

FREE WEBINAR

Hospice Measures That Matter

*Focus on the Metrics
That Put You Ahead*

SEP 23, 2025 | 1 PM CT

HOSPICE



MEET YOUR SPEAKERS



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MD, FAAHPM



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MPH, CHC



**BOB
TAVARES**

VP & GM — HealthPivots

HOSPICE



The Measures that Matter: **Premise & Goals**

Why we produced this report:

1. Hospitals, ACOs, and Health Plans will increasingly build preferred hospice "networks"
2. They don't have the expertise to sort through and interpret the **40+** measures that are available in the public domain
3. They need our guidance!

The Measures that Matter: **Premise & Goals**



Identify Bad Apples

~~**Differentiate the middle core**~~



Identify Top Performers

Example of a "Preferred Hospice" Network

The screenshot shows the HCA Va website header with the logo, a search bar, and navigation links. Below the navigation bar, a section titled "Our Plus Care Network** includes:" features a row of five items: "Home health agencies", "Inpatient rehabilitation facilities", "Long-term acute care hospitals", "Skilled nursing facilities", and "Hospice". The "Hospice" item is highlighted with a large orange oval.

HCA Va

[View ER Wait Times](#) >

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Our Plus Care Network** includes:

- Home health agencies
- Inpatient rehabilitation facilities
- Long-term acute care hospitals
- Skilled nursing facilities
- Hospice

Example of a "Preferred Hospice" Network

	Rating Factor	Scale	Source	Weight
	Quality Measures - 40%			
✓	% Patients with Licensed visit within the last 3 days of life	5 = >90%; 4 = 85-89.99%; 3 = > 80-84.99; 0 = <60%	Hospice Compare (Bench = National)	0.10
✗	7 HIS Quality Measures	5 = >90%; 4 = 85-89.99%; 3 = > 80-84.99; 0 = <60%	Hospice Compare (Bench = National)	0.10
?	Readmission Rate	5 = 0-10%; 4 = 11-14.99%; 3 = 15-19.99%; 0 = >20%	Medicare FFS hospital data (July 2022-June 2023)	0.10
?	ER Rate During Stay	5 = 0-5.99%; 4 = 6-19.99%; 3 = 10-14.99%; 0 = >15%	Medicare FFS hospital data (July 2022-June 2023)	0.10

Example of a "Preferred Hospice" Network

HUMANA DIRECT CONTRACTING ENTITY, INC. - D0203

ACO REACH List - Preferred Providers - 2025

Entry Type	Participant Name
CCN - HOSPICES	NEW CENTURY HOSPICE OF COLORADO SPRINGS - 061583
CCN - HOSPICES	NEW CENTURY HOSPICE OF DALLAS - 671588
CCN - HOSPICES	NEW CENTURY HOSPICE OF DENVER - 061570
CCN - HOSPICES	NEW CENTURY HOSPICE OF SAN ANTONIO - 671612
CCN - HOSPICES	NEW CENTURY HOSPICE OF SOUTH TEXAS - 671607
CCN - HOSPICES	PATHWAYS HOSPICE AND PALLIATIVE CARE - 361676
CCN - HOSPICES	PROMEDICA HOSPICE (FAIRFAX) - 491565
CCN - HOSPICES	PROMEDICA HOSPICE (VIRGINIA BEACH) - 491545
CCN - HOSPICES	PROMEDICA HOSPICE-CHARLESTON - 421546
CCN - HOSPICES	REGENCY SOUTHERNCARE - 111637
CCN - HOSPICES	REGENCY SOUTHERNCARE - 421552
CCN - HOSPICES	SAINT ALPHONSUS HOME HEALTH & HOSPICE - 131507
CCN - HOSPICES	SEASONS HOSPICE & PALLIATIVE CARE OF NEW JERSEY LL - 311577
CCN - HOSPICES	SOUTHERN CARE YOUNGSTOWN - 361617
CCN - HOSPICES	SOUTHERNCARE GREENVILLE - 011655

The Measures that Matter: **Premise & Goals**

There are 40+ measures that are readily available through Claims, Hospice Item Set (HIS), The Hospice Care Index (HCI), and Consumer Assessment of Healthcare Providers and Systems (CAHPS)

Some measures are:

- Sparsely available
- Redundant
- Non-differentiating

CAHPS data is sparse in some markets

State	# of Hospices	# with CAHPS	% with CAHPS
California	1774	269	15%
Texas	821	312	38%
Florida	53	46	87%
New York	39	39	100%

