



# **Hospice Quality Reporting Program Quality Measure Specifications User's Manual**

## ***Draft HOPE-Based Timely Reassessment Process Measures***

## Process Measures Calculated from the Hospice Outcome & Patient Evaluation (HOPE): Timely Follow-up for Pain Impact (#01795-02-C-HQR) and Timely Follow-up for Non-Pain Symptom Impact (#01796-01-C-HQR)

### Section 1: Measure Description

The purpose of this chapter is to describe *Timely Follow-up for Pain Impact* (#01795-02-C-HQR) and *Timely Follow-up for Non-Pain Symptom Impact* (#01796-01-C-HQR). These quality measures are calculated from data collected through the Hospice Outcomes & Patient Evaluation (HOPE) and submitted to CMS under the Hospice Quality Reporting Program (HQRP). Both measures capture the percent of hospice patient assessments that have a symptom follow-up visit within two (2) days when the symptom impact was initially assessed as moderate or severe, as follows:

- *Timely Follow-up for Pain Impact* measure captures the percent of hospice patient assessments that have a symptom follow-up visit within two (2) days after pain impact was initially assessed as moderate or severe; and
- *Timely Follow-up for Non-Pain Symptom Impact* measure captures the percent of assessments that have a symptom follow-up visit within two (2) days after non-pain symptom impact was initially assessed as moderate or severe.

Data for these measures are collected by hospice clinicians using HOPE. Symptom impact assessments are administered at fixed timepoints during a hospice election: at admission (ADM) and the two HOPE Update Visits (HUVs). The Symptom Impact item (J2051) may trigger the need for the Symptom Follow-up Visit (SFV). When the patient's pain or non-pain symptom impact is assessed as moderate or severe, a HOPE SFV is expected within two (2) calendar days. For these measures, the measurement time window is defined as the date of the symptom impact screening (J2050B) where the impact is assessed as moderate or severe to two (2) calendar days thereafter. Depending upon responses to the Symptom Impact item (J2051) at ADM and the two HUVs (each at specified timeframes), up to three SFVs may be required over the course of the hospice stay. If during an SFV, there is evidence of ongoing moderate or severe symptom impact, no additional HOPE SFV is required. Although multiple SFVs are not required for the purpose of the HQRP, it is expected that the hospice staff will continue to follow up with the patient, based on their clinical and symptom management needs.

**Section 2** below describes the method in which eligible records are selected. **Section 3** describes the steps for calculating the measure. **Section 4** and **Section 5** discuss considerations for public reporting, the minimum quality denominator threshold count for a hospice to have publicly reported data, and methods for calculating state and national measure scores, respectively.

## Section 2: Data Sources

The eligible records for both hospice process measures are selected as follows (note that bold italic text indicates terms defined in **Appendix 1: Definitions**):

1. Determine the two-year/eight-quarter ***reporting period***.
2. Identify ADM records (A0250. = 01) and HUV records (A0250. = 02 or 03).
3. Select ADM and HUV records to be included in the ***hospice process measure sample*** if the record has an assessment completion date (Z0350.) within the ***reporting period***. A patient can have multiple records included in the sample (up to three records per hospice admission).
4. Apply the measure specifications (see Section 3 below) to the selected ADM and HUV records. Round all measure scores using the rounding rule.

### Section 3: Measure Calculation

Steps to calculate each measure and data elements used in each step are as follows. Note that in the notation, numbers in brackets index a data element located on the ADM or HUV record (initial assessments) [1] or on the SFV record [2].

Step	Calculation of <i>Timely Follow-up for Pain Impact</i>	Calculation of <i>Timely Follow-up for Non-Pain Symptom Impact</i>
Step 1: Calculate the denominator	<p>Total number of HOPE ADM or HUV assessments where pain impact was assessed as moderate or severe.</p> <ul style="list-style-type: none"> <li>At ADM or HUV (A0250. = 1. Admission, 2. HUV #1, or 3. HUV #2) [1], <ul style="list-style-type: none"> <li>Symptom Impact - Pain (J2051.A.) [1] = 2. Moderate or 3. Severe</li> </ul> </li> </ul>	<p>Total number of HOPE ADM or HUV assessments where any non-pain symptom impact was assessed as moderate or severe.</p> <ul style="list-style-type: none"> <li>At ADM or HUV (A0250. = 1. Admission, 2. HUV #1, or 3. HUV #2) [1], <ul style="list-style-type: none"> <li>Symptom Impact - Shortness of Breath (J2051.B.) [1] = 2. Moderate or 3. Severe, or</li> <li>Symptom Impact - Anxiety (J2051.C.) [1] = 2. Moderate or 3. Severe, or</li> <li>Symptom Impact - Nausea (J2051.D.) [1] = 2. Moderate or 3. Severe, or</li> <li>Symptom Impact - Vomiting (J2051.E.) [1] = 2. Moderate or 3. Severe, or</li> <li>Symptom Impact - Diarrhea (J2051.F.) [1] = 2. Moderate or 3. Severe, or</li> <li>Symptom Impact - Constipation (J2051.G.) [1] = 2. Moderate or 3. Severe, or</li> <li>Symptom Impact - Agitation (J2051.H.) [1] = 2. Moderate or 3. Severe</li> </ul> </li> </ul>
Step 2: Remove any denominator exclusions	<p>Remove if:</p> <ul style="list-style-type: none"> <li>Patient was discharged from hospice for any reason before an SFV could be completed → <b>exclude</b> <ul style="list-style-type: none"> <li>Symptom Follow-up in-person visit was not completed (Symptom Follow-up Visit (J2052.A.) [2] = 0, and</li> <li>Discharge Date (A0270.) [2] ≤ Date of Symptom Impact Screening (J2050.B.) [1] + two days</li> </ul> </li> <li>Hospice was unable to complete the SFV → <b>exclude</b> <ul style="list-style-type: none"> <li>Symptom Follow-up in-person visit was not completed (Symptom Follow-up Visit (J2052.A.) [2] = 0, and</li> </ul> </li> </ul>	<p>Remove if:</p> <ul style="list-style-type: none"> <li>Patient was discharged from hospice for any reason before an SFV could be completed → <b>exclude</b> <ul style="list-style-type: none"> <li>Symptom Follow-up in-person visit was not completed (Symptom Follow-up Visit (J2052.A.) [2] = 0, and</li> <li>Discharge Date (A0270.) [2] ≤ Date of Symptom Impact Screening (J2050.B.) [1] + two days</li> </ul> </li> <li>Hospice was unable to complete the SFV → <b>exclude</b> <ul style="list-style-type: none"> <li>Symptom Follow-up in-person visit was not completed (Symptom Follow-up Visit (J2052.A.) [2] = 0, and</li> </ul> </li> </ul>

