

Hospice Quality Reporting Program Forum



Hospice Outcomes & Patient Evaluation (HOPE) Update
Spring 2021



Welcome and Introductions

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HOPE Agenda

- Welcome and Introductions
- Background and Objectives
- Development and Testing Update
- Discussion

Acronyms

- **CMS:** Centers for Medicare & Medicaid Services
- **HIS:** Hospice Item Set
- **HOPE:** Hospice Outcomes & Patient Evaluation
- **HQRP:** Hospice Quality Reporting Program
- **MAP:** Measure Application Partnership
- **MUC:** Measures Under Consideration
- **PAC:** Post Acute Care
- **QM:** Quality Measure
- **TEP:** Technical Expert Panel

Background and Objectives

HOPE Background

- CMS has contracted with Abt Associates, Inc. to develop and test a new, standardized hospice patient assessment.
- This new assessment is known as **HOPE** (Hospice Outcomes & Patient Evaluation).

HOPE

Hospice

Outcomes &

Patient

Evaluation

What is HOPE?

- HOPE is a multidisciplinary real-time **patient assessment** instrument.
- HOPE is currently **being tested**.
- HOPE is an **assessment** that captures **patient and family care needs** in real-time and throughout the hospice stay, not just at admission and discharge.
- HOPE is not a new version of the Hospice Item Set (HIS).

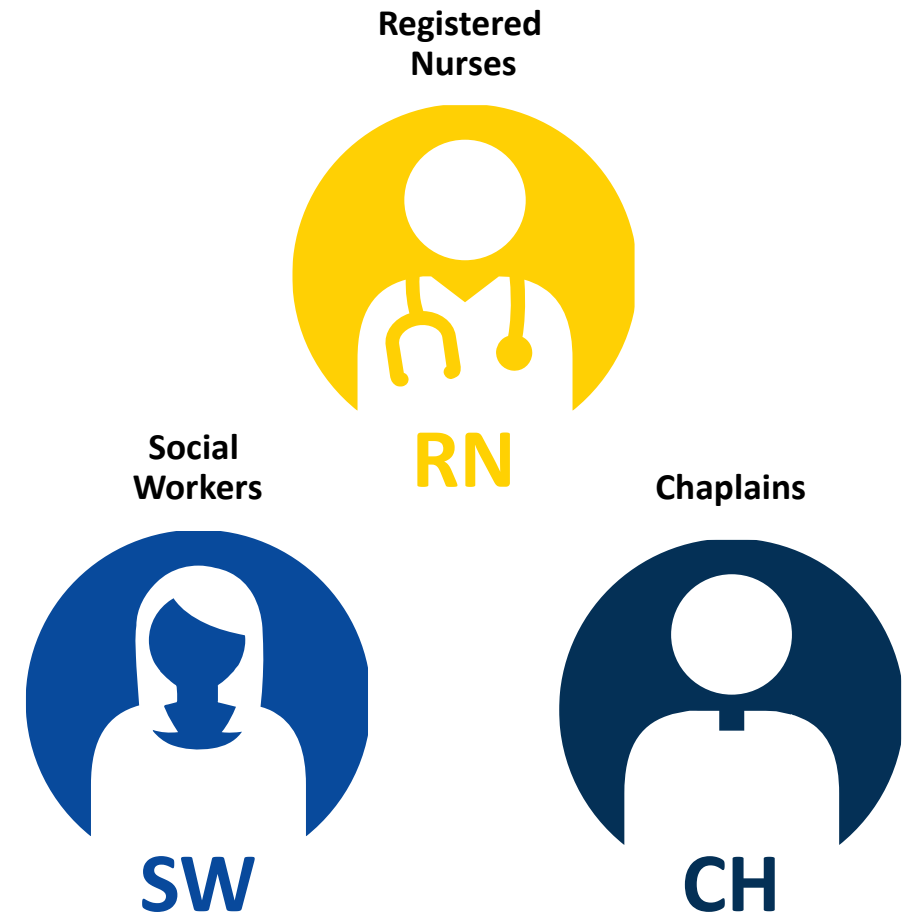


HOPE

HOPE Assessment

The **HOPE** assessment is:

