |
| 13-29 days   | 1.11%  | -0.60% | 1.06%  |
| 30-80 days   | 0.72%  | -0.09% | 0.72%  |
| 81+ days (REFERENCE)   | 0.00%  | 0.00%  | 0.00%  |
| <b>Caregiver Age</b>   |        |        |        |
| Age 18-44  | 2.38%  | 5.49%  | 0.89%  |
| Age 45-54  | 0.96%  | 1.98%  | 0.48%  |
| Age 55-64 (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  |
| Age 65-74  | -1.15% | -1.88% | -0.52% |
| Age 75-84  | -1.31% | -2.02% | -0.15% |
| Age 85+  | -0.56% | -1.10% | 0.77%  |
| <b>Caregiver Education</b>                                       |        |        |        |
| 8 <sup>th</sup> grade or less                                    | 2.33%  | 2.51%  | 2.74%  |
| Some high school   | 0.54%  | 1.25%  | 1.22%  |
| High school graduate or GED (REFERENCE)                          | 0.00%  | 0.00%  | 0.00%  |
| Some college   | 0.95%  | 1.15%  | 0.11%  |
| 4-year college graduate  | 0.93%  | 0.45%  | -0.33% |
| More than 4-year college graduate                                | 1.85%  | 1.51%  | 0.01%  |
| <b>Caregiver relationship (Decedent was the caregiver's ___)</b> |        |        |        |
| Spouse or partner  | 1.11%  | 4.47%  | 1.12%  |
| Parent (REFERENCE)   | 0.00%  | 0.00%  | 0.00%  |
| Mother-in-law or father-in-law                                   | -1.16% | -1.66% | -0.75% |

|  |        |        |        |
|--|--------|--------|--------|
| Aunt or uncle                                | -0.95% | -2.88% | -0.23% |
| Sister or brother                            | 0.77%  | -0.05% | 1.59%  |
| Child  | 1.00%  | 2.09%  | 1.46%  |
| Friend                                       | -0.22% | -1.43% | 0.46%  |
| Other  | -0.36% | -0.32% | 0.49%  |
| Survey Language/Respondent's home language   |        |        |        |
| Survey language or home language was Spanish | 6.40%  | 7.10%  | 6.51%  |
| All others (REFERENCE)                       | 0.00%  | 0.00%  | 0.00%  |

**Table 4. CAHPS Hospice Top-Box Survey Case-Mix Adjustments for Help for Pain and Symptoms, Q4 2017 - Q3 2019**

|   | Your family member got as much help with pain as he or she needed | Your family member got the help he or she needed for trouble breathing | Your family member got the help he or she needed for trouble with constipation | Your family member got the help he or she needed from the hospice team for feelings of anxiety or sadness |
|---|---|--|--|---|
| Response percentile (per 1% of response percentile) | 0.06%   | 0.07%  | 0.09%  | 0.12%   |
| <b>Decedent Age</b>                                 |   |  |  |   |
| Age 18-54   | 1.14%   | -0.81%   | -3.81%   | -5.10%  |
| Age 55-64   | 0.90%   | -1.32%   | -3.24%   | -4.92%  |
| Age 65-69   | 0.85%   | -0.72%   | -2.20%   | -4.54%  |
| Age 70-74   | -0.02%  | -1.12%   | -2.56%   | -3.40%  |
| Age 75-79   | -0.64%  | -1.01%   | -1.59%   | -3.19%  |
| Age 80-84   | -0.25%  | -0.25%   | -1.53%   | -2.20%  |
| Age 85-89   | -0.13%  | -0.21%   | -0.50%   | -1.27%  |
| Age 90+ (REFERENCE)                                 | 0.00%   | 0.00%  | 0.00%  | 0.00%   |
| <b>Payer for Hospice Care</b>                       |   |  |  |   |
| Medicare only (REFERENCE)                           | 0.00%   | 0.00%  | 0.00%  | 0.00%   |
| Medicaid only or Medicaid and private insurance     | 1.52%   | 2.02%  | 2.78%  | 4.05%   |
| Medicare and Medicaid                               | 3.48%   | 3.31%  | 6.48%  | 6.03%   |



|   |        |        |        |        |
|---|--------|--------|--------|--------|
| Private insurance only                                | 0.18%  | 1.02%  | 2.12%  | 0.80%  |
| Medicare and private insurance                        | 0.42%  | -0.17% | 0.69%  | 0.14%  |
| Other   | 1.18%  | 2.48%  | 2.92%  | 3.15%  |
| <b>Primary Diagnosis</b>                              |        |        |        |        |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Bladder cancer  | 1.94%  | -1.67% | 2.19%  | 1.07%  |
| Blood and lymphatic cancers                           | 1.84%  | -1.64% | 0.66%  | 0.53%  |
| Brain cancer  | -2.23% | -1.54% | 0.17%  | -0.63% |
| Breast cancer   | -0.56% | -3.10% | -0.02% | -2.05% |
| Congestive heart failure                              | 1.97%  | -2.07% | 0.84%  | -0.81% |
| Chronic kidney disease                                | 0.90%  | -1.77% | 1.70%  | 0.95%  |
| Chronic liver disease                                 | -0.67% | -0.46% | 1.07%  | -0.33% |
| Colorectal cancer                                     | 1.04%  | -0.55% | 1.55%  | 0.56%  |
| CVA/Stroke  | 0.06%  | -1.09% | 0.14%  | -0.58% |
| Liver cancer  | -1.33% | -1.67% | 0.25%  | -1.15% |
| Lung & other chest cavity cancer                      | 0.60%  | -3.12% | -0.45% | -1.57% |
| Non-infectious respiratory                            | 0.97%  | -3.77% | 0.23%  | -2.09% |
| Other heart disease                                   | 1.66%  | -1.61% | 1.18%  | 0.18%  |
| Pancreatic cancer                                     | 0.12%  | -1.70% | 1.91%  | -0.87% |
| Parkinson's and other degenerative diseases           | 0.17%  | -0.74% | 0.17%  | -0.04% |
| Pneumonias and other infectious lung diseases         | 0.40%  | -3.99% | 0.57%  | -1.98% |
| Prostate cancer                                       | 1.62%  | -1.44% | 1.05%  | 1.34%  |
| Other, cancer   | 0.23%  | -1.80% | 0.74%  | -1.35% |

|  |        |        |        |        |
|--|--------|--------|--------|--------|
| Other, non-cancer  | 0.62%  | -1.21% | 1.18%  | -0.61% |
| <b>Length of hospice stay</b>                                    |        |        |        |        |
| 2-5 days   | -0.43% | 1.07%  | 12.55% | 2.80%  |
| 6-12 days  | 0.46%  | 1.64%  | 9.78%  | 3.34%  |
| 13-29 days   | 1.22%  | 1.88%  | 6.24%  | 3.83%  |
| 30-80 days   | 1.55%  | 1.51%  | 3.35%  | 2.61%  |
| 81+ days (REFERENCE)   | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| <b>Caregiver Age</b>   |        |        |        |        |
| Age 18-44  | 2.29%  | 4.13%  | 4.88%  | 3.50%  |
| Age 45-54  | 0.49%  | 0.91%  | 0.86%  | -0.32% |
| Age 55-64 (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Age 65-74  | -0.63% | -0.98% | 0.20%  | 0.41%  |
| Age 75-84  | 0.86%  | 1.57%  | 3.69%  | 5.96%  |
| Age 85+  | 3.53%  | 5.03%  | 7.47%  | 11.52% |
| <b>Caregiver Education</b>                                       |        |        |        |        |
| 8 <sup>th</sup> grade or less                                    | 0.31%  | 3.01%  | 1.66%  | -0.07% |
| Some high school   | -1.23% | 0.38%  | -0.86% | -1.54% |
| High school graduate or GED (REFERENCE)                          | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Some college   | 1.70%  | 1.54%  | 1.50%  | 3.19%  |
| 4-year college graduate  | 2.63%  | 3.60%  | 4.38%  | 8.02%  |
| More than 4-year college graduate                                | 4.36%  | 5.03%  | 6.23%  | 10.34% |
| <b>Caregiver relationship (Decedent was the caregiver's ___)</b> |        |        |        |        |
| Spouse or partner  | 0.28%  | 1.16%  | 0.90%  | 2.71%  |
| Parent (REFERENCE)   | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Mother-in-law or father-in-law                                   | -3.41% | -2.14% | -5.01% | -6.21% |

