

## Chapter 4. Person-Centered Care

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### 4.1. Patient Experience of Care

#### Measure ID

MEPS\_20, 40101011

#### Measure Title

Adults who had a doctor’s office or clinic visit in the last 12 months whose health providers sometimes or never listened carefully, explained things clearly, respected what they had to say, and spent enough time with them

#### Measure Source

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS)

#### Table Description

Geographic Representation: National

Years Available: 2002 to 2015

Population Subgroups: Age, gender, ethnicity, family income, health insurance, perceived health status, language spoken at home, Medicaid/CHIP, race, residence location, CSHCN( children with special health care needs), U.S. born

#### Data Source

National: AHRQ, CFACT, MEPS

#### Denominator

U.S. civilian noninstitutionalized adults age 18 and over who visited a doctor’s office or clinic to get health care in the past 12 months, excluding those with missing or invalid responses to all of the questions that make up this composite measure

#### Numerator

Subset of the Denominator who responded “Sometimes” or “Never” to any of the four questions making up this composite measure

## **Comments**

Estimates are weighted and adjusted for nonresponse based on the number of questions (out of four) with a valid response.

## **Measure ID**

MEPS\_22, 40101031

## **Measure Title**

Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never listened carefully to them

## **Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS)

## **Table Description**

Geographic Representation: National

Years Available: 2002 to 2015

Population Subgroups: Age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born

## **Data Source**

National: AHRQ, CFACT, MEPS

## **Denominator**

U.S. civilian noninstitutionalized adults age 18 and over who visited a doctor's office or clinic to get health care in the past 12 months and had a valid response to the question, "In the last 12 months how often did doctors or other health providers listen carefully to you?"

## **Numerator**

Subset of the Denominator who answered "Sometimes" or "Never" to the above question

## **Comments**

Nonrespondents and respondents indicating "Don't Know" were excluded.

**Measure ID**

MEPS\_24, 40101051

**Measure Title**

Adults who had a doctor’s office or clinic visit in the last 12 months whose health providers sometimes or never explained things in a way they could understand

**Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS)

**Table Description**

Geographic Representation: National

Years Available: 2002 to 2015

Population Subgroups: Age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born

**Data Source**

National: AHRQ, CFACT, MEPS

**Denominator**

U.S. civilian noninstitutionalized adults age 18 and over who visited a doctor’s office or clinic to get health care in the past 12 months and provided a valid response to the question, “In the last 12 months how often did doctors or other health providers explain things in a way you could understand?”

**Numerator**

Subset of the Denominator who answered “Sometimes” or “Never” to the above question

**Comments**

Nonrespondents and respondents indicating “Don’t Know” were excluded.

**Measure ID**

MEPS\_26, 40101071

**Measure Title**

Adults who had a doctor's office or clinic visit in the last 12 months whose health providers sometimes or never showed respect for what they had to say

**Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS)

**Table Description**

Geographic Representation: National

Years Available: 2002 to 2015

Population Subgroups: Age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born.

**Data Source**

National: AHRQ, CFACT, MEPS

**Denominator**

U.S. civilian noninstitutionalized adults age 18 and over who reported going to a doctor's office or clinic in the last 12 months and who provided a valid response to the question, "In the last 12 months how often did doctors or other health providers show respect for what you had to say?"

**Numerator**

Subset of the Denominator who responded "Sometimes" or "Never" to the above question

**Comments**

Nonrespondents and respondents indicating "Don't Know" were excluded.

**Measure ID**

MEPS\_28, 40101091

**Measure Title**

Adults who had a doctor’s office or clinic visit in the last 12 months whose health providers sometimes or never spent enough time with them

**Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS)

**Table Description**

Geographic Representation: National

Years Available: 2002 to 2015

Population Subgroups: Age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born.

**Data Source**

National: AHRQ, CFACT, MEPS

**Denominator**

U.S. civilian noninstitutionalized adults age 18 and over who reported going to a doctor’s office or clinic in the last 12 months and who provided a valid response to the question, “In the last 12 months how often did doctors or other health providers spend enough time with you?”

**Numerator**

Subset of the Denominator who responded “Sometimes” or “Never” to the above question

**Comments**

Nonrespondents and “Don’t Know” responses were excluded.

