



Hospice Required Reporting: What You Need to Know

September 2012

Compassion. Excellence. Reliability.

Required Reporting



Background

- 2010 health care reform legislation (ACA) stipulated that CMS initiate a quality reporting program for hospices
- CMS is required to reduce the 2014 market basket update by 2% for those hospices that do not comply with the quality reporting requirements
- BAYADA Hospice is strategically positioned to gather and report through its partnership with HCHB

Comfortable Dying Measure (NQF#0209)

- Currently, the only required reporting measure
- Outcome measure that addresses pain brought to a comfortable level within 48 hours of initial assessment

Required Reporting

- Data Collection Period: 10/1/12 – 12/31/12
- Comfortable Dying Measure Reported: 4/1/13

What is NQF#0209?

Comfortable Dying: Pain Brought to a Comfortable Level Within 48 Hours of Initial Assessment

% patients admitted in pain whose pain was brought to a comfortable level within 48 hours of admission to hospice:

=

eligible patients admitted in pain whose pain was brought to a comfortable level within 48 hours of admission to hospice

eligible patients admitted in pain

Working Together: HCHB & BAYADA



There are four (4) questions that will assist us in reporting out on the *Comfortable Dying Measure*:

Eligibility
criteria for
entering study
(denominator)

- (HOS) Patient Response: *“Are you uncomfortable because of pain?”*
- (HOS) *Pain Reported by*
- (HOS) *Is patient under 18 or not able to answer*

Outcome
(numerator)

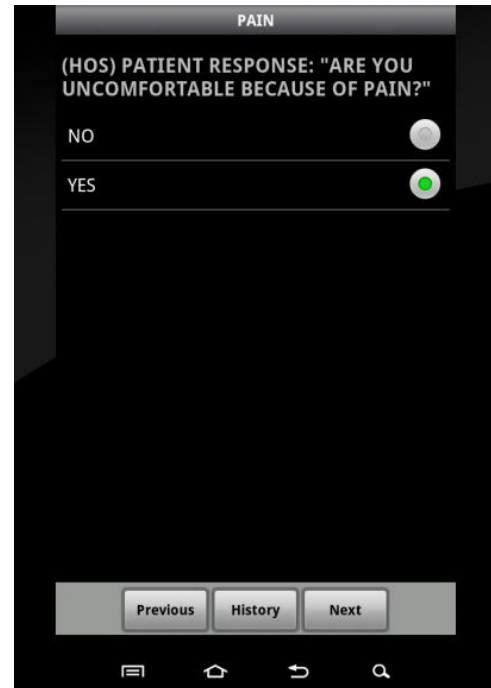
- (HOS) Patient response 48-72 hours after admission, to: *“Was your pain brought to a comfortable level within 48 hours of admission?”*

eligible patients admitted in pain
whose pain was brought to a
comfortable level within 48 hours of
admission to hospice

eligible patients admitted in pain

Questions for Required Reporting

(HOS) Patient Response: “Are you uncomfortable because of pain?”



The screenshot shows a mobile application interface with a black background. At the top, the word "PAIN" is displayed in white. Below it, the question "(HOS) PATIENT RESPONSE: 'ARE YOU UNCOMFORTABLE BECAUSE OF PAIN?'" is shown in white. There are two radio button options: "NO" with an unselected radio button, and "YES" with a selected radio button (indicated by a green dot). At the bottom of the screen, there are three buttons: "Previous", "History", and "Next". Below these buttons is a standard Android navigation bar with icons for home, back, and search.

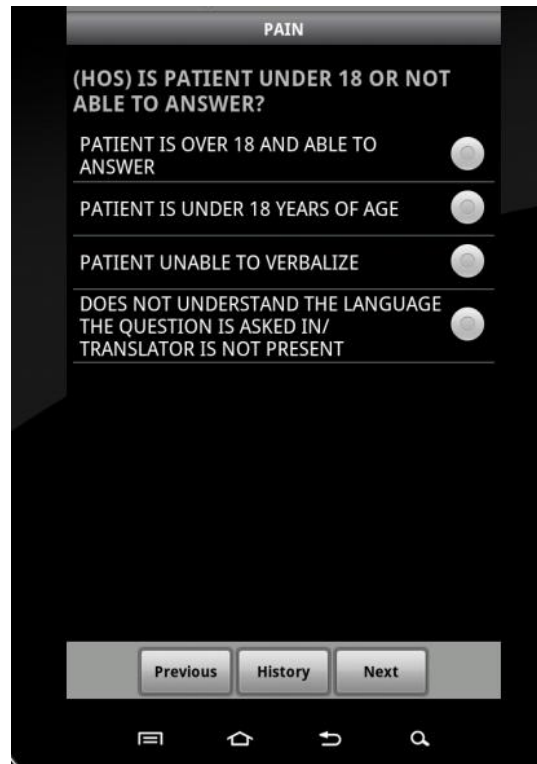
Questions for Required Reporting

(HOS) Pain Reported by:

PAIN	
(HOS) PAIN REPORTED BY:	
1 - PATIENT ALONE	<input type="radio"/>
2 - CAREGIVER-ASSISTED	<input type="radio"/>
3 - HEALTH PROFESSIONAL-ASSISTED	<input type="radio"/>
4 - CAREGIVER ALONE	<input type="radio"/>
5 - HEALTH PROFESSIONAL ALONE	<input type="radio"/>
6 - PATIENT ASSISTED - TRANSLATOR PRESENT	<input type="radio"/>

Questions for Required Reporting

(HOS) Is patient under 18 or not able to answer?



