CMS — CENTERS FOR MEDICARE & MEDICAID SERVICES

Hospice Quality Reporting Program: Special Open Door Forum

Update on Assessment Tool and Measure Development

Presenters: Cindy Massuda, Zinnia Harrison, Jennifer Riggs, Marian Essey

September 12, 2019

2-3pm EST

September SODF Agenda

- Background and process for assessment tool development

  Presenter: Zinnia Harrison

- Updates on Hospice Outcomes & Patient Evaluation (HOPE) development

  Presenter: Dr. Jennifer Riggs

- Quality measure update

  Presenter: Marian Essey

- Next steps

Housekeeping

- This webinar is being recorded

- Please click on the settings button near the top of your screen to enable closed captioning

- If you have a question at any point during the presentation, please enter it in the chat panel

Acronyms in Presentation

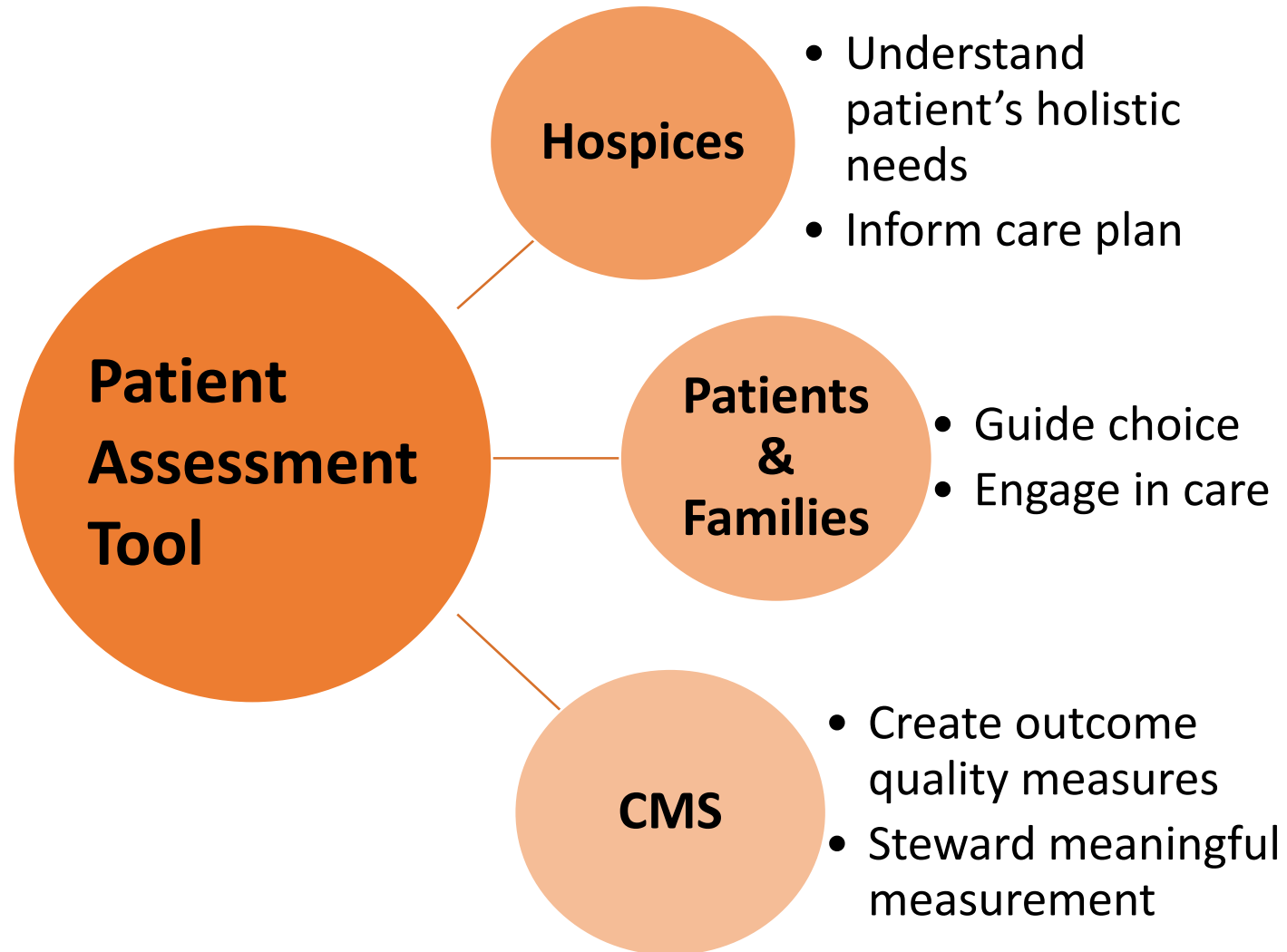|				
CAHPS	Hospice Consumer Assessment of Healthcare Providers and Systems CAHPS® Survey		**HOPE**	Hospice Outcomes & Patient Evaluation
CMS	Centers for Medicare & Medicaid Services		**HQRP**	Hospice Quality Reporting Program
COP	Conditions of Participation		**IPOS**	Integrated Palliative Outcome Scale
EHR	Electronic Health Record		**QM**	Quality Measure
HIS	Hospice Item Set		**SODF**	Special Open Door Forum