## **Measure ID**

MEPS\_30, 40101111

## **Measure Title**

Rating of health care 0-6 on a scale from 0 to 10 (best grade) by adults who had a doctor's office or clinic visit in the last 12 months

## **Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS)

## **Table Description**

Geographic Representation: National

Years Available: 2002 to 2015

Population Subgroups: Age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born.

## **Data Source**

National: AHRQ, CFACT, MEPS

## **Denominator**

U.S. civilian noninstitutionalized adults age 18 and over who reported going to a doctor's office or clinic in the last 12 months and who provided a valid response to the question, "We want to know your rating of all your health care in the last 12 months from all doctors and other health providers. Use any number from 0 to 10 where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your health care?"

## **Numerator**

Subset of the Denominator who rated their health care as 0-6 on a scale from 0 to 10

## **Comments**

Nonrespondents and "Don't Know" responses were excluded.

**Measure ID**

MEPS\_32, 40101131

**Measure Title**

Adults with limited English proficiency and usual source of care (USC) and the USC had language assistance

**Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS)

**Table Description**

Geographic Representation: National

Years Available: 2014 - 2015

Population Subgroups: Age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born.

**Data Source**

AHRQ, CFACT, MEPS

**Denominator**

U.S. civilian noninstitutionalized adults age 18 and over with limited English proficiency and a usual source of care

**Numerator**

Subset of the Denominator who received language assistance at their usual source of care

**Comments**

Nonrespondents and “Don’t Know” responses were excluded.

**Measure ID**

MEPS\_33, 40101132

**Measure Title**

Adults with limited English proficiency who had a usual source of care

**Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS)

**Table Description**

Geographic Representation: National

Years Available: 2014 - 2015

Population Subgroups: Age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born.

**Data Source**

National: AHRQ, CFACT, MEPS

**Denominator**

U.S. civilian noninstitutionalized adults age 18 and over

**Numerator**

Subset of the Denominator who had a usual source of care

**Comments**

Nonrespondents and “Don’t Know” responses were excluded.

**Measure ID**

MEPS\_35, 40101151

**Measure Title**

People with a usual source of care whose health providers sometimes or never asked person to help make decisions when there was a choice between treatments

**Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS)

**Table Description**

Geographic Representation: National

Years Available: 2002 - 2015

Population Subgroups: Age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born.

**Data Source**

AHRQ, CFACT, MEPS

**Denominator**

Adult US civilian noninstitutionalized population with a usual source of care

**Numerator**

Subset of the Denominator who indicated that their usual source of care “Sometimes” or “Never” discussed decisions with them

**Comments**

Nonrespondents and “Don’t Know” responses were excluded.

## **Measure ID**

MEPS\_74, 40101161

## **Measure Title**

Adults who had a doctor's office or clinic visit in the last 12 months whose health providers always gave them easy-to-understand instructions about what to do for a specific illness or health condition

## **Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS); Consistent with Healthy People 2020 objective HIT-1.1

## **Table Description**

Geographic Representation: National

Years Available: 2011-2015

Population Subgroups: age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born.

## **Data Source**

AHRQ, CFACT, MEPS

## **Denominator**

U.S. civilian noninstitutionalized population age 18 and over who had a doctor's office or clinic visit in the last 12 months and received instructions about what to do for a specific illness or health condition

## **Numerator**

Subset of the Denominator of how often the instructions were "Always" easy-to-understand. Other possible answers include "Usually," "Sometimes," and "Never."

## **Comments**

Nonrespondents and "Don't Know" responses were excluded. This measure is consistent with Healthy People 2020 objective HIT-1.1. Data for HIT-1.1 are available at <https://www.healthypeople.gov/2020/topics-objectives/topic/health-communication-and-health-information-technology/objectives>.

**Measure ID**

MEPS\_75, 40101171

**Measure Title**

Adults who had a doctor's office or clinic visit in the last 12 months whose health providers always asked them to describe how they will follow the instructions

**Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS); Consistent with Healthy People 2020 objective HIT-1.2.

**Table Description**

Geographic Representation: National

Years Available: 2011-2015

Population Subgroups: age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born.