NOTE: THIS IS A DRAFT QUALITY MEASURE SPECIFICATIONS MANUAL CHAPTER FOR THE TWO HOPE-BASED PROCESS MEASURES FINALIZED INTO THE HOSPICE QUALITY REPORTING PROGRAM. AN UPDATED VERSION OF THE FULL MANUAL (INCLUDING A FINALIZED VERSION OF THIS CHAPTER) WILL BE POSTED NO LATER THAN SEPTEMBER 2025.

Step	Calculation of <i>Timely Follow-up for Pain Impact</i>	Calculation of <i>Timely Follow-up for Non-Pain Symptom Impact</i>
	<ul style="list-style-type: none"> <li>○ Hospice Unable to Visit (J2052.C.) [2] = 1. Patient and/or caregiver declined an in-person visit, 2. Patient unavailable (e.g., in ED, hospital, travel outside of service area), or 3. Attempts to contact patient and/or caregiver were unsuccessful.</li> </ul>	<ul style="list-style-type: none"> <li>○ Hospice Unable to Visit (J2052.C.) [2] = 1. Patient and/or caregiver declined an in-person visit, 2. Patient unavailable (e.g., in ED, hospital, travel outside of service area), or 3. Attempts to contact patient and/or caregiver were unsuccessful.</li> </ul>
Step 3: Calculate the numerator	<p>Number of HOPE ADM or HUV assessments for which a symptom follow-up visit date was within two days of the initial/triggering assessment date.</p> <ul style="list-style-type: none"> <li>• Date of in-person SFV (J2052.B.) [2] - Date of Symptom Impact Screening (J2050.B.) [1] ≤ Two (2) days when a Symptom Impact Screening occurred (J2050.A. = 1. yes) [1]</li> </ul>	<p>Number of HOPE ADM or HUV assessments for which a symptom follow-up visit date was within two days of the initial/triggering assessment date.</p> <ul style="list-style-type: none"> <li>• Date of in-person SFV (J2052.B.) [2] - Date of Symptom Impact Screening (J2050.B.) [1] ≤ Two (2) days when a Symptom Impact Screening occurred (J2050.A. = 1. yes) [1]</li> </ul>
Step 4: Express the measure score as a proportion	<p>Divide the hospice's numerator count by its denominator count to obtain the hospice's observed score; that is, divide the result of step 3 by the result of step 2. The score is converted to a percent value by multiplying by 100. Round the score using the rounding rule, as defined in <b>Appendix 1</b>.</p>	<p>Divide the hospice's numerator count by its denominator count to obtain the hospice's observed score; that is, divide the result of step 3 by the result of step 2. The score is converted to a percent value by multiplying by 100. Round the score using the rounding rule, as defined in <b>Appendix 1</b>.</p>

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## Section 4: Public Reporting Threshold

Hospices must have at least 20 qualifying denominator cases (i.e., 20 HOPE ADM or HUV assessments where symptom impact was assessed as moderate or severe) during the reporting period in each respective measure for scores to be publicly reported on the Care Compare site. Hospices that do not meet this threshold will have measure scores suppressed. If there are 20 qualifying denominator cases for one measure but not the other, then the measure above the threshold will be reported but the other with below 20 qualifying denominator cases will be suppressed.

## Section 5: National and Average State Calculation

To calculate the national average for each measure, take the national sum of all the hospices' individual numerators and divide by the total summation of nationwide hospices' individual denominators. Statewide averages are calculated by dividing the statewide summations of numerators by statewide summation of denominators among all hospices located in that state. Round the national and state averages using the ***rounding rule***, as defined in **Appendix 1**. Note that both state and national averages include the numerators and denominators of hospices that are publicly suppressed individually because the denominator size did not meet the minimum threshold for public reporting.