- A **multidisciplinary assessment**
- Being field tested by hospices that volunteered to participate. The hospice staff testing HOPE includes:
 - Registered Nurses
 - Social Workers
 - Chaplains



HOPE and HIS

The HOPE assessment will:

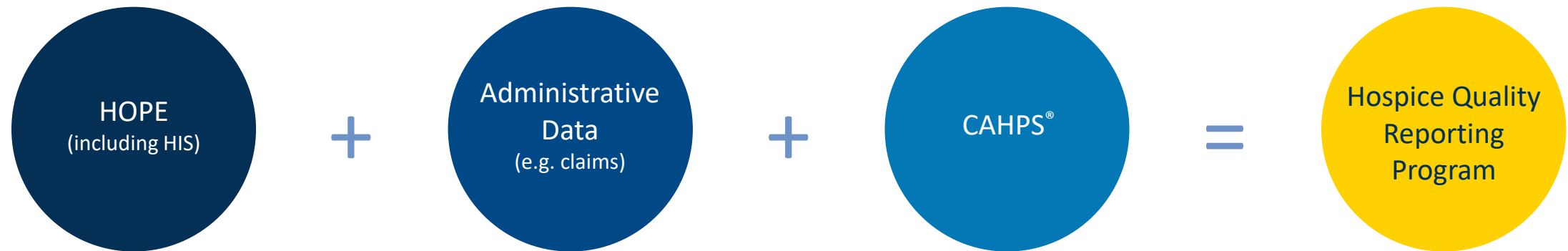
- **Incorporate HIS items**
- **Include the HIS data** in the HOPE assessment when it is implemented through future rulemaking



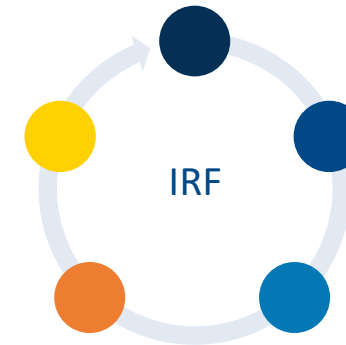
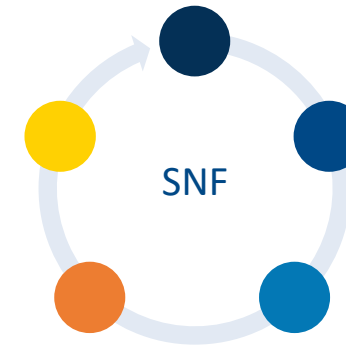
Future of HQRP

HOPE will support future QM development and alignment with other Post Acute Care (PAC) settings by using:

- Standardized assessment items
- Data collected to develop process and outcome quality measures



Why is CMS Implementing HOPE?



CMS Meaningful Measures



Development and Testing Update

Jennifer Riggs PhD, RN

Senior Associate, Abt Associates, Inc.

CMS's Development Process for HOPE



HOPE Testing Overview



Cognitive & Pilot Test

- **Cognitive** interviews September - November 2019 informed refinements to draft HOPE assessment questions and guidance
- **Pilot** test January - March 2020 in 4 volunteer hospices evaluated testing procedures, draft assessment and training



Thank You to the Volunteer Hospices that Field Tested the Draft HOPE Assessment!