**Data Source**

AHRQ, CFACT, MEPS

**Denominator**

U.S. civilian noninstitutionalized population age 18 and over who had a doctor's office or clinic visit in the last 12 months and received instructions about what to do for a specific illness or health conditions

**Numerator**

Subset of the Denominator of how often the providers "Always" asked them to describe how they will follow the instructions. Other possible answers include "Usually," "Sometimes," and "Never."

**Comments**

Nonrespondents and "Don't Know" responses were excluded. This measure is consistent with CDC's Healthy People 2020 objective HIT-1.2. Data for HIT-1.2 are available at <https://www.healthypeople.gov/2020/topics-objectives/topic/health-communication-and-health-information-technology/objectives>.

## **Measure ID**

MEPS\_76, 40101181

## **Measure Title**

Adults who had a doctor's office or clinic in the last 12 months whose health providers' office always offered help in filling out forms

## **Measure Source**

Agency for Healthcare Research and Quality (AHRQ), Center for Financing, Access, and Cost Trends (CFACT), Medical Expenditure Panel Survey (MEPS); Consistent with Healthy People objective HIT-1.3.

## **Table Description**

Geographic Representation: National

Years Available: 2011-2015

Population Subgroups: age, gender, race, ethnicity, family income, education, employment status, health insurance, Medicaid/CHIP, residence location, language spoken at home, perceived health status, activity limitations, number of chronic conditions, U.S. born.

## **Data Source**

AHRQ, CFACT, MEPS

## **Denominator**

U.S. civilian noninstitutionalized population age 18 and over who had a doctor's office or clinic visit in the last 12 months and had to fill out forms

## **Numerator**

Subset of the Denominator whose health providers' office "Always" offered help in filling out forms. Other possible answers include "Usually," "Sometimes," and "Never."

## **Comments**

Nonrespondents and "Don't Know" responses were excluded. This measure is consistent with Healthy People 2020 objective HIT-1.3. Data for HIT-1.3 are available at <https://www.healthypeople.gov/2020/topics-objectives/topic/health-communication-and-health-information-technology/objectives>

## **4.2. Hospital Communication**

### **Measure ID**

HCAHPS\_3, 40201031

### **Measure Title**

Adult hospital patients who sometimes or never had good communication about medications they received in the hospital

### **Measure Source**

Centers for Medicare & Medicaid Services (CMS), Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

### **Table Descriptions**

Geographic Representation: National, State

Years Available: 2009-2016

Population Subgroups: Age, ethnicity, race, education, language spoken at home

### **Data Source**

CMS, HCAHPS

### **Denominator**

Adult hospital patients

### **Numerator**

Subset of the Denominator who sometimes or never had good communication about medications they receive in the hospital.

### **4.3. Home Health Communication**

#### **Measure ID**

HHCAHPS\_1, 40301011

#### **Measure Title**

Adults who reported being told what care and services they would get when they first started getting home health care

#### **Measure Source**

Centers for Medicare & Medicaid Services (CMS), Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS).

#### **Table Descriptions**

Geographic Representation: National, State

Years Available: 2012-2016

Population Subgroups: Age, ethnicity/race, education, language spoken at home

#### **Data Source**

CMS, HHCAHPS

#### **Denominator**

Adult home health patients age 18 and over who provided a valid response to the question “When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?”, excluding nonrespondents and respondents indicating “don’t know.”

#### **Numerator**

Subset of the Denominator who responded “yes” to the above question.

**Measure ID**

HHCAHPS\_6, 40301061

**Measure Title**

Adults who reported that home health providers talk about pain in the last 2 months of care

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS).

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2012-2016

Population Subgroups: Age, ethnicity/race, education, language spoken at home

**Data Source**

CMS, HHCAHPS

**Denominator**

Adult home health patients age 18 and over who provided a valid response to the question, “In the last 2 months of care, did you and a home health provider from this agency talk about pain?”, excluding nonrespondents.

**Numerator**

Subset of the Denominator who responded “yes” to the above question.

**Measure ID**

HHCAHPS\_10, 40301101

**Measure Title**

Adults who reported that home health providers always kept them informed about when they would arrive at their home in the last 2 months of care

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS).