|  |        |        |        |        |
|--|--------|--------|--------|--------|
| Aunt or uncle                                | -0.51% | -1.32% | -0.76% | -1.64% |
| Sister or brother                            | 1.82%  | 2.78%  | 3.28%  | 5.30%  |
| Child  | 0.83%  | 1.70%  | 3.13%  | 3.14%  |
| Friend                                       | 0.45%  | 0.52%  | 0.71%  | 1.29%  |
| Other  | -1.53% | -1.06% | -2.72% | -2.79% |
| Survey Language/Respondent's home language   |        |        |        |        |
| Survey language or home language was Spanish | -7.52% | 1.91%  | -0.98% | -3.50% |
| All others (REFERENCE)                       | 0.00%  | 0.00%  | 0.00%  | 0.00%  |

**Table 5. CAHPS Hospice Survey Top-Box Case-Mix Adjustments for Training Family to Care for Patient, Q4 2017 - Q3 2019**

|   | Hospice team gave you the training you needed about what side effects to watch for from pain medicine | Hospice team gave you the training you needed about if and when to give more pain medicine to your family member | Hospice team gave you the training you needed about how to help your family member if he or she had trouble breathing | Hospice team gave you the training you needed about what to do if your family member became restless or agitated | A member of the hospice team discussed side effects of pain medicine with you or your family member |
|---|---|--|---|--|---|
| Response percentile (per 1% of response percentile) | 0.04%   | 0.05%  | 0.05%   | 0.08%  | 0.05%   |
| <b>Decedent Age</b>                                 |   |  |   |  |   |
| Age 18-54   | -5.30%  | -1.37%   | -0.20%  | -1.06%   | -4.82%  |
| Age 55-64   | -4.08%  | -1.16%   | -0.56%  | -0.96%   | -4.31%  |
| Age 65-69   | -3.91%  | -1.67%   | -1.29%  | -1.90%   | -3.95%  |
| Age 70-74   | -3.60%  | -1.53%   | -1.18%  | -1.86%   | -3.29%  |
| Age 75-79   | -3.48%  | -1.85%   | -1.54%  | -2.87%   | -3.03%  |
| Age 80-84   | -2.58%  | -1.27%   | -1.10%  | -1.95%   | -1.93%  |
| Age 85-89   | -1.81%  | -1.05%   | -0.77%  | -1.54%   | -1.51%  |
| Age 90+ (REFERENCE)                                 | 0.00%   | 0.00%  | 0.00%   | 0.00%  | 0.00%   |
| <b>Payer for Hospice Care</b>                       |   |  |   |  |   |
| Medicare only (REFERENCE)                           | 0.00%   | 0.00%  | 0.00%   | 0.00%  | 0.00%   |
| Medicaid only or Medicaid and private insurance     | 1.97%   | -0.02%   | 0.23%   | 0.51%  | 1.44%   |

|   |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
| Medicare and Medicaid                                 | 5.82%  | 4.13%  | 4.54%  | 6.11%  | 4.43%  |
| Private insurance only                                | 0.76%  | 0.25%  | 0.36%  | 1.07%  | 0.30%  |
| Medicare and private insurance                        | -0.09% | 0.28%  | 0.22%  | 0.06%  | -0.02% |
| Other   | 1.96%  | 0.98%  | 1.79%  | 3.32%  | 1.43%  |
| <b>Primary Diagnosis</b>                              |        |        |        |        |        |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Bladder cancer  | -2.51% | -1.99% | -2.99% | -1.22% | -3.06% |
| Blood and lymphatic cancers                           | -3.44% | -1.15% | -2.59% | -0.97% | -1.86% |
| Brain cancer  | -5.47% | -3.37% | -3.31% | -5.83% | -3.22% |
| Breast cancer   | -5.81% | -3.38% | -4.99% | -2.37% | -4.62% |
| Congestive heart failure                              | -3.33% | -1.56% | -3.93% | -1.82% | -2.11% |
| Chronic kidney disease                                | -4.57% | -2.59% | -3.95% | -3.00% | -3.05% |
| Chronic liver disease                                 | -3.75% | -1.82% | -3.10% | -4.80% | -1.73% |
| Colorectal cancer                                     | -4.18% | -1.79% | -2.54% | -0.95% | -3.30% |
| CVA/Stroke  | -2.08% | -1.07% | -2.02% | -2.45% | -1.41% |
| Liver cancer  | -4.68% | -2.32% | -4.67% | -2.91% | -3.46% |
| Lung & other chest cavity cancer                      | -4.67% | -2.49% | -4.25% | -1.50% | -3.57% |
| Non-infectious respiratory                            | -3.31% | -1.81% | -3.45% | -1.32% | -2.57% |
| Other heart disease                                   | -3.00% | -1.65% | -3.02% | -1.60% | -2.06% |
| Pancreatic cancer                                     | -4.52% | -2.61% | -2.91% | -2.21% | -3.33% |
| Parkinson's and other degenerative diseases           | -2.23% | -1.38% | -1.28% | -0.60% | -1.19% |
| Pneumonias and other infectious lung diseases         | -2.86% | -1.59% | -3.25% | -1.88% | -1.56% |
| Prostate cancer                                       | -3.42% | -2.16% | -2.77% | -0.01% | -3.12% |

|   |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
| Other, cancer   | -4.85% | -2.55% | -3.43% | -1.45% | -3.60% |
| Other, non-cancer   | -2.63% | -1.66% | -2.46% | -2.00% | -1.67% |
| Length of hospice stay                                    |        |        |        |        |        |
| 2-5 days  | 4.10%  | 2.32%  | 6.59%  | 2.13%  | 6.90%  |
| 6-12 days   | 2.97%  | 1.79%  | 5.06%  | 1.54%  | 5.04%  |
| 13-29 days  | 2.35%  | 1.64%  | 4.08%  | 1.40%  | 3.80%  |
| 30-80 days  | 0.85%  | 0.90%  | 1.94%  | 1.09%  | 1.65%  |
| 81+ days (REFERENCE)                                      | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Caregiver Age   |        |        |        |        |        |
| Age 18-44   | 0.36%  | 1.16%  | 2.66%  | 1.34%  | 0.41%  |
| Age 45-54   | -1.53% | -0.36% | -0.34% | -0.88% | -0.98% |
| Age 55-64 (REFERENCE)                                     | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Age 65-74   | 1.46%  | -0.08% | -0.18% | 1.39%  | 0.78%  |
| Age 75-84   | 5.33%  | 1.71%  | 2.21%  | 5.72%  | 5.30%  |
| Age 85+   | 8.83%  | 5.35%  | 6.08%  | 10.57% | 9.78%  |
| Caregiver Education                                       |        |        |        |        |        |
| 8 <sup>th</sup> grade or less                             | -1.34% | -0.05% | -0.86% | -2.07% | -0.60% |
| Some high school  | -2.99% | -1.67% | -1.76% | -2.32% | -1.78% |
| High school graduate or GED (REFERENCE)                   | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Some college  | 1.81%  | 1.91%  | 1.76%  | 2.15%  | 1.34%  |
| 4-year college graduate                                   | 5.73%  | 4.93%  | 5.15%  | 6.29%  | 4.03%  |
| More than 4-year college graduate                         | 7.07%  | 6.54%  | 6.86%  | 8.76%  | 5.00%  |
| Caregiver relationship (Decedent was the caregiver's ___) |        |        |        |        |        |
| Spouse or partner   | -0.47% | -0.71% | -0.22% | -0.95% | 2.52%  |
| Parent (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |

