



# IHO Update

*Bi-weekly News for Hospice Professionals in Iowa*

June 8, 2007

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## IHO Sponsors NHPCO Manager Development Program

Forty hospice managers from around the state came to the IHO Education Center this past week for NHPCO's Manager Development Program, which provides specific information and teaches skills that managers need in today's world. They were introduced to five different modules including values-based hospice leadership; NHPCO standards as a management tool; critical thinking and decision making; and interviewing, coaching, feedback and evaluation skills.

This two-day course allowed participants to network with one another and offered a broad range of learning opportunities including brainstorming with other's about different ways to handle common situations faced by managers. Participants can now continue on by obtaining two additional modules at their own pace and receive their Level 1 Designation –moving them further along the professional development path.



*Faculty for the Hospice Manager Development Program were Kay Mueggenberg, PhD, RN, MSN, Hospice of the Bluegrass, and Joel Fry, MSW, LISW, TEAM Restoration Ministries.*

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## **Regional Workshops Set for Data-Driven Management**

Furthering IHO's goal to provide valuable education to members as we work together to advance hospice care in Iowa, we are pleased to bring you regional, interactive management workshops, June 26-28. The sessions will be held in Des Moines, Storm Lake and Cedar Rapids and will build upon the foundation provided by the NHPCO Manager Development Program presented in Des Moines on June 4 & 5.

The workshops will be hands-on, interactive learning opportunities, focused on what hospices need to do to comply with the QAPI condition of participation and to improve strategically and consistently. Martha Tecca, from OCS, will lead the workshops, providing new educational material and facilitating group experience sharing. The workshops will include:

- Update on the QAPI CoP and national quality and data initiatives designed to support data-driven management.
- Overview of strategic tools and tactical consideration for a data-driven organization.
- Discussion of key hospice performance measures – how to capture the data and what they mean.
- Review of the Iowa QAPI Snapshot benchmark results.
- Introduction of the Wellmark grant-funded project to define pain management measures for consistent Iowa hospice benchmarks.
- Small group working sessions to discuss best practices for information system implementation.
- Opportunity for you to ask specific questions or discuss particular challenges.

To register, see the brochure enclosed with this week's IHO Update or visit the Web site at [www.iowahospice.org](http://www.iowahospice.org) under the "Calendar" Tab to download and mail or fax in the brochure.

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## **Caregiver Education Series Pilot**

The Wellmark Foundation has funded the development of a series of education programs for family caregivers. The series includes such topics as communication, caring for the memory-impaired, legal and financial issues, and advance directives. CL Tel, a local access cable channel in North Central Iowa is piloting the series during the months of June, July, and August. DVDs that include all the programs are anticipated to be available this fall. For more information, contact Frances Hoffman with the End-of-Life Coalition at [hoffmanf@netconx.net](mailto:hoffmanf@netconx.net).

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## Updated Information to the National Provider Identifier (NPI) Edit 32103

With the implementation of the National Provider Identifier (NPI), Cahaba GBA, LLC was instructed to begin editing the NPI and legacy (Oscar/PTAN) provider numbers submitted on claims. This editing validates the NPI/legacy number matches to the information on the NPI Crosswalk. If an NPI/legacy ID match cannot be located on the crosswalk, the claim will be sent to the Return to Provider (RTP) file with reason code 32103, which states “The NPI number on the claim is not present in the crosswalk file.”

Since the editing for NPI was implemented, Cahaba has had a large volume of claims from numerous providers that have failed, causing the claims to RTP for this reason code. Below are steps to assist agencies in identifying potential problems that may be causing this reason code.

**Step 1:** Verify the NPI entered on the claim matches the NPI that was assigned by the National Plan and Provider Enumeration System (NPPES). If the NPI was not entered correctly, correct the NPI on the claim and F9 the claim.

**Step 2:** Verify that your legacy identifier (OSCAR/PTAN) number corresponds with the NPI on file with the NPPES (<https://nppes.cms.hhs.gov/NPPES/Welcome.do>).

**Step 3:** If the NPI/legacy ID matches the NPPES information, there may be other information that does not match. It is critical that all information matches Medicare’s provider file exactly. Any difference, even a minor difference (i.e. “St.” instead of “Street”, “PO Box” instead of “Post Office Box”), is viewed as a mismatch. This is especially critical for chain providers, or providers with multiple sites. In addition to the NPI and legacy number, the following information must match between NPPES and Cahaba’s provider file.

- EIN#
- TIN#
- Provider name
- Provider address and zip code

A provider must have also answered “Yes” to the NPI application question indicating they are a Medicare provider.

**Step 4:** If the information on NPPES is incorrect, providers should change their information with NPPES (<https://nppes.cms.hhs.gov/NPPES/Welcome.do>).