September SODF Agenda

- Background and process for assessment tool development

- Updates on Hospice Outcomes & Patient Evaluation (HOPE) development

- Quality measure update

- Next steps

Background: Hospice Quality Reporting Program (HQRP)

- HQRP established by the Patient Protection and Affordable Care Act

- HQRP promotes delivery of patient-centered, high-quality, and safe care

- HQRP= HIS + CAHPS

  - CMS is developing a new patient assessment tool to replace the Hospice Item Set (HIS)

  - New patient assessment tool will *not* impact Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey

- Since 2014, CMS requires submission of HIS, which:

  - Includes item sets for admission and discharge

  - Provides basic information about patient and hospice stay

  - Provides basic information about the patient and his or her hospice stay, and is not a patient assessment tool that can support outcome quality measures

Background: Why Develop a Patient Assessment Tool?

Patient Assessment Tool

Hospices
- Understand patient's holistic needs
- Inform care plan

Patients & Families
- Guide choice
- Engage in care

CMS
- Create outcome quality measures
- Steward meaningful measurement

September SODF Agenda

- Background and process for assessment tool development
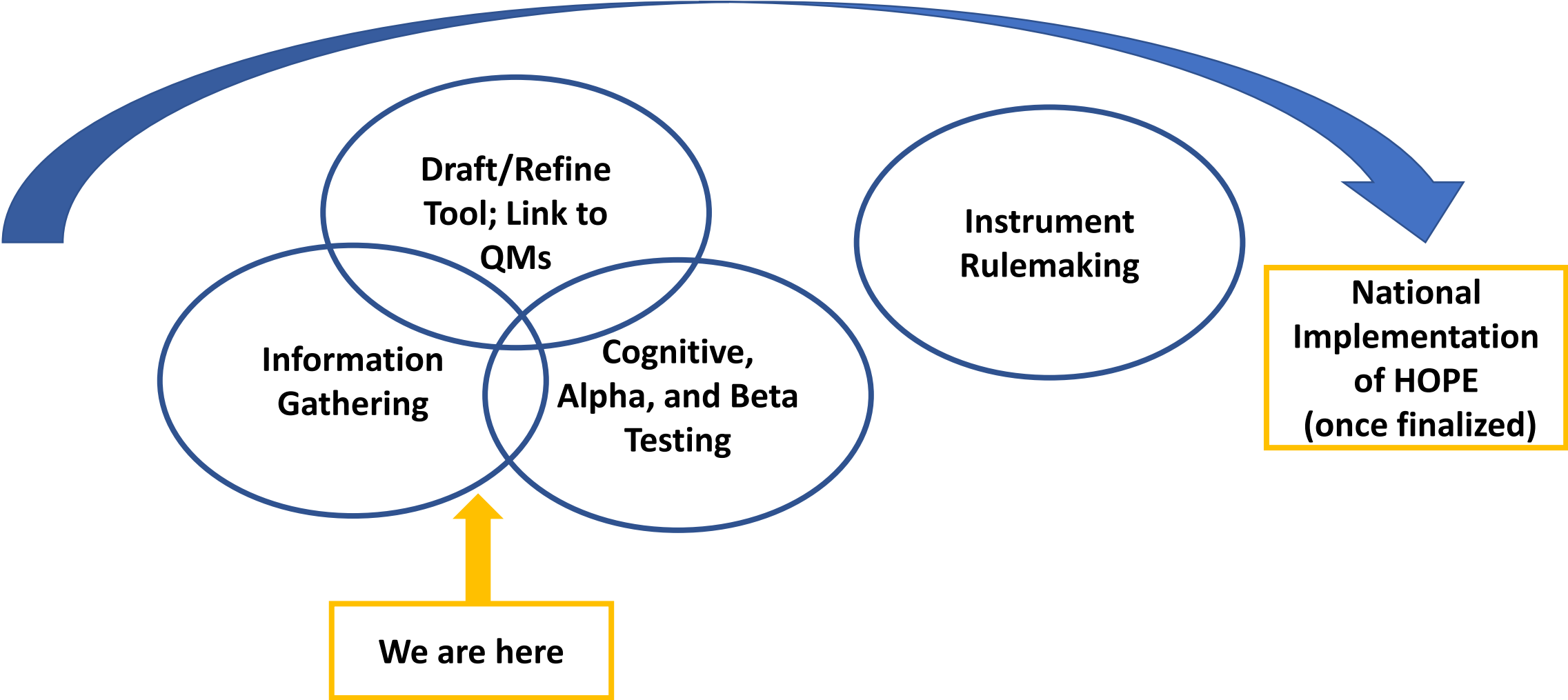
- Updates on HOPE development

- Quality measure update

- Next steps

Background: Objectives for the Hospice Outcomes & Patient Evaluation (HOPE)

- FY 2020 Hospice Final Rule named tool under development as the HOPE

  - Proposed rule solicited ideas for names

  - Other ideas from comments included: Hospice Comprehensive Assessment Tool; Hospice Care Assessment Tool; Hospice Assessment Tool (HAT); and Evaluation and Assessment Reporting Tool for Hospice (EARTH)

