



# SHPP *Best*

## CAHPS Hospice Award Program

# *2021*

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## Overview

The annual SHPBest™ program was created to acknowledge hospice providers that consistently provide high quality service to their patients. All eligible CAHPS Hospice clients in the SHP database are ranked in order to identify the recipients for each of 3 possible awards.

## 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 2021 were used when selecting the surveys that were included for each award.

**Payers:** All payers are included.

## Provider Eligibility

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

**Participation over Time:** To be eligible to receive an award, the provider must have at least one eligible returned survey for each quarter of 2021.

**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 Hospice 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.

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.

All award recipients must also score better than or equal to the SHP national average for the period for each of the 8 publicly reported domains.

## About Strategic Healthcare Programs (SHP)

Strategic Healthcare Programs (SHP) is a leader in data analytics and benchmarking that drive daily clinical and operational decisions. Our solutions bring real-time data to post-acute providers, hospitals and ACOs to better coordinate quality care and improve patient outcomes. Since 1996, SHP has helped more than 6,500 organizations nationwide raise the bar for healthcare performance. For more information, visit [www.SHPdata.com](http://www.SHPdata.com) and follow SHP on [LinkedIn](#), [Facebook](#) and [Twitter](#) at @SHPdata.