- Agape Care-South Carolina
- Bridge Home Health and Hospice
- Carris Health Rice Hospice
- Chaplaincy Health Care
- Charter Hospice of the Desert
- Chautauqua Hospice and Palliative Care
- Circle of Life Hospice
- Elara Caring
- Elite Hospice (LHC Group)
- Embracing HospiceCare
- Encompass Health
- Homeland Hospice
- Hudson Valley Hospice
- Interim Healthcare Hospice
- Mercy Hospice
- Sharp HospiceCare
- Tabitha Hospice
- Valley Hospice
- Visiting Nurse Service of New York Hospice

HOPE Beta Test

Medicare-certified hospices field test the final draft of the HOPE assessment

Objectives

- Evaluate reliability of assessment items
- Estimate time to complete the assessment

Anticipated timeline



Recruitment for HOPE Beta Test

May 14 – June 14, 2021

- Check the CMS HQRP Provider and Stakeholder webpage for the full details and recruitment announcement
- CMS with its contractor Abt Associates are seeking Medicare-certified hospices – participation is voluntary!
- **Approximately 30 hospices in total, from 4 regions** (Northeast, Midwest, South, West) that have not participated in prior HOPE testing or Technical Expert Panel(s)

What Does Testing Involve?

- Registered nurses, social workers and chaplains/spiritual care counselors at each hospice will **conduct joint visits** to complete the HOPE assessment with patients & their families that consent to participate
- Each hospice team will complete **2-3 joint visits** (two clinicians visit the patient at the same time) **per week** during data collection
- The Abt research team will provide training and materials to participating hospice teams, as well as ongoing support

Why Should We Volunteer to Participate?

- Contribute directly to the development of the HOPE assessment, providing input to CMS that will help shape the final version
- Support efforts to transform the hospice care system to achieve CMS's vision of promoting effective, efficient, high-quality care for hospice beneficiaries

How Do I Participate in Beta Testing?

- If your hospice is interested in participating, please email HospiceAssessment@cms.hhs.gov with a completed application form. We can only consider hospices that complete the application by the deadline.
- **Application forms will be available with the forthcoming recruitment announcement posted at:**
[The Provider and Stakeholder Engagement webpage](#)
- Selection occurs by email invitation from the Abt team, beginning June 2021

When Will Hospices Begin Using the HOPE Assessment?

- HOPE is planned for **implementation** by all Medicare-certified hospices after testing and analyses are completed.
- The **date of HOPE implementation** will be proposed in future rulemaking.



HOPE
Information
Gathering



HOPE
Testing



HOPE
Rulemaking



HOPE
Implementation



HOPE
Quality
Measures

Resources

- For information about HOPE: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/HOPE>
- For recent news and updates, refer to the Spotlight and Announcement page: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Spotlight>
- For opportunities related to HOPE, new quality measures for the Hospice Quality Reporting Program (HQRP) visit the Provider and Stakeholder Engagement webpage: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Hospice-QRP-Provider-Engagement-Opportunities>

Resources (continued)

- For announcements and the opportunity for live dialogue between CMS and the provider community at large, sign up for the Open Door Forum (ODF) listserv:
https://www.cms.gov/Outreach-and-Education/Outreach/OpenDoorForums/ODF_HHHDME
- For the latest Hospice quality reporting information, subscribe to the PAC QRP listserv:
https://public.govdelivery.com/accounts/USCMS/subscriber/new?topic_id=USCMS_12265
- For HQRP Quarterly Updates: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/HQRP-Requirements-and-Best-Practices>

Quality Measure Resources

- CMS Blueprint: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/MMS/Downloads/Blueprint.pdf>
- 2020 HQRP TEP Summary Report: <https://www.cms.gov/files/document/2020-hgrp-tep-summary-report.pdf>
- Information Gathering Report – Hospice Quality Reporting Program – Option Year 1: <https://www.cms.gov/files/document/12042020-information-gathering-oy1508.pdf>
- For questions about HOPE: HospiceAssessment@cms.hhs.gov

Discussion Questions

Discussion Questions

- You can ask questions in various ways, including:
 - **Phone** – Enter your audio pin and use the hand-raising icon to enable us to unmute your line.
 - **Computer Mic and Speakers** – Enable your microphone and use the hand-raising icon to enable us to unmute your line.
 - **Chat** – Type your question into the “Questions” box.
- CMS will answer questions as time permits.