



Hospice Special Focus Program: Beyond the Selection Process

The Hospice Special Focus Program (SFP) is designed to improve the quality of hospice care by identifying hospice organizations that, according to the Centers for Medicare and Medicaid Services' (CMS) algorithm, have higher SFP quality scores than other hospice providers and are therefore identified as poor performers.

THE CURRENT SFP ALGORITHM INCLUDES:

- Condition-level deficiencies (CLDs) tied to quality of care from 11 Conditions of Participation
- Substantiated complaints with an "intake" record in iQUIES or complaint survey
- Low Hospice Care Index (HCI) scores.
- CAHPS® Hospice Survey bottom-box scores for four selected CAHPS measures:
 - Help for Pain and Symptoms
 - Getting Timely Help
 - Willingness to Recommend the Hospice
 - Overall Rating of the Hospice

Understanding the implications of inclusion in the SFP is important to the long-term viability of hospice organizations.

SFP PUBLIC REPORTING

The [CMS Hospice Special Focus Program website](#) will be the hub for CMS' SFP public reporting. It will be updated annually and will include information about the SFP, the fifty hospices that have been selected to participate in the SFP, and the hospices that are identified as poor performers. As participating hospices move through the SFP, their statuses will be updated at least annually.

SFP STATUSES

- In progress
- Completed
- Terminated from the Medicare program

SFP SURVEYS

- SFP surveys every six months
- Hospices return to substantial compliance by having two SFP surveys or complaints that do not include uncorrected condition-level deficiencies (CLDs) or immediate jeopardy (IJ) while in the program. Hospices that have completed the SFP will have one survey in the 12 months following completion before returning to the standard 36-month cycle.
- Hospices that are unable to return to substantial compliance will be subject to CMS remedies and enforcement actions that include termination from the Medicare hospice program.

**AXXESS HAS THE TOOLS TO KEEP HOSPICE ORGANIZATIONS COMPLIANT:**

- Hospice-specific documentation from admission to discharge
- Automated admission narratives, progress toward goals, interventions performed and visit narratives that flow from the visit note to the patient's IDG summary
- Orders-driven workflow that ensures updates to the comprehensive assessment and plan of care flow seamlessly with a single action
- Editable, hospice-specific problems, interventions and goals to make compliant care planning quick and efficient
- CHAP verified and ACHC product certified, ensuring easy resolution to the most common survey citations
- Axxess CAHPS portal with real-time survey results and transcribed comments to drive quality improvement processes.