

# OCS QAPI Snapshot

## Data Elements and Definitions

Data Element	Definition Details
Parent Organization	<b>Organization/Leadership</b> If applicable, enter the name of the Parent Organization.
Mailing Address	Mailing Address
Main Location State	Main location or parent organization State
Main Location Zip Code	Main location or parent organization Zip Code
Main Location County	<b>Organization/Leadership</b> Enter the county in which the organization operates.
Primary Snapshot	<b>Organization/Leadership</b> Enter the name of the primary contact in your organization that would answer questions regarding the data you are submitting via this survey.
Type of Provider - Freestanding Hospice	<b>Type of Provider</b>  Check one, based on Medicare filing status, noting that typically home health certification dominates hospice certification, regardless of patient volume in each service. (That is, if you hold Medicare certification for home health, even if you serve few patients under home health, you likely file as home health-based.)
Type of Provider - Hospital-based	<b>Type of Provider</b>  Check one, based on Medicare filing status.
Type of Provider - Home Health-based	<b>Type of Provider</b>  Check one, based on Medicare filing status.
Type of Provider - Nursing Home-based	<b>Type of Provider</b>  Check one, based on Medicare filing status.
Ownership - Voluntary (not for profit)	<b>Structure/Ownership</b>  Check one. Voluntary (not for profit), Proprietary (for profit), Government (county, state, or federal)
Ownership - Proprietary (for profit)	<b>Structure/Ownership</b>  Check one. Voluntary (not for profit), Proprietary (for profit), Government (county, state, or federal)
Ownership - Government	<b>Structure/Ownership</b>  Check one. Voluntary (not for profit), Proprietary (for profit), Government (county, state, or federal)
NHPCO Membership	<b>Membership</b> If you or your organization are a current member of NHPCO, check "Yes". If not, check "No".
Have an Inpatient or Residential Facility?	<b>Inpatient &amp; Residential Facilities</b>  To qualify as an inpatient or residential facility, a facility must meet <u>ALL</u> of the following criteria: 1. consists of one or more beds that are owned or leased by the hospice, 2. be staffed by hospice staff, and 3. have major policies and procedures set by the hospice.

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Percent of patient charts reviewed	<p><b>Chart Review</b> Enter the percent of patient charts you review routinely to perform compliance audits.</p>
Date of last review of practices against standards	<p><b>Practice Review</b> Enter the date (mm/yy) when you last reviewed your practices against standards. Formal standards would include, but are not limited to, published NHPCO standards, preferred practices in the National Quality Forum (NQF) framework for palliative and hospice care quality, and hospice-specific standards of an accrediting body.</p>
Compliance program meet OIG Guidance?	<p><b>OIG Guidance</b> Indicate whether your compliance program meets the recently issued compliance guidance for hospices by the Office of the Inspector General.</p>
Offer Community bereavement services?	<p><b>Bereavement Services to the Community</b> Indicate whether your hospice provides bereavement services to the community, meaning that you extend services to individuals who are not family members of patients enrolled in your hospice.</p>
Do you have access to an ethics committee?	<p><b>Access to Ethics Committee</b> Indicate whether members and staff of your organization have access to an ethics committee for addressing complex ethical issues and review of decision-making processes.</p>
Do you use an executive dashboard for performance management?	<p><b>Executive Dashboard</b> Indicate whether your organization utilizes an executive dashboard for performance management. An "executive dashboard" is a high level summary of performance data that addresses all key components of performance (clinical and non-clinical.) Other names you may use include, scorecard, integrated performance summary, balanced scorecard, report card, or snapshot.</p>
What is your overall hospice profit margin?	<p><b>Overall Profit Margin</b> Report your hospice's overall profit margin as a percent of total revenue. The calculation should be: (Total Hospice Net Revenue, including fundraising and contributions - Total Hospice Cost)/ Total Hospice Net Revenue, including fundraising and contributions.</p>
What is fundraising as a percent of total hospice revenue?	<p><b>Fundraising Percent of Total Revenue</b> Report your hospice's fundraising revenue, as a percent of your total net revenue, for the reporting period. To calculate, divide the total agency fundraising revenue (include contributions from patient care, grants, fundraising, bequests, memorial donations, United Way and other community support, as well as transfers from your hospice foundation, if any) by the total agency net revenue.</p>