- Objectives for HOPE

  - Collect additional quality data necessary to fulfill HQRP requirements
  - Provide additional clinical data that could inform future payment refinements

Process: HOPE development process

Information Gathering

Draft/Refine Tool; Link to QMs

Cognitive, Alpha, and Beta Testing

Instrument Rulemaking

National Implementation of HOPE (once finalized)

We are here

Process: Information gathering activities for stakeholder perspectives/ideas

March-May Activities
Reported in June SODF

- Listening sessions with national associations
- Literature review
- Expert interviews

June-September Activities
Covered in September SODF

- Interviews with caregivers
- Engagement with EHR vendors
- Focus groups with hospice staff

Updates: Caregiver perspective of hospice data collection

- Interview Goals:
  - Discuss what caregivers value in hospice care
  - What the caregiver thinks should be addressed
  - Identify what information may not be necessary or potentially burdensome to collect
- Highlights
  - This initial caregiver engagement provided the caregiver perspective on hospice and candidate items under consideration for the HOPE/quality measures
  - The Patient-Centered Outcomes Research Institute's Ambassador program assisted us in connecting to caregivers with diverse hospice experience
  - Caregivers interviewed represented diverse geographic, clinical, spiritual, cultural, and caregiver-to-patient relationships

Updates: Engagement with EHR vendors

Goal

Hold listening session specific to EHR vendors to understand what standardized and non-standardized assessments are used by their clients.