Several Measures are Redundant

**HCI: Visits
Near Death**

-VS-

**HVLDL: % Given
Visits on 2+ of 3
Last Days of Life**

**CAHPS:
Rating of this
Hospice**








-VS-

**CAHPS:
Willing to
Recommend**

HIS data is non-differentiating

	Asked About Treatment Preferences	Beliefs and Values Addressed	Initial Pain Screening	Timely Pain Assessment	Initial Dyspnea Screening
10th Percentile	99	96	96	89	98
25th Percentile	100	99	99	96	99
50th Percentile	100	100	100	100	100
75th Percentile	100	100	100	100	100
90th Percentile	100	100	100	100	100

HIS data is non-differentiating










-  Asked About Treatment Preferences
-  Beliefs and Values Addressed
-  Initial Pain Screening
-  Timely Pain Assessment
-  Initial Dyspnea Screening
-  Timely Dyspnea Treatment
-  Opioid Patient Given Constipation Care

HOPE starting
Oct. 1, 2025

HIS - 2 assessments

HOPE - at least 4
assessments

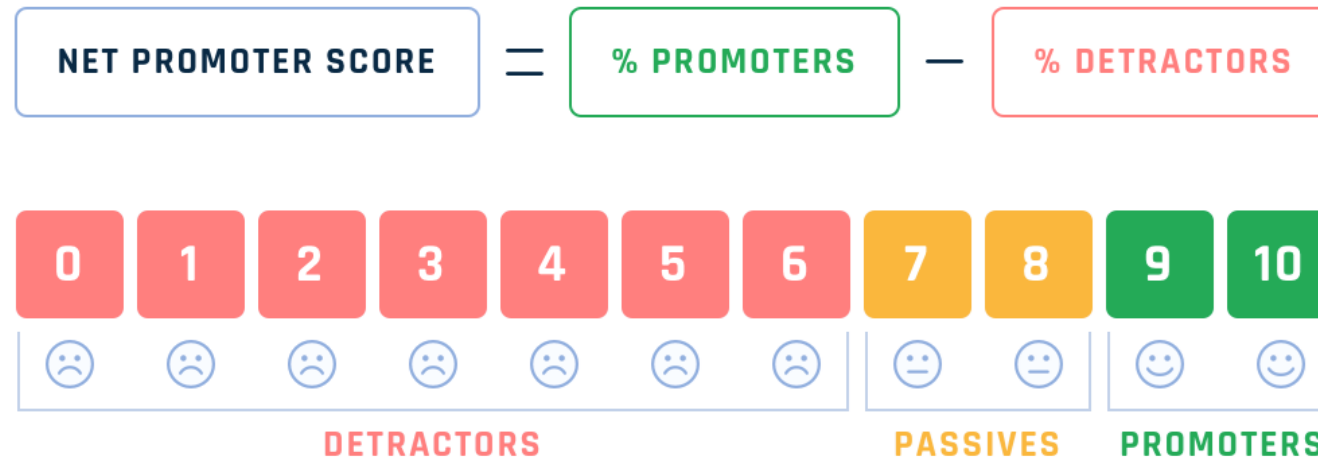
CAHPS Measures

-  Team provided the right amount of emotional/spiritual support
-  Team definitely received the training they needed
-  Team always treated the patient with respect
-  Patient always got the needed help for pain/symptoms
-  Team always communicated well
-  Team always provided timely help
-  Caregivers rated the hospice agency a 9 or 10
-  YES, they would definitely recommend the hospice
-  Star Rating

Net Promoter Score (NPS)

NPS measures customer perception based on one simple question:

“How likely is it that you would recommend [Organization/Product/Service] to a friend or colleague?”



HCI Measures

- ✓ CHC/GIP Provided (% of Days)
- ✓ Gaps in Nursing Visits (% of Stays)
- ✗ Early Live Discharges (% of Live Discharges)
- ✗ Late Live Discharges (% of Live Discharges)
- ✓ Burdensome Transitions, Type 1 (% of Live Discharges)
- ✓ Burdensome Transitions, Type 2 (% of Live Discharges)
- ✗ Per-Beneficiary Hospice Spending (\$)
- ✗ Nurse Care Minutes per RHC Day (Minutes/Day)
- ✗ Skilled Nursing Minutes on Weekends (% of Minutes)
- ✗ Visits Near Death (% of Hospice Deaths)

Gaps in Nursing Visits is highly correlated with CAHPS

	Gaps in Nursing Visits (lower is better)	Getting Timely Help (higher is better)	Always got the needed help for pain/symptoms (higher is better)	Definitely recommend the hospice (higher is better)
Top Decile (best)	24%	81%	77%	87%
Top Quartile (best)	39%	80%	77%	86%
Bottom Quartile (worst)	72%	73%	70%	80%
Bottom Decile (worst)	83%	71%	69%	77%