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Total Patient Days	<p><b>Volume - Total Number of Patient Days</b> Report the total number of patient days for the reporting period.</p>
Total Admissions	<p><b>Volume - Total Admissions</b> Enter the number of admissions for the reporting period. Total admissions is equal to "new admissions" (patients not admitted to this hospice before) plus "re-admissions" (patients who have been admitted and discharged previously in the fiscal year).</p>
Total Deaths	<p><b>Volume - Total Number of Deaths</b> Enter the number of deaths for the reporting period.</p>
Total Live Discharges	<p><b>Volume - Total Number of Live Discharges</b> Enter the number of live discharges, of all types, for the reporting period.</p>
Total Unique Patients	<p><b>Volume - Total Number of Unique Patients Served</b> Enter the total number of unique patients served for the reporting period. The total number of unique patients served is equal to the number of patients on service at the beginning of the reporting period (carry-overs) plus the number of new admissions during the reporting period.</p>
Average Daily Census	<p><b>ADC</b> Enter the calculated average daily census for your home hospice program, for the reporting period. ADC is calculated by dividing all patient days for a given time period by the number of days in that period. Example Annual ADC Calculation – Your agency provided a total of 12,775 patient days for all levels of home-based hospice care in 2007. 12,775 divided by 365 days equals an ADC of 35 patients per day. Example Quarterly ADC Calculation – Your agency provided a total of 3150 patient days for all levels of home-based hospice care in Q1, 2007. 3150 divided by 90 days (number of days in quarter 1) equals an ADC of 35 patients per day.</p>
Average Length of	<p><b>ALOS</b> Enter the calculated average length of service for your hospice program, for the reporting period. ALOS is the average length of stay for all patients who died or were discharged during the period. If you do not have the patient-level detail from which to calculate the average as described, you may calculate ALOS by dividing the total days of care for patients who died or were discharged in the time period by the total number of patients who died or were discharged in that period. Example Annual ALOS Calculation: 100 patients died or were discharged in 2007. Their total patient days from admission to discharge was 4,200. ALOS is calculated as follows: <math>4,200/100=42</math> days. Example Quarterly ALOS Calculation: 24 patients died or were discharged in Q1, 2007. Their total patient days from admission to discharge was 1,008. ALOS is calculated as follows: <math>1,008/24=42</math> days</p>
Median Length of Service	<p><b>MLOS</b> Enter the calculated median length of service for your hospice program, for the reporting period. MLOS is the midpoint for all patients who died or were discharged in the time period (same population as for ALOS). Half of the patients have an LOS longer than the median and half of the patients have a LOS shorter than the median. Calculate the MLOS by arranging the LOS scores for all patients from lowest to highest (1, 2, 3, ...). Find the score that falls in the exact middle of the list. This is the median length of service.  EXAMPLE 1 – Even number of patients: You have six patients that stayed the following number of days: 11, 2, 9, 5, 8, 4. Arrange the LOS scores from lowest to highest: 2, 4, 5, 8, 9, 11. The median will fall between the third and fourth number. In this case, 5 and 8. Add 5+8 and divide by 2. <math>(5+8)/2=6.5</math>. 6.5 is your median. EXAMPLE 2 – Odd number of patients: You have five patients with the following number of days 8, 22, 3, 10, 7. Arrange the LOS scores from lowest to highest (3, 7, 8, 10, 22). The MLOS is in the middle - 8 days.</p>

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Location of Admission -	<p><b>Location of Admission - Home</b> Enter the number of new admissions to the home (private residence of either the patient or the caregiver) during the reporting period. Location of admission refers to the location on the first day of care.</p>
Location of Admission -	<p><b>Location of Admission - Hospital</b> Enter the number of new admissions to a hospital (an acute care facility not operated by the hospice -- may be a floating or scattered bed contract) during the reporting period. Location of admission refers to the location on the first day of care.</p>
Location of Admission - Hospice Unit	<p><b>Location of Admission - Hospice Unit</b> Enter the number of new admissions to a hospice unit (an inpatient or residential unit -- one or more beds -- operated by the hospice, and located in a facility operated by another entity -- includes hospital, nursing home, and other) during the reporting period. Location of admission refers to the location on the first day of care.</p>
Location of Admission - Freestanding Hospice	<p><b>Location of Admission - Free Standing Hospice Inpatient Facility or Residence</b> Enter the number of new admissions to a free standing hospice inpatient facility or residence (an inpatient facility and/or residence operated entirely by the hospice) during the reporting period. Location of admission refers to the location on the first day of care.</p>
Location of Admission - Nursing Facility	<p><b>Location of Admission - Nursing Facility</b> Enter the number of new admissions to a nursing facility (a licensed facility providing nursing and supportive services -- may be the equivalent of either a Skilled Nursing Facility or Intermediate Care Facility) during the reporting period. Location of admission refers to the location on the first day of care.</p>
Location of Admission - Residential Care Setting	<p><b>Location of Admission - Residential Care Setting</b> Enter the number of new admissions to a residential care setting (a residential care facility that is not run by the hospice -- assisted living, boarding home, rest home, shelter, etc.) during the reporting period. Location of admission refers to the location on the first day of care.</p>
Location of Admission -	<p><b>Location of Admission - Total</b> Enter the total number of new admissions to all locations during the reporting period.</p>
Number of Cancer	<p><b>Admissions - Cancer</b> Enter the number of new admissions under the primary diagnosis cancer. Include data from both home hospice/visiting services and inpatient programs.</p>