|  |        |        |        |         |        |
|--|--------|--------|--------|---------|--------|
| Mother-in-law or father-in-law               | -5.96% | -4.15% | -4.47% | -7.01%  | -4.41% |
| Aunt or uncle                                | 2.88%  | 0.78%  | 0.46%  | 2.49%   | 0.70%  |
| Sister or brother                            | 6.24%  | 2.34%  | 3.40%  | 5.05%   | 5.63%  |
| Child  | 2.81%  | 0.85%  | 0.74%  | 1.97%   | 4.20%  |
| Friend                                       | 3.20%  | 0.86%  | 0.89%  | 2.01%   | 3.12%  |
| Other  | -1.69% | -1.33% | -2.39% | -1.10%  | -0.12% |
| Survey Language/Respondent's home language   |        |        |        |         |        |
| Survey language or home language was Spanish | -9.81% | -6.29% | -7.95% | -13.40% | -6.72% |
| All others (REFERENCE)                       | 0.00%  | 0.00%  | 0.00%  | 0.00%   | 0.00%  |

**Table 6. CAHPS Hospice Survey Top-Box Case-Mix Adjustments for Rating of this Hospice and Willing to Recommend this Hospice, Q4 2017 - Q3 2019**

|   | <b>Rating of this Hospice</b> | <b>Willing to Recommend this Hospice</b> |
|---|-------------------------------|--|
| Response percentile (per 1% of response percentile)   | 0.09%                         | 0.10%                                    |
| <b>Decedent Age</b>                                   |                               |  |
| Age 18-54   | -0.91%                        | -0.86%                                   |
| Age 55-64   | -0.29%                        | -0.54%                                   |
| Age 65-69   | 0.13%                         | -0.21%                                   |
| Age 70-74   | -0.21%                        | -0.28%                                   |
| Age 75-79   | -0.54%                        | -0.56%                                   |
| Age 80-84   | -0.10%                        | -0.49%                                   |
| Age 85-89   | -0.22%                        | -0.46%                                   |
| Age 90+ (REFERENCE)                                   | 0.00%                         | 0.00%                                    |
| <b>Payer for Hospice Care</b>                         |                               |  |
| Medicare only (REFERENCE)                             | 0.00%                         | 0.00%                                    |
| Medicaid only or Medicaid and private insurance       | 1.78%                         | 1.30%                                    |
| Medicare and Medicaid                                 | 3.68%                         | 3.20%                                    |
| Private insurance only                                | 0.73%                         | 0.83%                                    |
| Medicare and private insurance                        | 0.00%                         | -0.03%                                   |
| Other   | 1.52%                         | 1.62%                                    |
| <b>Primary Diagnosis</b>                              |                               |  |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%                         | 0.00%                                    |
| Bladder cancer  | 0.61%                         | 0.55%                                    |
| Blood and lymphatic cancers                           | 1.22%                         | 1.72%                                    |



|   |        |        |
|---|--------|--------|
| Brain cancer                                  | -0.07% | -0.02% |
| Breast cancer                                 | -0.70% | -0.46% |
| Congestive heart failure                      | 0.47%  | 0.79%  |
| Chronic kidney disease                        | 0.96%  | 1.21%  |
| Chronic liver disease                         | -0.38% | -0.18% |
| Colorectal cancer                             | 0.54%  | 1.40%  |
| CVA/Stroke                                    | -0.66% | -0.41% |
| Liver cancer                                  | 0.24%  | 0.29%  |
| Lung & other chest cavity cancer              | 0.21%  | 0.38%  |
| Non-infectious respiratory                    | 0.72%  | 0.75%  |
| Other heart disease                           | 0.32%  | 0.67%  |
| Pancreatic cancer                             | -0.27% | 0.23%  |
| Parkinson's and other degenerative diseases   | 0.24%  | 0.25%  |
| Pneumonias and other infectious lung diseases | 0.00%  | 1.01%  |
| Prostate cancer                               | 0.36%  | 0.78%  |
| Other, cancer                                 | -0.01% | 0.44%  |
| Other, non-cancer                             | 0.02%  | 0.40%  |
| Length of hospice stay                        |        |        |
| 2-5 days                                      | -1.04% | 0.01%  |
| 6-12 days                                     | 0.34%  | 0.76%  |
| 13-29 days                                    | 1.41%  | 1.53%  |
| 30-80 days                                    | 1.35%  | 1.24%  |
| 81+ days (REFERENCE)                          | 0.00%  | 0.00%  |
| Caregiver Age                                 |        |        |
| Age 18-44                                     | 4.19%  | 3.56%  |
| Age 45-54                                     | 1.43%  | 1.00%  |
| Age 55-64 (REFERENCE)                         | 0.00%  | 0.00%  |
| Age 65-74                                     | -1.69% | -0.87% |
| Age 75-84                                     | -0.70% | 0.04%  |

|  |        |        |
|--|--------|--------|
| Age 85+  | 1.60%  | 1.85%  |
| Caregiver Education                                      |        |        |
| 8 <sup>th</sup> grade or less                            | -0.10% | 1.43%  |
| Some high school   | -1.39% | -0.25% |
| High school graduate or GED (REFERENCE)                  | 0.00%  | 0.00%  |
| Some college   | 2.13%  | 1.15%  |
| 4-year college graduate                                  | 3.65%  | 2.02%  |
| More than 4-year college graduate                        | 5.25%  | 2.94%  |
| Caregiver relationship (Decedent was the caregiver's __) |        |        |
| Spouse or partner  | 1.13%  | 1.35%  |
| Parent (REFERENCE)                                       | 0.00%  | 0.00%  |
| Mother-in-law or father-in-law                           | -2.50% | -1.87% |
| Aunt or uncle  | -1.13% | 0.01%  |
| Sister or brother  | 1.65%  | 2.59%  |
| Child  | 1.10%  | 1.75%  |
| Friend   | 0.89%  | 0.71%  |
| Other  | -0.19% | 0.15%  |
| Survey Language/Respondent's home language               |        |        |
| Survey language or home language was Spanish             | -4.29% | -2.54% |
| All others (REFERENCE)                                   | 0.00%  | 0.00%  |

