

Hospice Quality Reporting Training- Training and Education Library Archive

September 2017: Reporting Hospice Quality Data: Tips for Compliance Call

Overview of content: This training presents information to help the hospice providers be compliant and successfully submit Hospice Item Set (HIS) data and the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey. Topics included:

- HIS and CAHPS® submission requirements
- Reasons for noncompliance and how to address them
- Timelines for data submission and compliance determinations
- Resources for success, including how to access important websites and helpdesks

Date of training: September 20, 2017 (conducted via webinar)

Available resources:

- Webinar materials: See the “[9.20.17] Reporting Hospice Quality Data: Tips for Compliance” .zip file in the Downloads, below. The file contains the presentation and an HQRP Reporting Activities Checklist.
 - Audio recording and transcript: An [audio recording](#) and [transcript \(PDF\)](#) of the training presentation are also available for download.
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April 2017: Public Reporting and Preview Reports Webinar

Overview of content: This training presents information on the hospice Preview Reports. Review this training to learn how to access preview reports, how to interpret the contents of preview reports, and what to do if you believe your preview report contains an error.

Date of training: Thursday, April 27, 2017, from 1:30 to 3:00 pm ET (conducted via webinar)

Available resources:

- Reports: See the “[4.27.17] Public Reporting and Preview Reports” .PDF file in the Downloads, below.
 - Audio Recording and transcript: The [audio recording and transcript](#) of the training presentation are also available for download.
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April 2017: Data Submission and CASPER Reports Webinar, including Timeliness Compliance Threshold Reporting and the QM Reports

Overview of content: Learn about data submission requirements for the Hospice Quality Reporting Program (HQRP), as well as information on available CASPER reports, including information on the Hospice Timeliness Compliance Threshold Report, the Hospice-Level Quality Measures Report, and the Patient Stay-Level Quality Measures Report.

Date of training: Tuesday, April 25, 2017, from 2:00 to 3:45 pm ET (conducted via webinar)

Available resources:

- Webinar materials: See the “[4.25.17] Data Submission and CASPER Reports” .zip file in the Downloads, below. The file contains the presentations and Q&A documents.
 - Video Recording: A video recording of the webinar can be accessed via [YouTube](#).
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January 2017: Hospice Item Set (HIS) V2.00.0 Training

Overview of content: This train-the-trainer presentation focused on updates made to the HIS V2.00.0, effective on April 1, 2017. Topics include the two new HIS-based quality measures incorporated into the HQRP in April 2017 (Hospice Visits when Death is Imminent and Hospice Composite Measure), and new items added to the HIS V2.00.0 in: Section A (Items A0550, A1400); Section J (Item J0905), and Section O (Items O5000 – O5030). This training also reviewed existing items on from the HIS V1.00.0 a focus on the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, some frequently asked questions regarding the HQRP, and two case studies.

Date of training: January 18, 2017 (conducted in-person and live web-streamed)

Available resources:

- Training materials: See the “[1.18.17] Hospice Item Set (HIS) V2.00.0 Training” .zip file in the Downloads, below. This training consisted of 7 modules, along with a two case studies. Providers can use the case studies to test their knowledge of content included in each of the 7 modules. Also included in the Downloads section is an agenda and a Question and Answer document that includes questions asked by providers during the training.
 - Video Recording: Video recordings of the actual training presentations are also available via a playlist on [YouTube](#).
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May 2016: Final Validation Reports Webinar

Overview of content: This webinar details HQRP submission requirements including the HIS related and Hospice CAHPS requirements, provides useful insights into how to download and use the Hospice Final Validation Reports and other Certification And Survey Provider Enhanced Reports (CASPER) reports available to providers, and assists providers in understanding how to interpret error messages and correct errors. It also includes a demonstration of the Quality Improvement and Evaluation System (QIES) Assessment Submission and Processing (ASAP) system

Date of training: May 10, 2016 (conducted via webinar)

Available resources:

- Webinar Materials: See the “[5.10.16] Final Validation Reports” .zip file in the Downloads, below. It includes a presentation without answers, a presentation with answers, and a Q&A document.
 - Recording: A recording of the webinar is also posted on [YouTube](#).
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October 2015: HIS Technical Training: Submitting HIS data and navigating QIES ASAP and CASPER

Overview of content: This training includes four training modules to assist providers successfully submit their Hospice Item Set admission and discharge records to CMS. Each module provides helpful tips including

submission instructions, top ten errors, how to access and review the hospice final validation reports, available CASPER reports and suggested uses, as well as where to locate useful technical documentation and QTSO help desk contact information.

- Module 1: HIS Data Submission– Tips for successful HIS submission including CMSNet User ID and QIES User ID registration.
- Module 2: HIS Final Validation Report (FVR) and Top Ten Submission Errors - accessing and reviewing the hospice final validation report and a summary of the 10 most frequent errors for quarters 1 and 2 of 2015.
- Module 3: CASPER Reports for providers- outlines the three new hospice reports, as well as other CASPER reports and suggested uses of those reports.
- Module 4: User Guides Location and Technical Help Desk Support - locating technical documentation, as well as contact information for the QTSO help desk

Available resources: See the “[10.19.15] HIS Technical Training_Submitting HIS data and navigating QIES ASAP and CASPER” .zip file in the Downloads section, below. The file contains the presentations for all four modules.