

# HOSPICE HONORS

## 2017 Hospice Honors Program Overview & Methodology

## Overview

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The Hospice Honors is a landmark compilation of hospices providing the best patient and caregiver experience. Established by Deyta Analytics, a division of HEALTHCAREfirst, this prestigious annual review recognizes hospices that continuously provide the highest level of quality as measured from the caregiver's point of view. Hospice Honors acknowledges high performing agencies by analyzing performance of Hospice CAHPS quality measures. The awards are an exclusive recognition for hospices that have selected Deyta as their hospice survey partner.

## Methodology

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Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2015 through September 2016. In order to receive the award, hospices must be currently partnering with Deyta Analytics and must have had at least one complete\* survey returned in each quarter of the evaluation period. Deyta Analytics identified award recipients by evaluating performance on a set of twenty-four quality indicator measures. Individual hospice performance scores were aggregated from all surveys with a final survey status of complete for the evaluation period and were compared on a question-by-question basis to a national performance score calculated from all partnering hospices contained in Deyta Analytics' Hospice CAHPS database.

*\* For a survey to be identified as complete, the decedent/caregiver must have been eligible to be surveyed according to eligibility criteria outlined in the CAHPS® Hospice Survey Quality Assurance Guidelines. The survey must have been administered according to CAHPS® Hospice Survey protocol and returned to Deyta Analytics within 42-days of the initial mailing with a response to at least 50% of the questions that are applicable for all survey respondents. (Questions 1-4, 6-13, 16, 17, 21, 24, 26, 28, 30-32 and 35-47).*

## Evaluation Measures

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For a hospice to be considered for the award, the hospice must have scored above the Deyta National Performance Score on the Hospice CAHPS Willingness to Recommend question (Q40). With Q40 as a qualifier for award consideration, the remaining questions evaluated for the period included: Q5, Q6, Q7, Q8, Q9, Q10, Q11, Q12, Q14, Q16, Q18, Q19, Q20, Q22, Q23, Q25, Q27, Q29, Q35, Q36, Q37, Q38 and Q39. Hospices were given one point for each question where the Performance Score was above the Deyta National Performance. Hospice Honors recipients include those hospices scoring above the Deyta National Performance Score on twenty of the evaluated questions. Deyta holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the Deyta National Performance Score on one hundred percent, or all twenty-four, of the evaluated questions.

*\*Deyta recognizes that only CMS published results are official and does not intend to assert the superiority of one hospice over another, but rather to recognize top performing hospices for their hard work and dedication.*

### **About Deyta Analytics, a division of HEALTHCAREfirst**

HEALTHCAREfirst provides Web-based technologies and services to improve business and clinical operations for over four thousand home health and hospice providers across the United States. Based in Springfield, MO and one of the fastest growing providers of its kind, the company provides agency and clinical management software, outsourced revenue cycle management services (billing, coding and chart audits), and web-based "Deyta" Analytics and program management solutions, in any combination. HEALTHCAREfirst's breadth of solutions offers agencies a single source to improve patient care, create operational efficiencies, increase profitability and simplify CMS compliance. With HEALTHCAREfirst, agencies can focus on patients instead of paperwork. For more information call 800.841.6095 or visit the company's websites at [www.healthcarefirst.com](http://www.healthcarefirst.com) and [www.deyta.com](http://www.deyta.com).