**Table 7. CAHPS Hospice Survey Bottom-Box Case-Mix Adjustments for Communication with Family, Q4 2017 - Q3 2019**

|   | Hospice team kept you informed about when they would arrive to care for your family member | Hospice team explained things in a way that was easy to understand | Hospice team listened carefully to you when you talked with them about problems with your family member's hospice care | Hospice team kept you informed about your family member's condition | Hospice team listened carefully to you | Hospice team gave you confusing or contradictory information about your family member's condition or care |
|---|--|--|--|---|--|---|
| Response percentile (per 1% of response percentile) | -0.02%   | -0.02%   | -0.02%   | -0.03%  | -0.02%                                 | -0.02%  |
| <b>Decedent Age</b>                                 |  |  |  |   |  |   |
| Age 18-54   | 3.07%  | 0.36%  | -0.46%   | 1.19%   | -0.34%                                 | -1.18%  |
| Age 55-64   | 2.25%  | 0.01%  | -0.56%   | 0.61%   | -0.54%                                 | -1.38%  |
| Age 65-69   | 1.84%  | 0.03%  | -0.71%   | 0.40%   | -0.33%                                 | -1.28%  |
| Age 70-74   | 1.49%  | 0.05%  | -0.55%   | 0.29%   | -0.36%                                 | -0.94%  |
| Age 75-79   | 1.49%  | 0.20%  | -0.42%   | 0.42%   | -0.19%                                 | -0.72%  |
| Age 80-84   | 1.34%  | 0.01%  | -0.35%   | 0.21%   | -0.15%                                 | -0.41%  |
| Age 85-89   | 0.82%  | 0.17%  | -0.19%   | 0.21%   | -0.01%                                 | -0.09%  |
| Age 90+ (REFERENCE)                                 | 0.00%  | 0.00%  | 0.00%  | 0.00%   | 0.00%                                  | 0.00%   |
| <b>Payer for Hospice Care</b>                       |  |  |  |   |  |   |
| Medicare only (REFERENCE)                           | 0.00%  | 0.00%  | 0.00%  | 0.00%   | 0.00%                                  | 0.00%   |
| Medicaid only or Medicaid and private insurance     | -2.23%   | -0.64%   | -0.40%   | -1.19%  | -0.68%                                 | -1.42%  |
| Medicare and Medicaid                               | -5.77%   | -1.29%   | -0.71%   | -2.87%  | -1.06%                                 | -1.28%  |
| Private insurance only                              | -0.81%   | -0.31%   | -0.22%   | -0.31%  | -0.08%                                 | 0.61%   |

|   |        |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|--------|
| Medicare and private insurance                        | -0.38% | -0.02% | 0.00%  | 0.09%  | 0.13%  | 0.23%  |
| Other   | -2.80% | -0.82% | -0.33% | -1.27% | -0.44% | -0.11% |
| <b>Primary Diagnosis</b>                              |        |        |        |        |        |        |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Bladder cancer  | 4.74%  | 0.28%  | 0.55%  | 0.78%  | -0.16% | 0.19%  |
| Blood and lymphatic cancers                           | 4.25%  | -0.15% | -0.44% | 0.22%  | -0.13% | -0.16% |
| Brain cancer  | 4.57%  | 0.55%  | 0.72%  | 1.63%  | 0.72%  | 0.44%  |
| Breast cancer   | 4.97%  | 0.65%  | 0.59%  | 1.27%  | 0.66%  | -0.06% |
| Congestive heart failure                              | 3.33%  | 0.08%  | 0.15%  | 0.45%  | -0.12% | -0.28% |
| Chronic kidney disease                                | 3.20%  | 0.14%  | -0.24% | 0.22%  | -0.10% | -0.64% |
| Chronic liver disease                                 | 3.59%  | 0.24%  | 0.38%  | 0.95%  | 0.32%  | -0.06% |
| Colorectal cancer                                     | 4.99%  | 0.12%  | 0.06%  | 0.69%  | -0.17% | -0.35% |
| CVA/Stroke  | 2.11%  | 0.34%  | 0.51%  | 0.69%  | 0.31%  | -0.18% |
| Liver cancer  | 5.37%  | 0.28%  | -0.09% | 1.43%  | 0.11%  | -0.06% |
| Lung & other chest cavity cancer                      | 5.05%  | 0.29%  | 0.17%  | 0.89%  | 0.05%  | -0.27% |
| Non-infectious respiratory                            | 3.55%  | -0.09% | -0.14% | 0.12%  | -0.22% | -0.31% |
| Other heart disease                                   | 3.20%  | 0.12%  | -0.05% | 0.53%  | -0.04% | -0.35% |
| Pancreatic cancer                                     | 5.74%  | 0.40%  | 0.42%  | 1.44%  | 0.39%  | 0.01%  |
| Parkinson's and other degenerative diseases           | 2.19%  | 0.21%  | 0.29%  | 0.61%  | 0.27%  | 0.22%  |
| Pneumonias and other infectious lung diseases         | 3.10%  | -0.01% | 0.21%  | 0.51%  | 0.16%  | -0.02% |
| Prostate cancer                                       | 5.09%  | 0.30%  | 0.15%  | 0.48%  | 0.01%  | -0.20% |
| Other, cancer   | 5.03%  | 0.36%  | 0.25%  | 1.03%  | 0.10%  | 0.00%  |
| Other, non-cancer                                     | 2.13%  | 0.09%  | 0.25%  | 0.22%  | 0.07%  | -0.24% |
| <b>Length of hospice stay</b>                         |        |        |        |        |        |        |
| 2-5 days  | 1.32%  | -0.85% | -2.71% | -1.15% | -0.66% | -0.59% |

|   |        |        |        |        |        |         |
|---|--------|--------|--------|--------|--------|---------|
| 6-12 days   | 1.64%  | -0.75% | -2.13% | -1.03% | -0.79% | -0.54%  |
| 13-29 days  | 1.15%  | -0.75% | -1.75% | -1.26% | -0.80% | -0.37%  |
| 30-80 days  | 0.88%  | -0.45% | -0.97% | -0.81% | -0.55% | -0.25%  |
| 81+ days (REFERENCE)                                      | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%   |
| Caregiver Age   |        |        |        |        |        |         |
| Age 18-44   | -0.74% | -1.06% | -2.51% | -0.94% | -1.44% | -0.89%  |
| Age 45-54   | 0.17%  | -0.30% | -1.22% | -0.17% | -0.46% | -0.36%  |
| Age 55-64 (REFERENCE)                                     | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%   |
| Age 65-74   | 0.05%  | 0.31%  | 1.25%  | 0.47%  | 0.68%  | 0.40%   |
| Age 75-84   | -0.63% | -0.11% | 1.56%  | -0.47% | 0.44%  | -0.07%  |
| Age 85+   | -1.18% | -1.03% | 1.11%  | -1.87% | -0.34% | -1.13%  |
| Caregiver Education                                       |        |        |        |        |        |         |
| 8 <sup>th</sup> grade or less                             | -0.30% | -1.14% | -0.69% | -0.45% | -1.21% | -10.85% |
| Some high school  | 0.69%  | -0.22% | -0.18% | 0.20%  | -0.16% | -6.17%  |
| High school graduate or GED (REFERENCE)                   | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%   |
| Some college  | -1.38% | -0.30% | -0.90% | -0.99% | -0.66% | 1.70%   |
| 4-year college graduate                                   | -3.46% | -0.47% | -1.33% | -1.80% | -0.80% | 2.14%   |
| More than 4-year college graduate                         | -4.43% | -0.83% | -2.12% | -2.65% | -1.54% | 2.12%   |
| Caregiver relationship (Decedent was the caregiver's ___) |        |        |        |        |        |         |
| Spouse or partner   | 2.36%  | -0.26% | 0.11%  | -0.56% | -0.30% | 0.06%   |
| Parent (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%   |
| Mother-in-law or father-in-law                            | 0.06%  | 0.34%  | 0.76%  | 0.60%  | 0.66%  | 0.23%   |
| Aunt or uncle   | -3.33% | -0.04% | 0.86%  | -0.80% | 0.29%  | 0.03%   |
| Sister or brother   | -3.77% | -0.94% | -0.21% | -2.12% | -0.63% | -0.19%  |
| Child   | -0.09% | -0.57% | -0.21% | -1.56% | -0.52% | -0.42%  |
| Friend  | -3.67% | -0.56% | -0.22% | -2.08% | -0.61% | -0.53%  |

|  |        |       |       |        |        |        |
|--|--------|-------|-------|--------|--------|--------|
| Other  | -0.94% | 0.01% | 0.06% | -0.16% | -0.02% | -0.77% |
| Survey Language/Respondent's home language   |        |       |       |        |        |        |
| Survey language or home language was Spanish | 3.32%  | 0.46% | 2.07% | 1.72%  | 0.70%  | -0.68% |
| All others (REFERENCE)                       | 0.00%  | 0.00% | 0.00% | 0.00%  | 0.00%  | 0.00%  |