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2012-2016

Population Subgroups: Age, ethnicity/race, education, language spoken at home

**Data Source**

CMS, HHCAHPS

**Denominator**

Adult home health patients age 18 and over who provided a valid response to the question, “In the last 2 months of care, how often did home health providers from this agency keep you informed about when they would arrive at your home?”, excluding nonrespondents.

**Numerator**

Subset of the Denominator who responded “always” to the above question.

**Measure ID**

HHCAHPS\_11, 40301111

**Measure Title**

Adults who reported that home health providers always treated them as gently as possible in the last 2 months of care

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS).

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2012-2016

Population Subgroups: Age, ethnicity/race, education, language spoken at home

**Data Source**

CMS, HHCAHPS

**Denominator**

Adult home health patients age 18 and over who provided a valid response to the question, “In the last 2 months of care, how often did home health providers from this agency treat you as gently as possible?”, excluding nonrespondents.

**Numerator**

Subset of the Denominator who responded “always” to the above question.

**Measure ID**

HHCAHPS\_12, 40301121

**Measure Title**

Adults who reported that home health providers always explained things in a way that was easy to understand in the last 2 months of care

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS).

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2012-2016

Population Subgroups: Age, ethnicity/race, education, language spoken at home

**Data Source**

CMS, HHCAHPS

**Denominator**

Adult home health patients age 18 and over who provided a valid response to the question, “In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand?”, excluding nonrespondents.

**Numerator**

Subset of the Denominator who responded “always” to the above question.

**Measure ID**

HHCAHPS\_13, 40301131

**Measure Title**

Adults who reported that home health providers always listen carefully to them, in the last 2 months of care

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS).

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2012-2016

Population Subgroups: Age, ethnicity/race, education, language spoken at home

**Data Source**

CMS, HHCAHPS

**Denominator**

Adult home health patients age 18 and over who provided a valid response to the question, “In the last 2 months of care, how often did home health providers from this agency listen carefully to you?”, excluding nonrespondents.

**Numerator**

Subset of the Denominator who responded “always” to the above question.

**Measure ID**

HHCAHPS\_14, 40301141

**Measure Title**

Adults who reported that home health providers always treated them with courtesy and respect, in the last 2 months of care

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS).

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2012-2016

Population Subgroups: Age, ethnicity/race, education, language spoken at home

**Data Source**

CMS, HHCAHPS

**Denominator**

Adult home health patients age 18 and over who provided a valid response to the question, “In the last 2 months of care, how often did home health providers from this agency treat you with courtesy and respect?”, excluding nonrespondents.

**Numerator**

Subset of the Denominator who responded “always” to the above question.

**Measure ID**

HHCAHPS\_15, 40301151

**Measure Title**

Adults who reported getting the help or advice they needed when they contacted their home health provider, in the last 2 months of care

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS).

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2012-2016

Population Subgroups: Age, ethnicity/race, education, language spoken at home

**Data Source**

CMS, HHCAHPS

**Denominator**

Adult home health patients age 18 and over who provided a valid response to the question, “In the last 2 months of care, when you contacted this agency’s office did you get the help or advice you needed?”, excluding nonrespondents and respondents indicating “did not contact this agency.”

**Numerator**

Subset of the Denominator who responded “yes” to the above question.

**Measure ID**

HHCAHPS\_17, 40301161

**Measure Title**

Adults who reported having no problems with the care they received from their home health provider, in the last 2 months of care

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS).

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2012-2016

Population Subgroups: Age, ethnicity/race, education, language spoken at home

**Data Source**

CMS, HHCAHPS

**Denominator**

Adult home health patients age 18 and over who provided a valid response to the question, “In the last 2 months of care, did you have any problems with the care you got through this agency?”, excluding nonrespondents.

**Numerator**

Subset of the Denominator who responded “No” to the above question.

## 4.4. Hospice Care

### Measure ID

40401011

### Measure Title

Hospice patients whose hospice care team always communicated well with their family caregivers about taking care them

### Measure Source

Centers for Medicare & Medicaid Services (CMS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey.