Skilled Nursing Minutes on Weekends is Poorly Correlated

	Skilled Nursing Minutes on Weekends (higher is better)	Getting Timely Help (higher is better)	Definitely recommend the hospice (higher is better)	Always got the needed help for pain/symptoms (higher is better)
Top Decile (best)	15%	77%	84%	74%
Top Quartile (best)	11%	77%	85%	74%
Bottom Quartile (worst)	6%	77%	84%	75%
Bottom Decile (worst)	5%	77%	84%	75%

Claims-Based Measures

- ✓ Median Length of Stay (MLOS)
- ✗ Days per Patient Served (ALOS)
- ✓ % Live Discharges
- ✗ % Cap Use
- ✗ 30-Day Hospital Readmission Rate (FFS)
- ✓ Total Average Daily Census (ADC)
- ✓ Percent Given Visits on 2+ of 3 Last Days of Life (HVLDL)

Chapter 1 Discussion

Understanding Live Discharges



Chapter 2 Discussion

Understanding Level of Care
& Care Settings



Chapter 3 Discussion

Understanding Visit Frequency
& Timeliness



Chapter 4 Discussion

Understanding Patient
& Caregiver Experience



Chapter 5 Discussion

Understanding Length of Stay



Other Notable Measures

Discussing Other Measures Not
Discussed in Chapters 1-5



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HOSPICE



A Strategic Path Forward for Hospice and Palliative Care

by Ira Byock, MD, FAAHPM

Clinical and Program Standards

Quality-Based Competition

Authentic Branding

Quality Measures

Read the
White Paper Here



Scan the code or visit

<https://www.liebertpub.com/doi/epdf/10.1089/pmr.2025.0030>



Palliative
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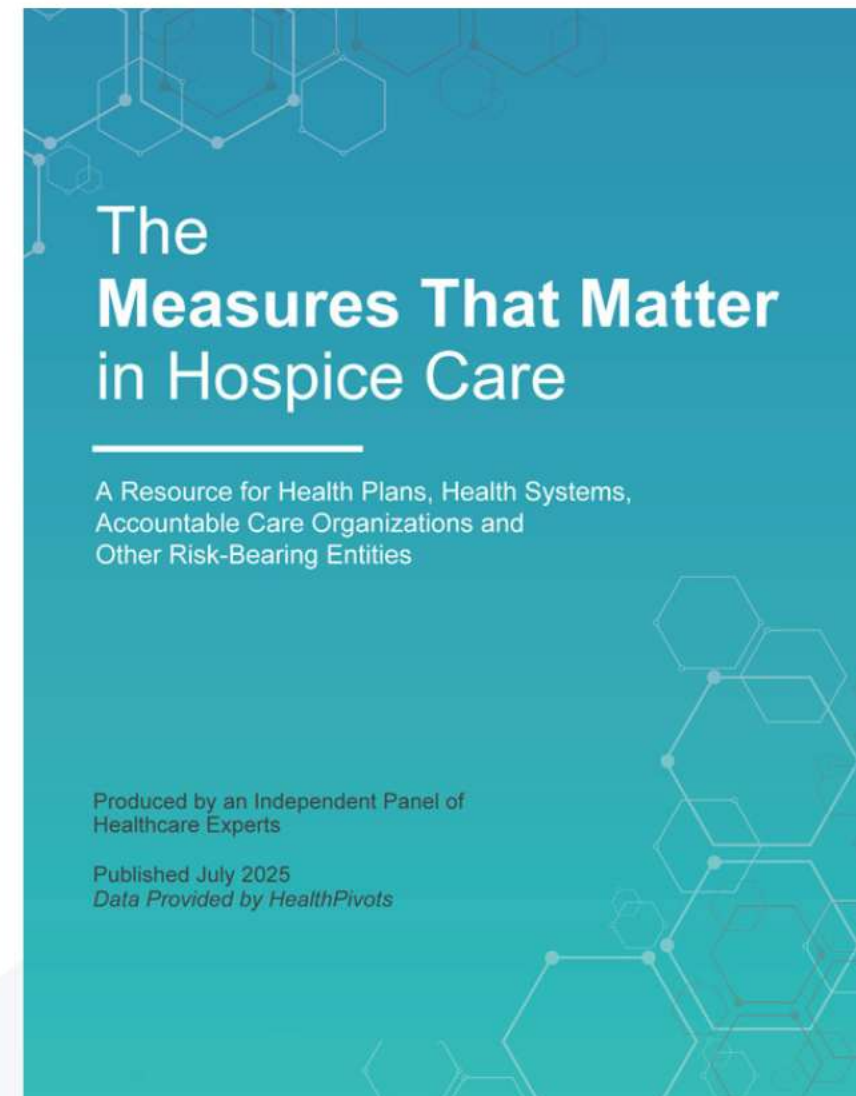
The Measures That Matter in Hospice Care Report