PAIN

(HOS) IS PATIENT UNDER 18 OR NOT ABLE TO ANSWER?

PATIENT IS OVER 18 AND ABLE TO ANSWER

PATIENT IS UNDER 18 YEARS OF AGE

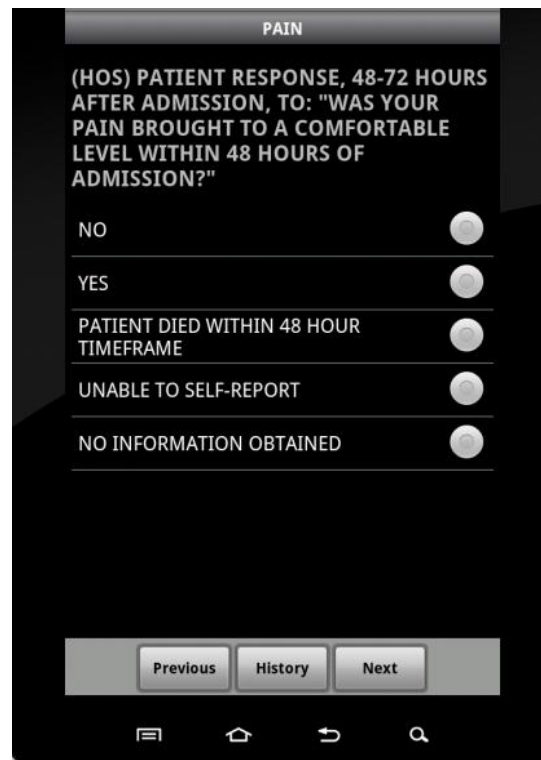
PATIENT UNABLE TO VERBALIZE

DOES NOT UNDERSTAND THE LANGUAGE THE QUESTION IS ASKED IN/
TRANSLATOR IS NOT PRESENT

Previous History Next

Questions for Required Reporting

(HOS) Patient response 48-72 hours after admission, to: “Was your pain brought to a comfortable level within 48 hours of admission?”



The screenshot shows a mobile application interface with a dark background. At the top, the word "PAIN" is displayed in white. Below it, the question text is shown in white: "(HOS) PATIENT RESPONSE, 48-72 HOURS AFTER ADMISSION, TO: 'WAS YOUR PAIN BROUGHT TO A COMFORTABLE LEVEL WITHIN 48 HOURS OF ADMISSION?'". There are five radio button options listed vertically: "NO", "YES", "PATIENT DIED WITHIN 48 HOUR TIMEFRAME", "UNABLE TO SELF-REPORT", and "NO INFORMATION OBTAINED". Each option has a white radio button to its right. At the bottom of the screen, there are three buttons labeled "Previous", "History", and "Next". Below these buttons is a standard Android navigation bar with icons for home, back, and search.

Comfortable Dying FAQs

Q: What is being measured in this study?

A: The share of patients admitted in pain who had their pain brought to a comfortable level within 48 hours of admission to hospice.

Q: Who is eligible for this study?

A: A patient is eligible for this study if he/she meets the following eligibility criteria:

- Patient is able to communicate and understand the language of the person asking the question
- Patient is able to self-report
- Patient is at least 18 years of age or older
- Patient acknowledges being uncomfortable because of pain at the time of admission

Comfortable Dying FAQs



Q: How will I know who needs follow-up?

A: The Service Office will run the “Hospice Required Tracking Report” daily which will notify the nurse who requires follow-up (eligible patients admitted in pain)

Q: What does follow-up entail?

A: For purposes of required reporting, all eligible patients admitted in pain will require follow-up 48-72 hours post admission and be asked: HOS086 “Was your pain brought to a comfortable level within 48 hours of admission?”.

The SNPAINHP code will need to be sent to a device and will include the follow-up HOS question.

The Service Office Director will devise a plan for weekend and on-call hours to be communicated to all staff.

Comfortable Dying FAQs



Q: How long do hospices have to contact patients who were in pain at admission?

A: Hospices have a 48-72hour window within which to contact the patient to ask if pain was brought to a comfortable level within 48 hours of admission to the program (48≤72 hrs)

Some patients might require follow-up earlier than the 48-72 hour period

- a. The 48-hour time period is simply a standardized timeframe for the measure and does not take the place of comprehensive individualized pain management practice
- b. The 48 hours is not to be taken as the timeframe for checking the efficacy of pain interventions initiated on or after the initial assessment

Comfortable Dying FAQs



Q: When does the 48-72 hours window begin?

A: The 48-72hour window for whether the patient’s pain was brought to a comfortable level begins with the nursing assessment (RN00H).

- a. If assessment date and admission date are different, go by assessment date (the RN00H data will pull to the “Hospice Required Tracking Report”)
- b. You have from hour 48 to hour 72 to complete follow-up contact (total of 24 hours)
- c. If the patient has not been contacted within 72 hours of admission/initial assessment, hospice may still attempt to reach the patient and record the results (compromising accuracy)

What to Expect?

- The Hospice Services Office (HOS) will continue to provide regular updates as information becomes available.
- Office Directors, Clinical Managers and Client Services Managers will serve as the primary contacts for field staff for any questions related to required reporting.
- Directors are responsible for reviewing all communications and ensuring that key office staff and field RNs are reading the communications and prepared for this very important change.