**Step 5:** If the information on NPPES is correct, call the appropriate Provider Contact Center; 877-299-4500 (Home Health), 866-539-5592 (Hospice), 877-567-3092 (Iowa FI) or 866-539-5598 (Alabama providers). Ask to verify your information on Cahaba’s provider file. If the information on Cahaba’s provider file is incorrect, you will need to submit the Medicare enrollment application, CMS-855A, to update Cahaba’s provider file so it matches NPPES. A link to this can be found on the Forms page of the Cahaba GBA Web site: [https://www.cahabagba.com/part\\_a/forms\\_materials.htm](https://www.cahabagba.com/part_a/forms_materials.htm). When submitting the CMS-855A, attach a copy of the letter you received from NPPES showing your NPI number. It may take

up to forty-five days to process your CMS-855A. During this time, provider claims cannot be processed.

Cahaba is now contacting those providers with large volumes of claims in RTP for reason code 32103. When they call, you are encouraged to access your information in NPES so that your NPES information can be compared to what they have on your provider file.

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## **Another Opportunity to Join the IHO/OCS Quarterly and Annual Benchmarking Effort**

More than two dozen IHO members are currently participating in the IHO/QAPI Snapshot program. (see list attached) The new quarterly and annual benchmark opportunity was approved by the IHO Board and launched earlier this year. The effort is based on the OCS QAPI Snapshot nationwide benchmarking program. It includes 22 performance measures that are important for all hospices and that are currently captured by most hospices. The measures span all areas of analysis required by the proposed hospice QAPI Condition of Participation, as well as the 10 components of quality cited by the NHPCO Quality Partners Initiative. Further, QAPI Snapshot includes a review of an agency's success in reporting data and performing in all 10 Quality Partners components.

The QAPI Snapshot is a one-page benchmark report that includes a comprehensive set of performance measures including: quality outcomes, patient volumes and mix, quality operations and quality practices. For each report, you complete an online survey and, after a short processing time, download the completed benchmark report. If you want baseline and trends in your first report, you can enter 2005 and 2006 data.

### **Special Member Pricing**

IHO has worked with OCS to bring IHO members this entire program for **\$500** annually per reporting location.

### **Online Resources**

Go to [www.iowahospice.org](http://www.iowahospice.org), and click on the Data Tab. Here you can access the following:

- **Downloadable survey.** You may download a PDF version of the online annual survey in order to prepare your systems and staff for data submission.
- **QAPI Snapshot Order Form.** Download an order form, complete it and fax it to OCS.

### **Join Now!**

If you are just getting started with data submission, QAPI Snapshot will help you build your systems and capabilities so that you are well-prepared when the new CoPs are final.

**If you have any questions, call 603-795-4802 or email [QAPI@ocsys.com](mailto:QAPI@ocsys.com)**

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## Iowa Hospice Organization Celebrates 25 Years!

2007 marks the 25<sup>th</sup> Anniversary of IHO. To help celebrate this special anniversary, the IHO Fall Conference on Oct. 24-25 will focus around an anniversary theme. Two activities that will take place that we need your help in achieving are the following:

### Send Us Your Pictures!

We would like to develop a slideshow to run throughout the Fall Conference featuring past photos of our members – whether it's a special volunteer that was recognized at a Fall Conference, a grand opening event for your hospice or pictures of staff – send your photos electronically to *IHO Update* Editor, Natalie Wilson, at [wilsonn@ihaonline.org](mailto:wilsonn@ihaonline.org) and we will include them in the slide show. The deadline to submit photos is **August 1**.

### Call for Poster Presentations

IHO will be sending out a Call for Poster Presentations in the coming weeks for hospices who would like to participate in developing a poster for their own hospice representing, "Where We've Been and Where We're Going." These posters will be on display throughout the Fall Conference. Watch the *IHO Update* and your mailbox for more information!

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## Volunteer Conference Offered by Hospice of Central Iowa Institute

The Hospice of Central Iowa Institute is sponsoring a June 14 conference for volunteers: *Above and Beyond: Volunteers Caring for Those at the End of Life*. The conference will be held at the Holiday Inn Hotel & Suites in Des Moines at Northwest 4800 Merle Hay Road. Faculty will include Ann Riesenberg, RN, MA, CHPN, Program Director for the Greater Iowa Chapter of the Alzheimer's Association and Ona Rita Yufe, MA. Ms. Yufe resides in San Diego, California and has 25 years of experience as a volunteer administrator and through her consulting business trains staff, volunteers, managers and volunteers locally and nationally on a wide variety of topics and issues. Visit [www.hospiceofcentraliowa.org](http://www.hospiceofcentraliowa.org) to print a copy of the brochure or contact Norma Haskins, Institute Coordinator, at (515) 271-1336 or [nhaskins@hospiceofcentraliowa.org](mailto:nhaskins@hospiceofcentraliowa.org).