- ✓ Learn which hospice quality measures matter most to payers, hospitals, and ACOs
- ✓ Find out how to assess performance using publicly available CMS data
- ✓ View the link between key metrics and patient/caregiver satisfaction

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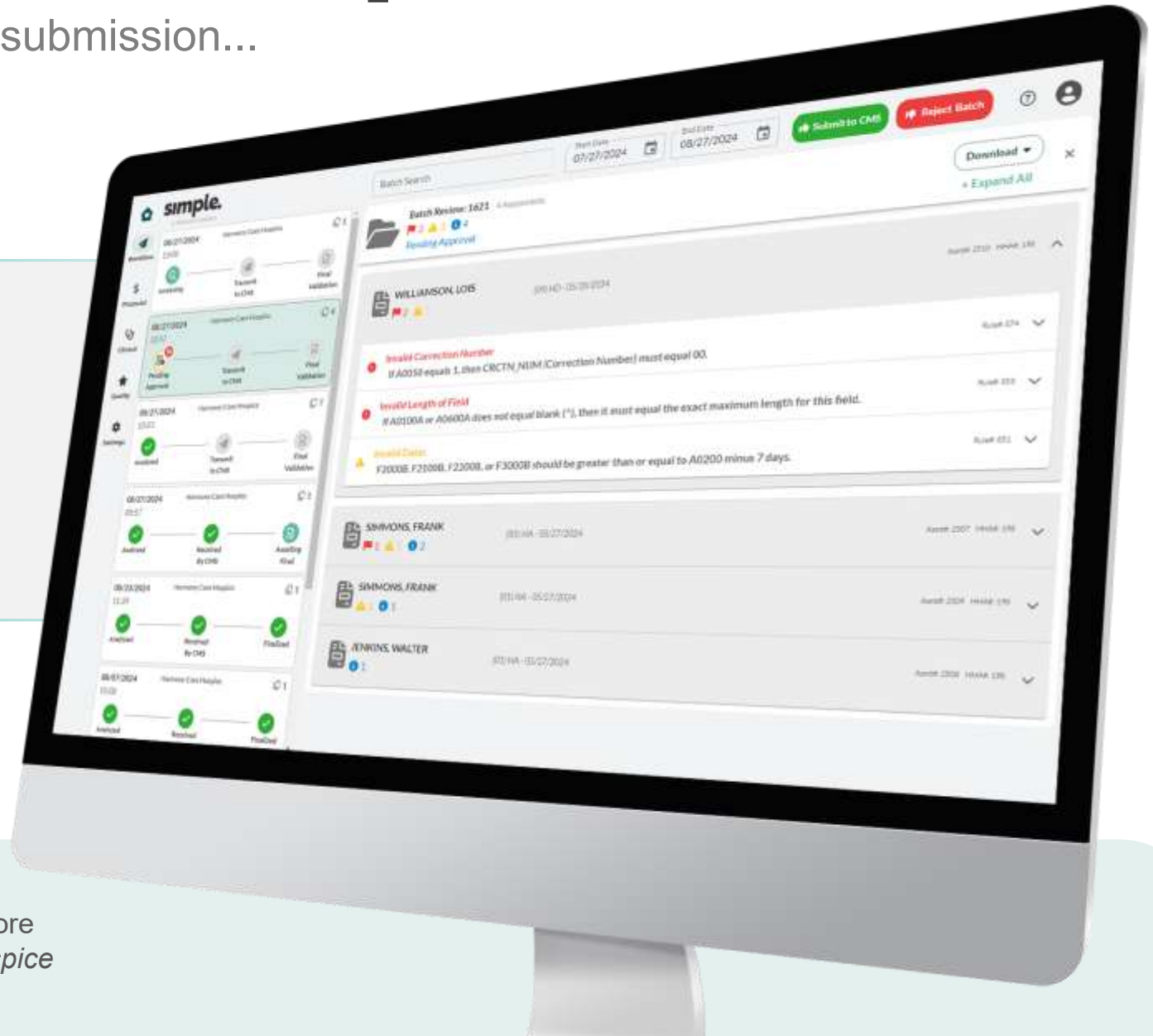
- + Identify fatal errors before submission
- + Automatically retrieve final validations

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QUESTIONS

Recording & slides will be available:

HOSPICE

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Thank you for joining us!

Recording and slides will be available at simple.health/blog

