



# 2023 Hospice CAHPS Honors

## Award Program Methodology

## Overview

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Hospice CAHPS Honors is a prestigious annual review that recognizes agencies that continuously provide quality care as measured by the patients' experiences and those of their caregivers. This prestigious annual review recognizes hospices that continuously provide the highest level of quality as measured from the caregiver's point of view. This award acknowledges the highest performing agencies by analyzing the performance of Hospice Consumer Assessment of Healthcare Providers and Systems (HCAHPS) satisfaction measures. The awards are an exclusive recognition for hospice agencies that have selected HEALTHCAREfirst 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 2021 through September 2022. In order to receive the award, hospices must be currently partnering with HEALTHCAREfirst and must have had at least one complete\* survey returned in each quarter of the evaluation period. HEALTHCAREfirst 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 HEALTHCAREfirst's 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 HEALTHCAREfirst 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 HEALTHCAREfirst 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 HEALTHCAREfirst National Performance. Hospice Honors recipients include those hospices scoring above the HEALTHCAREfirst National Performance Score on twenty of the evaluated questions. HEALTHCAREfirst holds a special recognition, Hospice Honors Elite, to honor hospices scoring above the HEALTHCAREfirst National Performance Score on one hundred percent, or all twenty-four, of the evaluated questions.

*\*HEALTHCAREfirst 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.*