


HOSPICE QUALITY REPORTING PROGRAM

CAHPS® Hospice Survey Care Compare Data Refresh Schedule

CAHPS QUALITY MEASURES

The refresh for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) measure scores and the refresh for CAHPS Star Ratings include data collected at different time points.

Family caregiver survey rating



The CAHPS Star Ratings are updated **every other** quarter.

Willing to recommend this hospice 90%

↑ Higher percentages are better

National average: 84%
FL average: 84%

The CAHPS measure scores are updated **every** quarter.

SUMMARY OF CAHPS DATA REFRESHES

Refresh Quarter	CAHPS Measure Scores	CAHPS Star Ratings
February	8 rolling quarters of data*	8 rolling quarters of data
May	8 rolling quarters of data*	No refresh
August	8 rolling quarters of data*	8 rolling quarters of data
November	8 rolling quarters of data*	No refresh

* As each quarter advances, the most recent quarter of data is added to the performance period, and the oldest quarter of data is dropped from that period. A total of 8 quarters of data are always used for the CAHPS refresh. This includes patients who died during these quarters.

RESOURCES

For additional information, visit:

- CMS Public Reporting: [Key Dates for Providers](#) web page for the specific dates of the refresh and the time periods of data collection included in each Care Compare refresh.
- CMS [Hospice Quality Reporting Program \(HQRP\)](#) website.
- [Hospice CAHPS Survey](#) official website.
- CMS Public Reporting website, [Care Compare](#).