**Table 8. CAHPS Hospice Bottom-Box Survey Case-Mix Adjustments for Getting Timely Help and Treating Patient with Respect, Q4 2017 - Q3 2019**

|   | Getting Timely Help   |  | Treating Patient with Respect                                    |  |
|---|---|--|--|--|
|   | Got help as soon as you needed it when you or your family member asked for help from the hospice team | Got the help you needed from the hospice team during evenings, weekends, or holidays | Hospice team treated your family member with dignity and respect | Felt that the hospice team really cared about your family member |
| Response percentile (per 1% of response percentile) | -0.02%  | -0.03%   | 0.00%  | -0.01%   |
| <b>Decedent Age</b>                                 |   |  |  |  |
| Age 18-54   | 0.12%   | 0.75%  | -0.53%   | -0.24%   |
| Age 55-64   | 0.00%   | 1.04%  | -0.30%   | -0.49%   |
| Age 65-69   | -0.05%  | 0.28%  | -0.31%   | -0.56%   |
| Age 70-74   | -0.06%  | 0.85%  | -0.16%   | -0.48%   |
| Age 75-79   | 0.06%   | 0.50%  | -0.10%   | -0.17%   |
| Age 80-84   | 0.00%   | 0.55%  | -0.11%   | -0.25%   |
| Age 85-89   | 0.14%   | 0.22%  | -0.08%   | -0.11%   |
| Age 90+ (REFERENCE)                                 | 0.00%   | 0.00%  | 0.00%  | 0.00%  |
| <b>Payer for Hospice Care</b>                       |   |  |  |  |
| Medicare only (REFERENCE)                           | 0.00%   | 0.00%  | 0.00%  | 0.00%  |
| Medicaid only or Medicaid and private insurance     | -0.62%  | -0.84%   | -0.67%   | -0.77%   |

|   |        |        |        |        |
|---|--------|--------|--------|--------|
| Medicare and Medicaid                                 | -1.56% | -1.64% | -0.53% | -1.01% |
| Private insurance only                                | -0.40% | -0.84% | 0.01%  | -0.26% |
| Medicare and private insurance                        | -0.19% | 0.08%  | 0.05%  | -0.01% |
| Other   | -0.41% | 0.08%  | -0.26% | -0.30% |
| <b>Primary Diagnosis</b>                              |        |        |        |        |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Bladder cancer  | 0.38%  | 1.06%  | -0.10% | 0.02%  |
| Blood and lymphatic cancers                           | -0.25% | -0.36% | 0.05%  | -0.05% |
| Brain cancer  | 0.32%  | -0.56% | 0.05%  | 0.36%  |
| Breast cancer   | 0.19%  | 0.45%  | -0.03% | 0.28%  |
| Congestive heart failure                              | 0.02%  | 0.37%  | -0.02% | -0.10% |
| Chronic kidney disease                                | -0.33% | -0.03% | -0.07% | -0.33% |
| Chronic liver disease                                 | 0.32%  | -0.15% | 0.09%  | 0.10%  |
| Colorectal cancer                                     | 0.01%  | -0.38% | -0.13% | -0.15% |
| CVA/Stroke  | 0.53%  | 0.46%  | 0.09%  | 0.28%  |
| Liver cancer  | 0.01%  | -0.51% | -0.12% | -0.19% |
| Lung & other chest cavity cancer                      | 0.17%  | 0.08%  | -0.06% | -0.15% |
| Non-infectious respiratory                            | -0.06% | 0.26%  | -0.06% | -0.20% |
| Other heart disease                                   | -0.07% | 0.54%  | -0.06% | -0.09% |
| Pancreatic cancer                                     | 0.41%  | -0.10% | 0.01%  | 0.21%  |
| Parkinson's and other degenerative diseases           | 0.22%  | 0.01%  | 0.05%  | 0.06%  |
| Pneumonias and other infectious lung diseases         | 0.38%  | 0.04%  | 0.04%  | 0.15%  |
| Prostate cancer                                       | -0.16% | -0.45% | -0.07% | 0.01%  |
| Other, cancer   | 0.23%  | -0.06% | 0.04%  | 0.08%  |
| Other, non-cancer                                     | 0.18%  | 0.47%  | 0.00%  | -0.01% |



|   |        |        |        |        |
|---|--------|--------|--------|--------|
| Length of hospice stay                                    |        |        |        |        |
| 2-5 days  | -1.13% | 3.21%  | -0.64% | -1.05% |
| 6-12 days   | -1.08% | 2.54%  | -0.41% | -0.99% |
| 13-29 days  | -1.23% | 1.35%  | -0.34% | -1.05% |
| 30-80 days  | -0.84% | 0.43%  | -0.19% | -0.65% |
| 81+ days (REFERENCE)                                      | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Caregiver Age   |        |        |        |        |
| Age 18-44   | -1.77% | -1.73% | -0.56% | -1.52% |
| Age 45-54   | -0.44% | -0.38% | -0.17% | -0.57% |
| Age 55-64 (REFERENCE)                                     | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Age 65-74   | 0.72%  | 1.19%  | 0.23%  | 0.59%  |
| Age 75-84   | 0.59%  | -0.06% | 0.27%  | 0.74%  |
| Age 85+   | -0.07% | -2.09% | 0.05%  | 0.25%  |
| Caregiver Education                                       |        |        |        |        |
| 8 <sup>th</sup> grade or less                             | -1.69% | -4.52% | -0.47% | -0.43% |
| Some high school  | -0.23% | -1.93% | -0.13% | -0.20% |
| High school graduate or GED (REFERENCE)                   | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Some college  | -0.50% | 0.32%  | -0.09% | -0.49% |
| 4-year college graduate                                   | -1.03% | -0.15% | -0.06% | -0.59% |
| More than 4-year college graduate                         | -1.83% | -0.76% | -0.27% | -1.19% |
| Caregiver relationship (Decedent was the caregiver's ___) |        |        |        |        |
| Spouse or partner   | -0.09% | -0.79% | -0.03% | -0.10% |
| Parent (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Mother-in-law or father-in-law                            | 0.63%  | -0.08% | 0.12%  | 0.64%  |
| Aunt or uncle   | 0.31%  | 0.72%  | 0.12%  | 0.36%  |
| Sister or brother   | -0.84% | -0.46% | -0.17% | -0.27% |

|  |        |        |        |        |
|--|--------|--------|--------|--------|
| Child  | -0.42% | -0.35% | 0.17%  | -0.22% |
| Friend                                       | -0.38% | -0.34% | -0.15% | 0.03%  |
| Other  | 0.13%  | -1.06% | -0.10% | 0.18%  |
| Survey Language/Respondent's home language   |        |        |        |        |
| Survey language or home language was Spanish | 0.55%  | -4.08% | -0.03% | 0.31%  |
| All others (REFERENCE)                       | 0.00%  | 0.00%  | 0.00%  | 0.00%  |

