

HOSPICE AXXESS CAHPS QUICK REFERENCE GUIDE

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LOGIN

1. Navigate to www.axxess.com.
2. Select **LOGIN**.
3. Enter credentials.
4. Select **Secure Login**.
5. Confirmation will show login successful. Select **OK**.

Axxess Planner - Select the name of the organization below Axxess CAHPS on the left side of the page. Once inside Axxess CAHPS, select the **Axxess Planner** menu button to go back to the Planner.

Dashboard - The CAHPS Hospice Dashboard shows Survey Progress, Star Ratings, Care Compare, Competitors, Marketing Opportunities, News and Axxess media.



1. Survey Progress - Shows the percentage graphic of the progress of completed surveys per month. Select **MORE** for the progress details.
2. Star Ratings - Shows the average five-star ratings for quality measures and patient surveys. Select **MORE** for details of either rating.
3. Care Compare - Shows if the organization's improvement scores are trending up or down. Select **MORE** for more details.
4. Competitors - Shows the organization's competitors by name and star rating in the area. Select **MORE** for more details.
5. Marketing Opportunities - Shows a list of hospitals based off their location and 30-day readmission rate. Select **MORE** for details.
6. News - Shows recently published articles from the Axxess blog. Select **MORE** for more news, events, legislation and clinical insights.
7. Axxess Media - An embedded link to Axxess educational and informational videos designed to aide and educate organizations using Axxess.

HOSPICE COMPARE

Select one of the **MORE** buttons from the dashboard tiles to see a list of reports. Any report chosen will still show the reports menu on the left side of the screen.

The reports have common buttons featured in every section:

- **Print** sends the data to the printer.
- **Download** has options to either generate a PDF version or Excel spreadsheet of the data to be saved and/or printed out.

-  2020 ▼ to change the year by selecting the calendar drop down.
- Select measures hyperlinks or the  icon to see what comprises the Domains & Measures category. It shows the Care Compare Description, Measure Calculation (Numerator and Denominator) and Data Sources (Tutorial when available) and a link to the **HIS Reference**.
- The Trending column graphically shows per measure whether the organization is trending up or down.

Quality Measures

Quarterly

Summary of the data collected per quarter. The numbers in the columns indicate how the organization scored for each survey composite per quarter compared to the state and national averages.

NOTE: CAHPS survey data is typically submitted quarterly per CMS protocols.

Annual

This report enables organizations to see how their scores on each measure are trending annually including the average.


Star Ratings

The organization's patient care five-star rating report will be displayed. Scores for specific star ratings are explained in the Hospice Star Rating Scorecard table on the right side of the page.

Patient Surveys

Quarterly

The organization's patient surveys quarterly report will be displayed compared to the state and national averages.

- Select the  icon to see the top, middle and bottom values.

Star Ratings

The organization's patient surveys star ratings report will be displayed. Scores for specific star ratings are explained in the Hospice Star Rating Scorecard table on the right side of the page.

Levels of Care

Quarterly

The Quarterly Levels of Care show the average of daily census and level of cares provided on average per quarter versus the state and national average.

Annual

The Annual Levels of Care shows how their scores on the domains and measures are trending annually including the average.

Medical Conditions

Quarterly

The Quarterly Medical Conditions show the average of daily census and percentages of cancer, heart disease, dementia, respiratory, stroke and other conditions on average per quarter versus the state and national average.

Annual

The Annual Medical Conditions show the average of daily census and percentages of cancer, heart disease, dementia, respiratory, stroke and other conditions on average per quarter including the annual average.

Location of Care

Quarterly

The Quarterly Location of Care shows the average of daily census and percentages of care provided including assisted living facility (ALF), home, inpatient hospice and hospital facilities, nursing facility (NF), skilled nursing facility (SNF) and all other locations. It also shows the average per quarter versus the state and national average.

Annual

The Annual Location of Care shows the average of daily census and percentages of care provided including ALF, home, inpatient hospice and hospital facilities, NF, SNF and all other locations.

ADMIN TOOLS

User Manager

Users can be viewed, searched for and added. To remove users, select the **Remove User** button to the far right.

To add a new user:

- Select **Add New User** to add a user.

- Enter the email address.
- Select **Add**.

Upload File

This section appears only for organizations that are not subscribed to Axxess Hospice. Organizations not using Axxess' electronic health record systems must upload monthly patient information files before the fifth of each month. If the organization is subscribed to Axxess Home Health, the monthly sample file will automatically be downloaded and processed.

Upload File

- Choose the hospice CAHPS type from the dropdown menu.
- Search for the upload file by selecting **Browse**.
- Complete by selecting **Upload**.
- Template files are available to download and a guide to the right of the page.

File Upload History

The history of the uploads of patient sample files, either by the organization or automatically by Axxess, enabling organizations to confirm that the CAHPS reports have been successfully uploaded.

- The page is split into eight columns: branch, period, type, uploaded by, records, status, reason and upload date.
- There are four statuses for upload files: pending, success, failed and error.

HELP MENU

Help

Sends users to the Axxess Help Center CAHPS section that has links, instructional videos and tutorial for Axxess CAHPS.

Support Ticketing Center

Enables designated superusers from each organization to directly engage with the Axxess support team to request help or to recommend feature enhancements.

HIS Reference

This page is a reference page for HIS questions. Navigate through the list of hospice items by selecting any of the categories on the left side which expands the category.

Podcasts for Hospices

Direct link to www.hospicecahpssurvey.org which has ten different podcasts ranging from the overview of requirements to the public reporting of survey scores.

PROFILE

Hover over the username in the top right of the page to switch between organizations (if assigned to more than one) or **Logout**.

HELP CENTER

A great resource that is available 24/7 is our Help Center. It is a place to get answers to frequently asked questions or watch videos of all Axxess products. It can be accessed by going to <https://www.axxess.com/help/>

