



STRATEGIC HEALTHCARE PROGRAMS

# SHHP *Best*

## CAHPS Hospice Award Program

Overview .....	2
Dataset Parameters .....	2
Provider Eligibility .....	2
Selection Criteria .....	2

## Overview

The annual SHPBest™ program was created to acknowledge hospice providers that consistently provide high quality service to families and caregivers of patients receiving hospice care. All eligible CAHPS Hospice clients in the SHP database are ranked in order to identify the recipients for each of 3 possible awards. The provider with the best Overall Score in the SHP database receives the **Best-of-the-Best** Award. Providers that rank in the top 5% receive the **Premier Performer** award. Providers that rank in the top 20% receive the **Superior Performer** award.

## Dataset Parameters

The following parameters are used to select the dataset that is used for the SHPBest award.

**Date Ranges:** The Sample Months of January – December for the previous calendar year are used when selecting the surveys that will be included for each annual award. For example, the awards distributed in 2017 would include survey data for the sample months of January 2016 – December 2016.

**Payers:** All payers are included.

## Provider Eligibility

In order to be eligible for the award, providers must meet the following criteria:

**Participation:** Providers must have used SHP as their CAHPS Hospice survey vendor in each quarter of the year for which awards are being distributed. For example, to be eligible to receive an award for the 2016 calendar year, a provider would need to have used SHP as their survey vendor for at least one month in all 4 quarters of 2016.

**Survey Volume:** The provider would need to have at least 15 completed surveys returned in the period. This number was chosen to ensure statistical significance when ranking scores, as well as coincide with the fact that CMS plans to require 30 completed surveys for 8 quarters in order to publish CAHPS Hospice scores on Hospice Compare.

## Selection Criteria

Awards are determined based on the ranking of the Overall Score for a provider against all eligible providers in the SHP database for the calendar year for which awards are being distributed.

The Overall Score is a proprietary SHP quality measure that is calculated by taking the numerator and denominator for the 24 questions on the CAHPS Hospice survey that are part of the 8 publicly reported quality measures on Home Health Compare (Q5, Q6, Q7, Q8, Q9, Q10, Q11, Q12, Q14, Q16, Q18, Q19, Q20, Q22, Q23, Q25, Q27, Q29, Q35, Q36, Q37, Q38, Q39, Q40) and aggregating them to calculate a single Overall Score.