**Table 9. CAHPS Hospice Survey Bottom-Box Case-Mix Adjustments for Help for Pain and Symptoms, Q4 2017 – Q3 2019**

|   | Your family member got as much help with pain as he or she needed | Your family member got the help he or she needed for trouble breathing | Your family member got the help he or she needed for trouble with constipation | Your family member got the help he or she needed from the hospice team for feelings of anxiety or sadness |
|---|---|--|--|---|
| Response percentile (per 1% of response percentile) | -0.01%  | -0.03%   | -0.03%   | -0.06%  |
| <b>Decedent Age</b>                                 |   |  |  |   |
| Age 18-54   | -0.58%  | -0.07%   | 0.31%  | 2.24%   |
| Age 55-64   | -0.44%  | 0.10%  | 0.01%  | 1.74%   |
| Age 65-69   | -0.35%  | -0.14%   | -0.21%   | 1.51%   |
| Age 70-74   | -0.16%  | 0.21%  | 0.22%  | 1.52%   |
| Age 75-79   | 0.01%   | 0.16%  | -0.10%   | 1.38%   |
| Age 80-84   | -0.03%  | -0.08%   | -0.11%   | 0.87%   |
| Age 85-89   | 0.00%   | 0.08%  | -0.14%   | 0.44%   |
| Age 90+ (REFERENCE)                                 | 0.00%   | 0.00%  | 0.00%  | 0.00%   |
| <b>Payer for Hospice Care</b>                       |   |  |  |   |
| Medicare only (REFERENCE)                           | 0.00%   | 0.00%  | 0.00%  | 0.00%   |
| Medicaid only or Medicaid and private insurance     | -0.01%  | -1.22%   | -1.11%   | -2.61%  |
| Medicare and Medicaid                               | -0.56%  | -0.99%   | -2.10%   | -2.70%  |
| Private insurance only                              | 0.13%   | -0.37%   | -0.93%   | -0.50%  |

|   |        |        |         |        |
|---|--------|--------|---------|--------|
| Medicare and private insurance                        | -0.05% | 0.21%  | -0.13%  | 0.50%  |
| Other   | -0.06% | -0.71% | -0.23%  | -1.12% |
| <b>Primary Diagnosis</b>                              |        |        |         |        |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%  | 0.00%  | 0.00%   | 0.00%  |
| Bladder cancer  | -0.24% | 0.54%  | 0.28%   | -1.76% |
| Blood and lymphatic cancers                           | -0.20% | 1.01%  | 0.08%   | -0.77% |
| Brain cancer  | 0.12%  | 0.05%  | -0.50%  | -0.14% |
| Breast cancer   | 0.08%  | 2.49%  | 1.17%   | 1.61%  |
| Congestive heart failure                              | -0.09% | 2.74%  | -0.13%  | 0.22%  |
| Chronic kidney disease                                | -0.22% | 1.25%  | -0.25%  | -0.65% |
| Chronic liver disease                                 | 0.30%  | 0.08%  | -0.87%  | -0.17% |
| Colorectal cancer                                     | -0.25% | 0.27%  | -0.46%  | -0.61% |
| CVA/Stroke  | 0.13%  | 0.99%  | 0.30%   | 0.22%  |
| Liver cancer  | -0.04% | 0.36%  | 0.60%   | -0.45% |
| Lung & other chest cavity cancer                      | -0.15% | 2.78%  | 0.83%   | 0.61%  |
| Non-infectious respiratory                            | -0.15% | 3.77%  | 0.30%   | 0.84%  |
| Other heart disease                                   | -0.08% | 2.10%  | -0.45%  | -0.26% |
| Pancreatic cancer                                     | -0.21% | 0.50%  | 0.23%   | -0.12% |
| Parkinson's and other degenerative diseases           | 0.05%  | 1.08%  | 0.27%   | -0.50% |
| Pneumonias and other infectious lung diseases         | 0.27%  | 3.84%  | -0.11%  | 1.08%  |
| Prostate cancer                                       | 0.02%  | 0.43%  | 0.56%   | -0.78% |
| Other, cancer   | 0.09%  | 1.25%  | 0.48%   | 0.27%  |
| Other, non-cancer                                     | 0.07%  | 1.22%  | -0.22%  | 0.25%  |
| <b>Length of hospice stay</b>                         |        |        |         |        |
| 2-5 days  | -1.15% | -1.40% | -10.73% | -6.48% |

|   |        |        |        |        |
|---|--------|--------|--------|--------|
| 6-12 days   | -0.91% | -1.01% | -7.41% | -4.98% |
| 13-29 days  | -0.68% | -0.92% | -4.18% | -4.21% |
| 30-80 days  | -0.44% | -0.41% | -2.01% | -2.44% |
| 81+ days (REFERENCE)                                      | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Caregiver Age   |        |        |        |        |
| Age 18-44   | -0.39% | -2.55% | -3.79% | -3.55% |
| Age 45-54   | -0.20% | -0.98% | -1.23% | -1.03% |
| Age 55-64 (REFERENCE)                                     | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Age 65-74   | 0.30%  | 0.93%  | 0.73%  | 1.15%  |
| Age 75-84   | 0.45%  | 0.74%  | 0.37%  | -0.43% |
| Age 85+   | 0.28%  | -0.58% | -1.33% | -3.64% |
| Caregiver Education                                       |        |        |        |        |
| 8 <sup>th</sup> grade or less                             | -0.39% | -3.28% | -4.60% | -3.74% |
| Some high school  | 0.03%  | -1.37% | -1.25% | -0.78% |
| High school graduate or GED (REFERENCE)                   | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Some college  | -0.45% | -0.17% | 0.34%  | -1.19% |
| 4-year college graduate                                   | -0.72% | -0.34% | -0.39% | -2.89% |
| More than 4-year college graduate                         | -1.14% | -0.57% | -0.96% | -4.77% |
| Caregiver relationship (Decedent was the caregiver's ___) |        |        |        |        |
| Spouse or partner   | 0.04%  | -0.56% | -0.35% | -1.98% |
| Parent (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Mother-in-law or father-in-law                            | 0.39%  | 0.38%  | 2.11%  | 3.10%  |
| Aunt or uncle   | 0.21%  | 0.64%  | 1.68%  | 2.36%  |
| Sister or brother   | -0.11% | -0.40% | -0.95% | -1.74% |
| Child   | -0.15% | -0.63% | -0.81% | -2.52% |
| Friend  | 0.12%  | -0.05% | 0.31%  | 0.01%  |

|  |       |        |        |       |
|--|-------|--------|--------|-------|
| Other  | 0.38% | 0.33%  | 0.70%  | 1.61% |
| Survey Language/Respondent's home language   |       |        |        |       |
| Survey language or home language was Spanish | 1.14% | -2.18% | -0.75% | 1.43% |
| All others (REFERENCE)                       | 0.00% | 0.00%  | 0.00%  | 0.00% |

