

A better way to manage your performance

With shrinking reimbursement and higher expectations of quality, today's challenging hospice environment demands cost-effective, simple and, powerful management tools. SHP understands how to turn your data into a powerful part of your business strategy and we truly believe that we are the best choice for CAHPS® Hospice. Here is why:

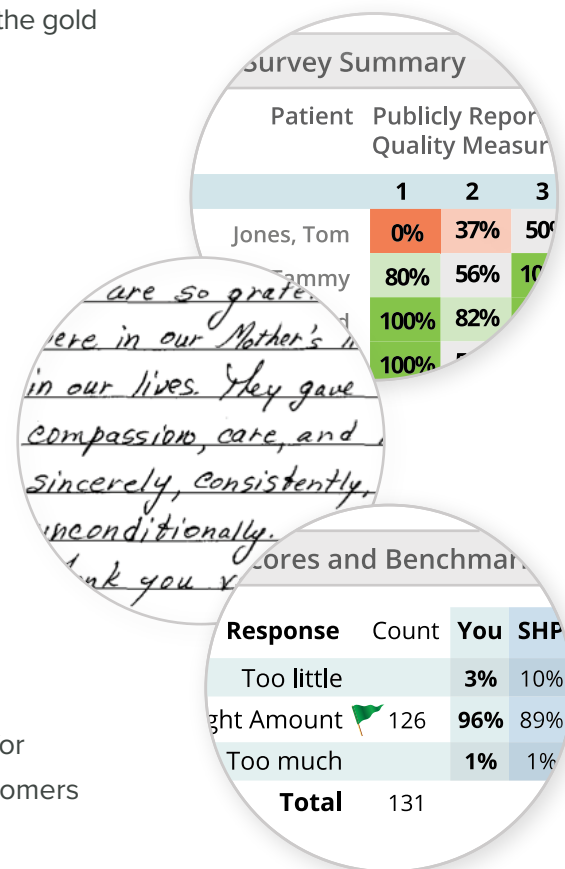
✔ **SHP experience and expertise.** We have been working with hospices of all sizes for over two decades. We began converting hospices from FEHC to CAHPS Hospice far ahead of the dry run period. Our experience as the largest HHCAHPS vendor has helped us achieve a CAHPS Hospice survey response rate amongst the highest in the industry and we have set the gold standard for benchmarking and performance improvement.

✔ **We have the largest Hospice benchmark in the industry.** You can see how you measure up to the state and national standards, and demonstrate to your referral sources that you are the best hospice in your community.

✔ **Better technology.** SHP has fully-automated CAHPS interfaces with every major software vendor, which eliminates the need for file preparation or manual uploads. You can see instantaneous results, and view the caregivers' comments in their own handwriting.

✔ **We help you improve your performance.** Our interactive reports let you monitor your entire organization in real-time. We then help you drill down to the details and quickly identify areas for improvement, making your data actionable. SHP for Hospice customers can also see their HIS measures, symptom control, and other key performance indicators in the same real-time dashboard as your CAHPS Hospice results, giving you all of your data in one place.

SHP is providing CAHPS® Hospice services to more than **1,100** hospices



CAHPS Hospice Survey Administration

Provider	Return Rate		Submitted to CMS	
	You	SHP	#	Date
Santa Barbara	33%			
Santa Maria	42%			
Ventura	35%			

Scores and Benchmarks

Publically Reported Quality Measures	Your Actual	SHP National	SHP Multistate	Your % Ranking
1. Hospice Team Communication	77%	80%	79%	37%
2. Getting Timely Care	80%	77%	78%	59%
3. Treating Family Member with Respect	93%	91%	91%	54%
4. Providing Emotional Support	96%	92%	92%	64%
5. Getting Help for Symptoms	73%	77%	77%	81%
6. Getting Hospice Care Train				1%

CAHPS Hospice Comments Review

Patient Comments

- Kayla - nurse -
A+ excellent communication, respect for patient, skill set.

Marcia - aide - excellent care
A+ provide. Very personable. Very caring individual.

(night/weekend nurse) -
F lacks respect for patient + family.

About SHP

Strategic Healthcare Programs (SHP) is a leader in performance improvement for post-acute care providers. Our healthcare data analytics and benchmarking provide real-time, actionable performance metrics that drive daily decisions. Since 1996, SHP has helped more than 5,000 organizations nationwide, from small rural hospices to public companies, raise the bar for healthcare performance.



Strategic Healthcare Programs

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Our Support Team is Legendary in the Industry

Your dedicated SHP Customer Manager provides one-on-one support to help you maximize your use of the SHP program. As your main contact, they not only solve your issues in a timely and friendly manner, they help you succeed.