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Data Element	Definition Details
Nursing Visits	<p><b>Visits by Discipline - Nursing</b>  <i>This does NOT include supervisors or other clinical administrators.</i>            Enter the number of visits by Nurses during the reporting period. A visit is defined as any patient visit that the staff member makes during a shift.</p>
Nursing Hours Paid	<p><b>Hours Paid by Discipline - Nursing</b>  <i>This does NOT include supervisors or other clinical administrators.</i>            Enter the number of Nursing hours paid during the reporting period. Hours paid should be the total number of hours that the staff is paid for - regardless of whether it is spent working or as paid time off.</p>
Social Work Visits	<p><b>Visits by Discipline - Medical Social Services</b>            Enter the number of visits by Medical Social Services (as defined by CMS) during the reporting period. A visit is defined as any patient visit that the staff member makes during a shift. Do not include chaplains or bereavement staff in this section. Include them below.</p>
Social Work Hours Paid	<p><b>Hours Paid by Discipline - Medical Social Services</b>            Enter the number of Medical Social Service (as defined by CMS) hours paid during the reporting period. Do not include chaplains or bereavement staff in this section. Include them below. Hours Paid should be the total number of hours that the staff is paid - regardless if it is spent working or paid time off.</p>
Home Health Aide Visits	<p><b>Visits by Discipline - Home Health Aide/Homemaker</b>            Enter the number of visits by Home Health Aide/Homemaker during the reporting period. A visit is defined as any patient visit that the staff member makes during a shift.</p>
Home Health Aide Hours	<p><b>Hours Paid by Discipline - Home Health Aide/Homemaker</b>            Enter the number of Home Health Aide/Homemaker hours paid during the reporting period. Hours Paid should be the total number of hours that the staff is paid - regardless if it is spent working or paid time off.</p>
Spiritual Visits	<p><b>Visits by Discipline - Spiritual Counselor/Chaplain</b>            Enter the number of visits by Spiritual Counselor/Chaplain during the reporting period. A visit is defined as any patient visit that the staff member makes during a shift.</p>
Spiritual Hours Paid	<p><b>Hours Paid by Discipline - Spiritual Counselor/Chaplain</b>            Enter the number of Spiritual Counselor/Chaplain hours paid during the reporting period. Hours Paid should be the total number of hours that the staff is paid - regardless if it is spent working or paid time off.</p>
Therapy Visits	<p><b>Visits by Discipline - Therapy</b>            Enter the number of Therapy visits during the reporting period. A visit is defined as any patient visit that the staff member makes during a shift.</p>
Therapy Hours Paid	<p><b>Hours Paid by Discipline - Therapy</b>            Enter the number of Therapy hours paid during the reporting period. Hours Paid should be the total number of hours that the staff is paid - regardless if it is spent working or paid time off.</p>
Paid Physician Visits	<p><b>Visits by Discipline - Paid Physician Services</b>            Enter the number of visits by Paid Physician Services during the reporting period. Include medical directors and other physicians providing direct care to patients and participating in clinical support. A visit is defined as any patient visit that the staff member makes during a shift.</p>
Physician Hours Paid	<p><b>Hours Paid by Discipline - Paid Physician Services</b>            Enter the number of Paid Physician Services hours paid during the reporting period. Include medical directors and other physicians providing direct care to patients and participating in clinical support. Hours Paid should be the total number of hours that the staff is paid - regardless if it is spent working or paid time off.</p>