**Table 10. CAHPS Hospice Survey Bottom-Box Case-Mix Adjustments for Training Family to Care for Patient, Q4 2017 – Q3 2019**

|   | Hospice team gave you the training you needed about what side effects to watch for from pain medicine | Hospice team gave you the training you needed about if and when to give more pain medicine to your family member | Hospice team gave you the training you needed about how to help your family member if he or she had trouble breathing | Hospice team gave you the training you needed about what to do if your family member became restless or agitated | A member of the hospice team discussed side effects of pain medicine with you or your family member |
|---|---|--|---|--|---|
| Response percentile (per 1% of response percentile) | -0.01%  | -0.02%   | -0.01%  | -0.03%   | -0.02%  |
| <b>Decedent Age</b>                                 |   |  |   |  |   |
| Age 18-54   | 2.27%   | 0.44%  | 0.42%   | 0.03%  | 1.72%   |
| Age 55-64   | 1.45%   | 0.27%  | 0.13%   | -0.06%   | 1.31%   |
| Age 65-69   | 1.67%   | 0.43%  | 0.50%   | 0.75%  | 1.08%   |
| Age 70-74   | 1.44%   | 0.64%  | 0.73%   | 0.89%  | 1.15%   |
| Age 75-79   | 1.39%   | 0.77%  | 0.28%   | 1.22%  | 0.93%   |
| Age 80-84   | 1.17%   | 0.60%  | 0.57%   | 1.22%  | 0.70%   |
| Age 85-89   | 1.00%   | 0.60%  | 0.56%   | 1.00%  | 0.62%   |
| Age 90+ (REFERENCE)                                 | 0.00%   | 0.00%  | 0.00%   | 0.00%  | 0.00%   |
| <b>Payer for Hospice Care</b>                       |   |  |   |  |   |
| Medicare only (REFERENCE)                           | 0.00%   | 0.00%  | 0.00%   | 0.00%  | 0.00%   |
| Medicaid only or Medicaid and private insurance     | -1.50%  | -0.66%   | -1.13%  | -1.19%   | -0.98%  |
| Medicare and Medicaid                               | -3.98%  | -3.27%   | -3.06%  | -4.86%   | -2.50%  |

|   |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
| Private insurance only                                | -0.16% | 0.09%  | 0.02%  | -0.11% | -0.23% |
| Medicare and private insurance                        | -0.12% | 0.01%  | 0.28%  | -0.26% | 0.07%  |
| Other   | -1.02% | -0.55% | -0.60% | -1.59% | -0.63% |
| <b>Primary Diagnosis</b>                              |        |        |        |        |        |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Bladder cancer  | 3.49%  | 2.63%  | 2.86%  | 1.61%  | 2.15%  |
| Blood and lymphatic cancers                           | 3.79%  | 2.07%  | 3.17%  | 2.04%  | 1.59%  |
| Brain cancer  | 4.65%  | 2.79%  | 3.30%  | 4.29%  | 1.72%  |
| Breast cancer   | 5.59%  | 3.06%  | 4.28%  | 3.76%  | 2.83%  |
| Congestive heart failure                              | 3.13%  | 2.01%  | 3.44%  | 1.84%  | 1.43%  |
| Chronic kidney disease                                | 3.65%  | 1.95%  | 3.49%  | 2.95%  | 1.18%  |
| Chronic liver disease                                 | 3.57%  | 2.49%  | 2.96%  | 3.85%  | 1.70%  |
| Colorectal cancer                                     | 4.20%  | 2.47%  | 2.70%  | 2.09%  | 2.32%  |
| CVA/Stroke  | 2.02%  | 1.12%  | 2.03%  | 1.78%  | 0.63%  |
| Liver cancer  | 4.53%  | 2.56%  | 3.77%  | 2.98%  | 2.40%  |
| Lung & other chest cavity cancer                      | 4.65%  | 2.66%  | 4.19%  | 2.61%  | 2.39%  |
| Non-infectious respiratory                            | 3.55%  | 1.85%  | 3.39%  | 1.93%  | 1.71%  |
| Other heart disease                                   | 3.02%  | 1.84%  | 3.21%  | 1.85%  | 1.42%  |
| Pancreatic cancer                                     | 5.29%  | 2.92%  | 3.07%  | 2.93%  | 2.36%  |
| Parkinson's and other degenerative diseases           | 2.60%  | 1.66%  | 2.33%  | 2.18%  | 0.83%  |
| Pneumonias and other infectious lung diseases         | 3.34%  | 2.21%  | 3.54%  | 2.30%  | 1.56%  |
| Prostate cancer                                       | 4.26%  | 2.51%  | 3.00%  | 2.47%  | 2.33%  |
| Other, cancer   | 4.88%  | 2.79%  | 3.72%  | 2.81%  | 2.41%  |
| Other, non-cancer                                     | 2.40%  | 1.86%  | 2.21%  | 1.56%  | 0.80%  |
| Length of hospice stay                                |        |        |        |        |        |



|  |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|
| 2-5 days   | -4.62% | -1.87% | -4.43% | -3.82% | -5.00% |
| 6-12 days  | -2.81% | -0.97% | -2.64% | -2.07% | -2.87% |
| 13-29 days   | -1.72% | -0.55% | -1.66% | -1.34% | -1.86% |
| 30-80 days   | -0.73% | -0.27% | -0.66% | -0.47% | -0.87% |
| 81+ days (REFERENCE)   | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| <b>Caregiver Age</b>   |        |        |        |        |        |
| Age 18-44  | -0.29% | 0.11%  | -0.72% | -0.82% | -0.07% |
| Age 45-54  | 0.68%  | 0.16%  | -0.08% | 0.10%  | 0.24%  |
| Age 55-64 (REFERENCE)  | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Age 65-74  | -0.73% | -0.48% | -0.39% | -1.05% | -0.34% |
| Age 75-84  | -2.61% | -1.47% | -1.31% | -2.82% | -1.78% |
| Age 85+  | -4.70% | -3.10% | -3.31% | -5.10% | -4.14% |
| <b>Caregiver Education</b>                                       |        |        |        |        |        |
| 8 <sup>th</sup> grade or less                                    | 0.69%  | 0.03%  | 0.18%  | 0.83%  | -0.59% |
| Some high school   | 0.83%  | 0.64%  | 0.11%  | 0.10%  | -0.15% |
| High school graduate or GED (REFERENCE)                          | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Some college   | -0.86% | -0.42% | -0.68% | -1.02% | -0.45% |
| 4-year college graduate  | -2.25% | -1.24% | -1.26% | -2.17% | -0.96% |
| More than 4-year college graduate                                | -2.72% | -1.63% | -1.72% | -3.08% | -1.43% |
| <b>Caregiver relationship (Decedent was the caregiver's ___)</b> |        |        |        |        |        |
| Spouse or partner  | 0.73%  | 0.80%  | 0.71%  | 1.42%  | -0.76% |
| Parent (REFERENCE)   | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| Mother-in-law or father-in-law                                   | 2.24%  | 1.20%  | 1.82%  | 2.46%  | 1.16%  |
| Aunt or uncle  | -3.46% | -1.95% | -1.88% | -3.84% | -1.66% |
| Sister or brother  | -3.97% | -1.34% | -1.94% | -3.37% | -2.55% |
| Child  | -1.37% | -0.52% | -0.61% | -1.10% | -1.81% |

|  |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|
| Friend                                       | -4.20% | -1.60% | -1.98% | -2.90% | -2.58% |
| Other  | -0.61% | -0.40% | 0.34%  | 0.00%  | -0.72% |
| Survey Language/Respondent's home language   |        |        |        |        |        |
| Survey language or home language was Spanish | 4.66%  | 2.28%  | 2.92%  | 5.35%  | 2.03%  |
| All others (REFERENCE)                       | 0.00%  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |

**Table 11. CAHPS Hospice Survey Bottom-Box Case-Mix Adjustments for Rating of this Hospice and Willing to Recommend this Hospice, Q4 2017 – Q3 2019**

|   | <b>Rating of this Hospice</b> | <b>Willing to Recommend this Hospice</b> |
|---|-------------------------------|--|
| Response percentile (per 1% of response percentile)   | -0.03%                        | -0.02%                                   |
| <b>Decedent Age</b>                                   |                               |  |
| Age 18-54   | 0.11%                         | 0.00%                                    |
| Age 55-64   | -0.25%                        | -0.20%                                   |
| Age 65-69   | -0.20%                        | -0.18%                                   |
| Age 70-74   | -0.08%                        | -0.15%                                   |
| Age 75-79   | 0.05%                         | 0.00%                                    |
| Age 80-84   | -0.10%                        | -0.10%                                   |
| Age 85-89   | 0.08%                         | 0.04%                                    |
| Age 90+ (REFERENCE)                                   | 0.00%                         | 0.00%                                    |
| <b>Payer for Hospice Care</b>                         |                               |  |
| Medicare only (REFERENCE)                             | 0.00%                         | 0.00%                                    |
| Medicaid only or Medicaid and private insurance       | -0.49%                        | -0.26%                                   |
| Medicare and Medicaid                                 | -1.48%                        | -0.79%                                   |
| Private insurance only                                | -0.35%                        | -0.14%                                   |
| Medicare and private insurance                        | -0.08%                        | -0.03%                                   |
| Other   | -0.56%                        | -0.25%                                   |
| <b>Primary Diagnosis</b>                              |                               |  |
| Alzheimer's and non-Alzheimer's dementias (REFERENCE) | 0.00%                         | 0.00%                                    |
| Bladder cancer  | 0.03%                         | -0.13%                                   |
| Blood and lymphatic cancers                           | -0.79%                        | -0.89%                                   |
| Brain cancer  | 0.36%                         | -0.03%                                   |

|   |        |        |
|---|--------|--------|
| Breast cancer                                 | 0.50%  | 0.25%  |
| Congestive heart failure                      | -0.25% | -0.29% |
| Chronic kidney disease                        | -0.53% | -0.46% |
| Chronic liver disease                         | 0.01%  | -0.38% |
| Colorectal cancer                             | -0.52% | -0.59% |
| CVA/Stroke                                    | 0.35%  | 0.31%  |
| Liver cancer                                  | -0.48% | -0.64% |
| Lung & other chest cavity cancer              | -0.41% | -0.55% |
| Non-infectious respiratory                    | -0.38% | -0.37% |
| Other heart disease                           | -0.31% | -0.32% |
| Pancreatic cancer                             | 0.13%  | -0.30% |
| Parkinson's and other degenerative diseases   | 0.10%  | 0.12%  |
| Pneumonias and other infectious lung diseases | 0.11%  | -0.13% |
| Prostate cancer                               | -0.19% | -0.46% |
| Other, cancer                                 | -0.16% | -0.25% |
| Other, non-cancer                             | -0.09% | -0.07% |
| Length of hospice stay                        |        |        |
| 2-5 days                                      | -1.01% | -0.46% |
| 6-12 days                                     | -1.13% | -0.72% |
| 13-29 days                                    | -1.28% | -0.96% |
| 30-80 days                                    | -0.91% | -0.70% |
| 81+ days (REFERENCE)                          | 0.00%  | 0.00%  |
| Caregiver Age                                 |        |        |
| Age 18-44                                     | -1.58% | -1.37% |
| Age 45-54                                     | -0.49% | -0.40% |
| Age 55-64 (REFERENCE)                         | 0.00%  | 0.00%  |
| Age 65-74                                     | 0.89%  | 0.81%  |
| Age 75-84                                     | 0.89%  | 0.98%  |
| Age 85+                                       | 0.13%  | 0.80%  |
| Caregiver Education                           |        |        |

|  |        |        |
|--|--------|--------|
| 8 <sup>th</sup> grade or less                            | -0.36% | -0.55% |
| Some high school   | 0.10%  | 0.16%  |
| High school graduate or GED (REFERENCE)                  | 0.00%  | 0.00%  |
| Some college   | -0.73% | -0.77% |
| 4-year college graduate                                  | -1.03% | -1.11% |
| More than 4-year college graduate                        | -1.81% | -1.86% |
| Caregiver relationship (Decedent was the caregiver's __) |        |        |
| Spouse or partner  | -0.49% | -0.35% |
| Parent (REFERENCE)                                       | 0.00%  | 0.00%  |
| Mother-in-law or father-in-law                           | 0.87%  | 0.54%  |
| Aunt or uncle  | 0.60%  | 0.47%  |
| Sister or brother  | -0.68% | -0.35% |
| Child  | -0.72% | -0.32% |
| Friend   | -0.07% | 0.15%  |
| Other  | 0.06%  | 0.35%  |
| Survey Language/Respondent's home language               |        |        |
| Survey language or home language was Spanish             | 1.69%  | 1.11%  |
| All others (REFERENCE)                                   | 0.00%  | 0.00%  |

**Table 12. National Means of CAHPS Hospice Survey Case-Mix Adjustment Variables, Q4 2017 – Q3 2019**

|   | National Mean |
|---|---------------|
| Response percentile                             | 18.0%         |
| <b>Decedent Age</b>                             |               |
| Age 18-54                                       | 2.4%          |
| Age 55-64                                       | 6.8%          |
| Age 65-69                                       | 6.4%          |
| Age 70-74                                       | 9.4%          |
| Age 75-79                                       | 12.1%         |
| Age 80-84                                       | 15.6%         |
| Age 85-89                                       | 18.9%         |
| Age 90+   | 28.4%         |
| <b>Payer for Hospice Care</b>                   |               |
| Medicare only                                   | 72.6%         |
| Medicaid only or Medicaid and private insurance | 1.6%          |
| Medicare and Medicaid                           | 5.3%          |
| Private insurance only                          | 3.8%          |
| Medicare and private insurance                  | 5.5%          |
| Other   | 11.3%         |
| <b>Primary Diagnosis</b>                        |               |
| Alzheimer's and non-Alzheimer's dementias       | 15.6%         |
| Bladder cancer                                  | 1.2%          |
| Blood and lymphatic cancers                     | 3.2%          |
| Brain cancer                                    | 1.3%          |
| Breast cancer                                   | 2.2%          |
| Congestive heart failure                        | 8.4%          |
| Chronic kidney disease                          | 1.8%          |
| Chronic liver disease                           | 1.6%          |
| Colorectal cancer                               | 2.9%          |
| CVA/Stroke                                      | 8.4%          |
| Liver cancer                                    | 1.8%          |
| Lung & other chest cavity cancer                | 7.7%          |
| Non-infectious respiratory                      | 5.6%          |
| Other heart disease                             | 8.8%          |
| Pancreatic cancer                               | 3.0%          |
| Parkinson's and other degenerative diseases     | 3.4%          |
| Pneumonias and other infectious lung diseases   | 2.9%          |
| Prostate cancer                                 | 2.1%          |
| Other, cancer                                   | 9.2%          |
| Other, non-cancer                               | 8.9%          |

|   |       |
|---|-------|
| Length of hospice stay                                    |       |
| 2-5 days  | 20.1% |
| 6-12 days   | 18.5% |
| 13-29 days  | 18.4% |
| 30-80 days  | 19.2% |
| 81+ days  | 23.8% |
| Caregiver Age   |       |
| Age 18-44   | 3.2%  |
| Age 45-54   | 9.4%  |
| Age 55-64   | 29.0% |
| Age 65-74   | 32.5% |
| Age 75-84   | 18.8% |
| Age 85+   | 7.1%  |
| Caregiver Education                                       |       |
| 8 <sup>th</sup> grade or less                             | 1.1%  |
| Some high school  | 3.4%  |
| High school graduate or GED                               | 25.7% |
| Some college  | 32.7% |
| 4-year college graduate                                   | 17.3% |
| More than 4-year college graduate                         | 19.9% |
| Caregiver relationship (Decedent was the caregiver's ___) |       |
| Spouse or partner   | 39.5% |
| Parent  | 45.1% |
| Mother-in-law or father-in-law                            | 2.2%  |
| Aunt or uncle   | 2.2%  |
| Sister or brother   | 4.6%  |
| Child   | 1.7%  |
| Friend  | 1.7%  |
| Other   | 3.0%  |
| Survey Language/Respondent's home language                |       |
| Survey language or home language was Spanish              | 1.4%  |
| All other   | 98.6% |