### Table Descriptions

Geographic Representation: National, State

Years Available: 2015-2016

Population Subgroups: Age, gender, ethnicity, race, and education

### Data Source

CMS, CAHPS Hospice Survey

### Denominator

Adult hospice patients

### Numerator

Adult hospice patients or their family caregivers answer “Always” to the six questions below:

- How often did the hospice team listen carefully to you when you talked with them about problems with your family member’s hospice care?
- While your family member was in hospice care, how often did the hospice team listen carefully to you?
- While your family member was in hospice care, how often did the hospice team explain things in a way that was easy to understand?
- While your family member was in hospice care, how often did the hospice team keep you informed about when they would arrive to care for your family member?
- While your family member was in hospice care, how often did the hospice team keep you informed about your family member’s condition?
- While your family member was in hospice care, how often did anyone from the hospice team give you confusing or contradictory information about your family member’s condition or care?

## Comments

This is a composite measure. The percent estimates are top-box scored and adjusted for mode of survey administration and case mix. More information about the methods for scoring and adjustment is available <http://www.hospicecahpsurvey.org/en/scoring-and-analysis>.

The possible responses include “Always,” “Usually,” “Sometimes” and “Never.”

## Measure ID

40401021

## Measure Title

Hospice patients and family caregivers who always got help as soon as they need from hospice care team

## Measure Source

Centers for Medicare & Medicaid Services (CMS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey.

## Table Descriptions

Geographic Representation: National, State

Years Available: 2015-2016

Population Subgroups: Age, gender, ethnicity, race, and education

## Data Source

CMS, CAHPS Hospice Survey

## Denominator

Adult hospice patients

## Numerator

Adult hospice patients or their family caregivers answer “Always” to the two questions below:

- While your family member was in hospice care, when you or your family member asked for help from the hospice team, how often did you get help as soon as you needed it?
- How often did you get the help you needed from the hospice team during evenings, weekends, or holidays?

**Comments**

This is a composite measure. The percent estimates are top-box scored and adjusted for mode of survey administration and case mix. More information about the methods for scoring and adjustment is available <http://www.hospicecahpsurvey.org/en/scoring-and-analysis>.

The possible responses include “Never,” “Sometimes,” “Usually,” and “Always.”

**Measure ID**

40401031

**Measure Title**

Hospice patients whose hospice care team always treated them with dignity and respect, and really cared about them

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey.

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2015-2016

Population Subgroups: Age, gender, ethnicity, race, and education

**Data Source**

CMS, CAHPS Hospice Survey

**Denominator**

Adult hospice patients

**Numerator**

Adult hospice patients or their family caregivers answer “Always” to the two questions below:

- While your family member was in hospice care, how often did the hospice team treat your family member with dignity and respect?
- While your family member was in hospice care, how often did you feel that the hospice team really cared about your family member?

## Comments

This is a composite measure. The percent estimates are top-box scored and adjusted for mode of survey administration and case mix. More information about the methods for scoring and adjustment is available <http://www.hospicecahpsurvey.org/en/scoring-and-analysis>.

The possible responses include “Never,” “Sometimes,” “Usually,” and “Always.”

## Measure ID

40401041

## Measure Title

Hospice patients who always received enough helps for pain, sadness, breathing, or constipations from hospice care team

## Measure Source

Centers for Medicare & Medicaid Services (CMS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey.

## Table Descriptions

Geographic Representation: National, State

Years Available: 2015-2016

Population Subgroups: Age, gender, ethnicity, race, and education

## Data Source

CMS, CAHPS Hospice Survey

## Denominator

Adult hospice patients

## Numerator

Adult hospice patients or their family caregivers answer “Always” to the first three questions and/or “Yes” to the last question below:

- How often did your family member receive the help he or she needed from the hospice team for feelings of anxiety or sadness?
- How often did your family member get the help he or she needed for trouble with constipation?
- How often did your family member get the help he or she needed for trouble breathing?
- Did your family member get as much help with pain as he or she needed?

**Comments**

This is a composite measure. The percent estimates are top-box scored and adjusted for mode of survey administration and case mix. More information about the methods for scoring and adjustment is available <http://www.hospicecahpsurvey.org/en/scoring-and-analysis>.

The possible responses include “Never,” “Sometimes,” “Usually,” and “Always.”