- Short term: Establish engagement opportunities to provide updates and information, which is expected to prepare EHR vendors to support the implementation of the HOPE.

- Long term: Identify opportunities and challenges from EHR vendors to support the implementation of the HOPE.

Updates: Focus groups

- Several focus groups are being conducted in August/September 2019

- Include a nationally-balanced representation of diverse hospice staff with knowledge and experience of the HQRP or completing patient assessments

- Discussions will focus on four primary themes:

  1. Obtain input on specific assessment items in regard to approach, definitions, and terminology

  2. Identify key assessment concepts that promote and capture quality hospice care and prioritize

  3. Obtain feedback on proposed assessment types and corresponding timing with hospice workflows

  4. Review and validate a series of symptom assessment items for actively/imminently dying patients

Updates: Literature review on approaches to assessing and measure symptom severity

- **What we did**:
  - Investigated response scales for measuring severity of patients' pain symptoms
  - Identified candidate response scales such as Integrated Palliative Outcome Scale (IPOS) to adapt for inclusion in HOPE
  - IPOS focuses on how symptoms impact functions critical to quality of life, instead of simply using ratings like "moderate" or "severe"
- **Why**: common approaches rely on patients to report their symptoms – not always feasible in hospice
- **Next steps**: Complete draft adaptations to IPOS in preparation for testing

Proposed adapted version of IPOS

For each of the symptoms, please use the following descriptions of mild, moderate, severe, overwhelming or horrible to rate the severity of that symptom in the last day:

- **None:** patient does not have the symptom

- **Mild**: symptom has little impact on any of the following: sleep, day to day activities, and/or ability to interact with other persons

- **Moderate:** symptom impacts on any of the following: sleep, day to day activities, and/or ability to interact with others for some of time (Half of the time awake?)

- **Severe**: symptom significantly impacts on any of the following: sleep, day to day activities, and/or ability to interact with others for majority of time (More than half of time awake?)

- **Overwhelming** - symptom is at a level such that the patient is unable to think of anything else and/or do any other activities