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## HNN Notes

- **Efforts to Advance Palliative Care Are Continuing**

An article in the *Journal of Pain & Symptom Management* explores the significance of the 2004 publication of the Clinical Practice Guidelines for Palliative Care by the National Consensus Project (NCP) and the 2007 release of preferred practices for palliative care by the National Quality Forum (NQF).

The NCP, in developing its mission to create voluntary clinical practice guidelines, which would guide the growth and expansion of palliative care, established a framework of eight

domains covering the aspects of care, with several recommendations in each domain. The domains are the following: structures and processes, physical, psychological and psychiatric, social, spiritual/religious/existential, cultural, the imminently dying patient, and ethical and legal.

NCP approached NQF and asked for their review and endorsement of the guidelines. The NQF accepted this invitation and endorsed NCP's palliative care definition. NQF also accepted the eight domains and wrote its preferred practices to fit them. The preferred practices are experience-based where possible and, when not possible, based on expert opinion. A table in the article lists the domains and each of the preferred practices within them.

The next step, according to the article, is to develop, field test and implement outcome measures in order to implement evaluation and improvement processes. Several local and regional groups are working on developing such measures, as is the RAND Cancer-Quality-ASSIST (Assessing Symptoms, Side Effects and Indicators of Supportive Treatment) Project.

The NCP has achieved its original objective of creating the practice guidelines. In 2006, the participating organizations affirmed their role in disseminating the NCP guidelines and in promoting awareness and implementation of the NQF framework. In the future, the NCP will focus on continued dissemination of the guidelines (including the NQF framework and preferred practices) and will update the guidelines to assure a current and evidence-based foundation upon which palliative care programs and professionals can develop and improve.

*Reprints of the article can be requested from Betty Ferrell, PhD, FAAN, Department of Nursing Research & Education, City of Hope, 1500 East Duarte Road, Duarte, CA, 91010-3000.  
(Journal of Pain & Symptom Management, 2007;33(6):737-744)*

- **Dr. Jack Kevorkian is Released From Prison**

In the light of Dr. Jack Kevorkian's release, NHPCO took the opportunity to issue a press release reaffirming its position on PAS, stating that NHPCO promotes excellence in care for all patients with life-limiting illnesses and their family caregivers. NHPCO does not support the legalization of physician assisted suicide. The release says that while NHPCO does not support Kevorkian's methods or practices, [it] does recognize the role he played in bringing debate about end-of-life issues to national attention. Kevorkian was intent on finding a better way to relieve suffering at the end of life. NHPCO believes that quality hospice and palliative care services can meet the needs of patients and their families that are dealing with the challenges of life-limiting illness. See

[www.nhpc.org/files/public/PAS\\_Resolution\\_Commentary.pdf](http://www.nhpc.org/files/public/PAS_Resolution_Commentary.pdf) for NHPCO's position statement on PAS. (*Associated Press State & Local Wire, 5/30; Detroit Free Press, 5/29; Grand Rapids Press, 5/27; NHPCO News Release, 5/31*)

- **Military Reviews Strategies for Reducing Pain**

A Newsweek article, *The Changing Science of Pain*, says that the military is being forced to change its strategy for treating pain. Morphine has been the most common painkiller used by

the army and the article calls it one step above chloroform and two above biting the bullet. More than 90 percent of soldiers wounded in Iraq and Afghanistan have gotten off the battlefield but are overwhelming pain control clinics when they get home. The article details the changes in the body that occur in chronic pain and the new treatments being introduced to try to short circuit the “pain pathways” that wreak such havoc in chronic pain. The article is online at [www.msnbc.msn.com/id/18881802/site/newsweek/](http://www.msnbc.msn.com/id/18881802/site/newsweek/). (Newsweek, 6/4)

*Glatfelter Insurance Group is the national sponsor of Hospice News Network for 2007. Ask your insurance agent to visit their website at [www.hccis.com](http://www.hccis.com).*

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### **Notice Regarding *IHO Update***

The *IHO Update* is to be distributed to the following: hospice/agency directors, IHO individual members and IHO associate members. If you are among these groups and not consistently receiving the *IHO Update*, please e-mail Crystal Peters at IHO, [petersc@ihaonline.org](mailto:petersc@ihaonline.org), and we will make sure your information is current in our database. Keeping the email distribution list current is important to ensure the intended recipients are receiving the newsletter. If you do not fall into one of these three categories, you will no longer receive the *IHO Update* directly via email. One of the benefits of being an IHO individual member is having the *IHO Update* as well as any other special alerts, program brochures and advocacy information sent directly to you. If you currently aren't an IHO individual member and are interested in becoming one, please visit our Web site at [www.iowahospice.org](http://www.iowahospice.org) and download an individual membership application under the “Membership Directory” tab. *Please note:* This policy has not changed from the past; however, it needs to be reinforced to help us in keeping current with changes in our reader membership.

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### **Enclosures**

Regional Data-Driven Workshops Registration Form  
List of IHO Member Hospices Participating in the IHO/OCS QAPI Snapshot Survey

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