**Measure ID**

40401051

**Measure Title**

Family members who definitely received trainings about taking care their family member from hospice care team

**Measure Source**

Centers for Medicare & Medicaid Services (CMS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey.

**Table Descriptions**

Geographic Representation: National, State

Years Available: 2015-2016

Population Subgroups: Age, gender, ethnicity, race, and education

**Data Source**

CMS, CAHPS Hospice Survey

**Denominator**

Adult hospice patients

**Numerator**

Adult hospice patients or their family caregivers answer “Yes” to the five questions below:

- Did the hospice team give you the training you needed about how to help your family member if he or she had trouble breathing?
- Did the hospice team give you enough training about what side effects to watch for from pain medicine?
- Did the hospice team give you the training you needed about what to do if your family member became restless or agitated?

- Did the hospice team give you the training you needed about if and when to give more pain medicine to your family member?
- Side effects of pain medicine include things like sleepiness. Did any member of the hospice team discuss side effects of pain medicine with you or your family member?

### **Comments**

This is a composite measure. The percent estimates are top-box scored and adjusted for mode of survey administration and case mix. More information about the methods for scoring and adjustment is available <http://www.hospicecahpsurvey.org/en/scoring-and-analysis>.

### **Measure ID**

40401061

### **Measure Title**

Family caregivers who received right amount of emotional and spiritual supports from hospice care team

### **Measure Source**

Centers for Medicare & Medicaid Services (CMS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey.

### **Table Descriptions**

Geographic Representation: National, State

Years Available: 2015-2016

Population Subgroups: Age, gender, ethnicity, race, and education

### **Data Source**

CMS, CAHPS Hospice Survey

### **Denominator**

Adult hospice patients

### **Numerator**

Adult hospice patients or their family caregivers answer “Right amount” to the three questions below:

- In the weeks after your family member died, how much emotional support did you get from the hospice team?

- While your family member was in hospice care, how much emotional support did you get from the hospice team?
- Support for religious or spiritual beliefs includes talking, praying, quiet time, or other ways of meeting your religious or spiritual needs. While your family member was in hospice care, how much support for your religious and spiritual beliefs did you get from the hospice team?

### Comments

This is a composite measure. The percent estimates are top-box scored and adjusted for mode of survey administration and case mix. More information about the methods for scoring and adjustment is available <http://www.hospicecahpsurvey.org/en/scoring-and-analysis>.

The possible responses include “Too little,” “Right amount,” and “Too much.”

### Measure ID

40401071

### Measure Source

Family caregivers who rated the hospice care for their family member best (9-10) on a scale of 0-10 (where 0 is the worst and 10 is the best)

### Table Descriptions

Geographic Representation: National, State

Years Available: 2015-2016

Population Subgroups: Age, gender, ethnicity, race, and education

### Data Source

Centers for Medicare & Medicaid Services (CMS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey.

### Denominator

Adult hospice patients with valid answer for the question of “What number would you use to rate your family member’s hospice care?” The possible responses includes numbers from 0 to 10 where 0 is the worst hospice care possible and 10 is the best hospice care possible.

### Numerator

Family caregivers who rated the hospice care for their family member best (9-10) on a scale of 0-10.

## Comments

The percent estimates are top-box scored and adjusted for mode of survey administration and case mix. More information about the methods for scoring and adjustment is available <http://www.hospicecahpsurvey.org/en/scoring-and-analysis>.

## Measure ID

40401081

## Measure Title

Family caregivers who would definitely recommend this hospice to their friends and family

## Measure Source

Centers for Medicare & Medicaid Services (CMS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey.

## Table Descriptions

Geographic Representation: National, State

Years Available: 2015-2016

Population Subgroups: Age, gender, ethnicity, race, and education

## Data Source

CMS, CAHPS Hospice Survey

## Denominator

Adult hospice patients

## Numerator

Adult hospice patients or their family caregivers answer “Definitely yes” to the question below:

- Would you recommend this hospice to your friends and family?

## Comments

The percent estimates are top-box scored and adjusted for mode of survey administration and case mix. More information about the methods for scoring and adjustment is available <http://www.hospicecahpsurvey.org/en/scoring-and-analysis>.

The possible responses include “Definitely no,” “Probably no,” “Probably yes,” and “Definitely yes.”