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Data Element	Definition Details
Other Clinical Visits	<p><b>Visits by Discipline - Other Clinical</b>            Enter the number of visits by Other Clinical staff during the reporting period. Include any clinical staff not listed above who provides direct care to patients or families. A visit is defined as any patient visit that the staff member makes during a shift.</p>
Other Clinical Hours Paid	<p><b>Hours Paid by Discipline - Other Clinical</b>            Enter the number of Other Clinical hours paid during the reporting period. Include any clinical staff not listed above who provides direct care to patients or families. Hours Paid should be the total number of hours that the staff is paid - regardless if it is spent working or paid time off.</p>
Bereavement Visits	<p><b>Visits by Discipline - Bereavement</b>            Enter the number of Bereavement visits during the reporting period. Include only pre-death bereavement visits. A visit is defined as any patient visit that the staff member makes during a shift. Do not include volunteers.</p>
Bereavement Hours Paid	<p><b>Hours Paid by Discipline - Bereavement</b>            Enter the number of Bereavement hours paid during the reporting period. Hours Paid should be the total number of hours that the staff is paid - regardless if it is spent working or paid time off.</p>
Total Visits	<p><b>Visits by Discipline - Total Paid Staff</b>            Enter the total number of visits by all paid staff during the reporting period. A visit is defined as any patient visit that the staff member makes during a shift.</p>
Total Hours Paid	<p><b>Hours Paid by Discipline - Total Paid Staff</b>            Enter the total number of hours paid for all paid staff during the reporting period. Hours Paid should be the total number of hours that the staff is paid - regardless if it is spent working or paid time off.</p>
Percent of Nurses HPNA-certified	<p><b>Staff Certification - Nurses</b>            Enter the percent of your nurses that are certified by the Hospice and Palliative Nurses Association (HPNA).</p>
Percent of Physicians ABHPM-certified	<p><b>Staff Certification - Physicians</b>            Enter the percent of your physicians that are certified by the American Board of Hospice and Palliative Medicine (ABHPM).</p>
Number of patients who were hospitalized against their preference	<p><b>Unwanted Hospitalizations Numerator</b>            Patients who:            Were discharged during the quarter            Were hospitalized            On admission, answered YES to the question, "Do you want to avoid hospitalization if your condition worsens?"</p>
Number of patients who preferred to avoid hospitalization	<p><b>Unwanted Hospitalizations Denominator</b>            Patients who:            Were discharged during the quarter            On admission, answered YES to the question, "Do you want to avoid hospitalization if your condition worsens?"</p>

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Number of patients who were made comfortable within 48 hours of admission, after having been admitted in pain	<p><b>Comfort 48 Hours after Admission Numerator</b></p> <p>Patients who:            Were discharged during the time period            On admission, answered YES to the question <i>"Are you uncomfortable because of pain?"</i>            48-72 hours after admission, answered YES to the question, <i>"Was your pain brought to a comfortable level within 48 hours of admission to hospice?"</i></p>
Number of patients who were admitted in pain and responded that they were not made comfortable within 48 hours of admission	<p><b>Comfort 48 Hours after Admission Denominator Component</b></p> <p>Patients who:            Were discharged during the time period            On admission, answered YES to the question <i>"Are you uncomfortable because of pain?"</i>            48-72 hours after admission, answered NO to the question, <i>"Was your pain brought to a comfortable level within 48 hours of admission to hospice?"</i></p> <p><i>NOTE:</i> Calculation denominator is all yes and no responses to the question asked 48-72 hours after admission. This is the sum of the "YES" responses, plus the "NO" responses.</p>
Number of Responses YES willing to recommend	<p><b>Willingness to Recommend Numerator</b></p> <p>Number of surveys:            Received during the quarter            Where the primary caregiver answered YES to the question, <i>"Based on the care that the patient received, would you recommend hospice services to others?"</i></p>
Number of responses received on willingness to recommend	<p><b>Willingness to Recommend Denominator</b></p> <p>Number of surveys:            Received during the quarter            Where the primary caregiver answered the question, <i>"Based on the care that the patient received, would you recommend hospice services to others?"</i></p>
Number of surveys rating evening/weekend responsiveness EXCELLENT	<p><b>Evening and Weekend Responsiveness Numerator</b></p> <p>Number of surveys:            Received during the period            Where the primary caregiver answered EXCELLENT to the question, <i>"How would you rate the way the hospice team responded to your needs in the evenings and on weekends?"</i></p>
Number of surveys rating evening/weekend responsiveness	<p><b>Evening and Weekend Responsiveness Denominator</b></p> <p>Number of surveys:            Received during the period            Where the primary caregiver answered the question, <i>"How would you rate the way the hospice team responded to your needs in the evenings and on weekends?"</i></p>
Number of falls with injury requiring intervention	<p><b>Falls with Injury</b></p> <p>Include the total number of reported patient falls, witnessed or unwitnessed, that resulted in injury requiring some intervention by the hospice staff or other medical professionals.  <i>"Intervention"</i> includes:</p> <ul style="list-style-type: none"> <li>- hospice response to contact about patient fall, by phone or visit</li> <li>- intervention in home, such as ace wrap, assessment for concussion, emergency response to 911 call, etc.</li> <li>- emergency room visit or hospital admission</li> </ul> <p>On the OCS Hospice PeerForum survey, this should include falls with severity levels 2-4.</p>