- **Cannot assess** - patient is comatose or unconsciousness

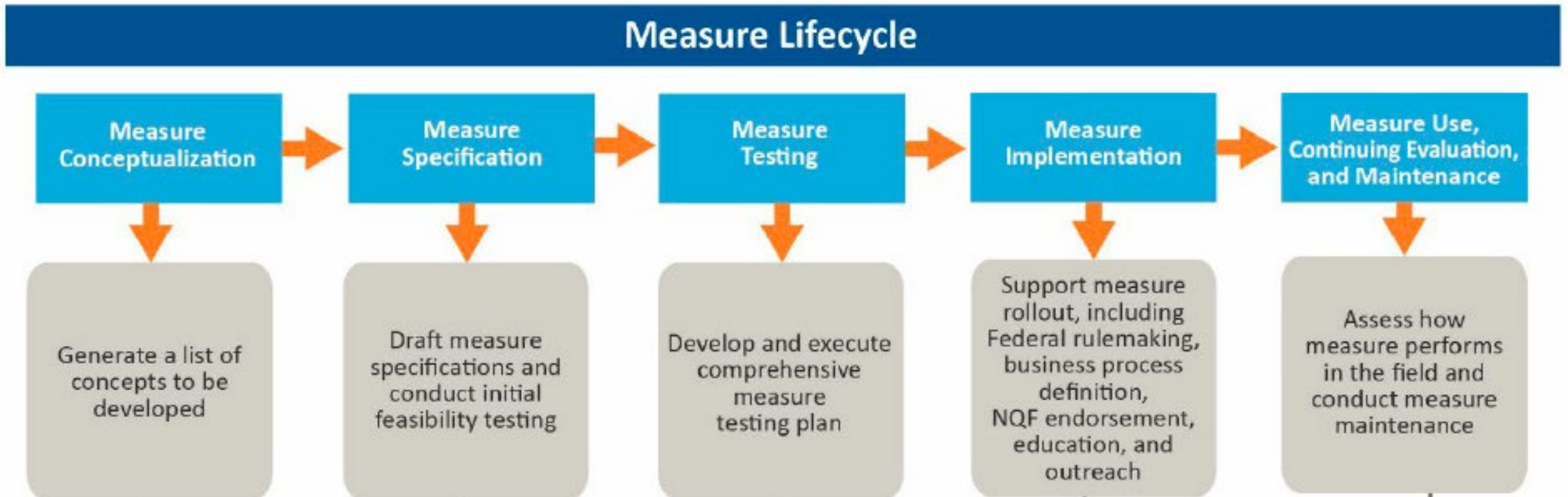# Q&A: HOPE Development for the HQRP

September SODF Agenda

- Background and process for assessment tool development

- Updates on HOPE development

- Quality measure update

- Next steps

Quality Measures: Background

- *Quality Measure (QM)*: numeric calculation of healthcare quality data to promote healthcare organization accountability
  - *Process QMs* indicate actions taken to maintain or improve the health care quality that is experienced by patients, e.g. screening for pain
  - *Outcome QMs* assess the results of healthcare that are experienced by patients, e.g. reducing the severity of the pain
- Fully-specified QMs include: numerator, denominator, exclusions; for QMs calculated as percentages
  - *Denominators & exclusions* indicate the people eligible to be counted under the measure
  - *Numerators* indicate the number actually meeting the criteria

CMS's Timeline for Measure Lifecycle

Measure Lifecycle

Measure Conceptualization → **Measure Specification** → **Measure Testing** → **Measure Implementation** → **Measure Use, Continuing Evaluation, and Maintenance**

Measure Conceptualization	Measure Specification	Measure Testing	Measure Implementation	Measure Use, Continuing Evaluation, and Maintenance
Generate a list of concepts to be developed	Draft measure specifications and conduct initial feasibility testing	Develop and execute comprehensive measure testing plan	Support measure rollout, including Federal rulemaking, business process definition, NQF endorsement, education, and outreach	Assess how measure performs in the field and conduct measure maintenance

Source: Blueprint for the CMS Measures Management System 14.1

20

Quality Measures for the HQRP

- Current measures reported in the HQRP are derived from the HIS and CAHPS

- Linking HOPE and future quality measures
  - One primary purpose of the HOPE is to collect data for quality measures, including outcome measures
  - Ongoing efforts to align concepts with HOPE development

- Develop claims-based measures
  - Complementary to current measures based on HIS and future measures based on the HOPE
  - Taking comments from FY2020 rulemaking under consideration in refining existing claims-based measures and advancing new concepts

Q&A: QM Development for the HQRP

- What quality concepts do you think we should try to measure?

September SODF Agenda

- Background and process for assessment tool development

- Updates on HOPE development

- Quality measure update

- Next steps

Next steps

- Organize a Technical Expert Panel on HOPE and related QM concepts

  - Interested in participating? Please visit: https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/MMS/Technical-Expert-Panels.html

  - Applicants/nominees must submit materials by September 30, 2019

- Refine future QM concepts that are linked to the HOPE items

- Prepare HOPE for testing

- Continue developing claims-based quality measures to complement current and future quality measures

Resources

- HQRP's page on the HOPE
  - https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/HOPE.html
  - Downloads section includes this SODF presentation and past SODF presentations
- FY2020 Final Rule
  - https://www.cms.gov/Center/Provider-Type/Hospice-Center.html
- Blueprint for the CMS Measures Management System 14.1
  - https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/MMS/MMS-Blueprint.html
- HQRP Quality Measures
  - Current Measures: https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Current-Measures.html

Your Feedback is Always Welcomed

Contact Us Anytime:

HospiceAssessment@cms.hhs.gov

We appreciate hearing from you

This mailbox is actively monitored