

# **HOSPICE AXXESS CAHPS TRAINING MANUAL**

April 2022

**Table of Contents**

LOGIN.....	3
Axxess Planner.....	3
Dashboard.....	4
HOSPICE COMPARE.....	7
Quality Measures.....	8
Patient Surveys .....	10
Levels of Care .....	11
Medical Conditions .....	11
Location of Care .....	12
ADMIN TOOLS .....	14
User Manager.....	14
Upload File .....	15
File Upload History .....	15
HELP MENU.....	16
PROFILE .....	17
HELP CENTER.....	18

## LOGIN

Navigate to [www.axxess.com](http://www.axxess.com). Select **LOGIN**.



User inputs credentials and selects **Secure Login**.

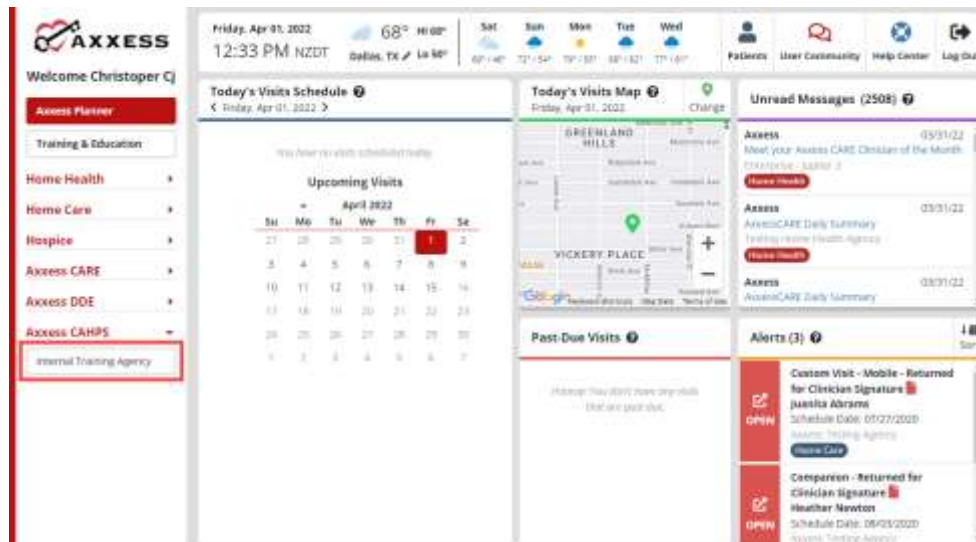



A Login Successful confirmation shows, select **OK**.



## **Axxess Planner**

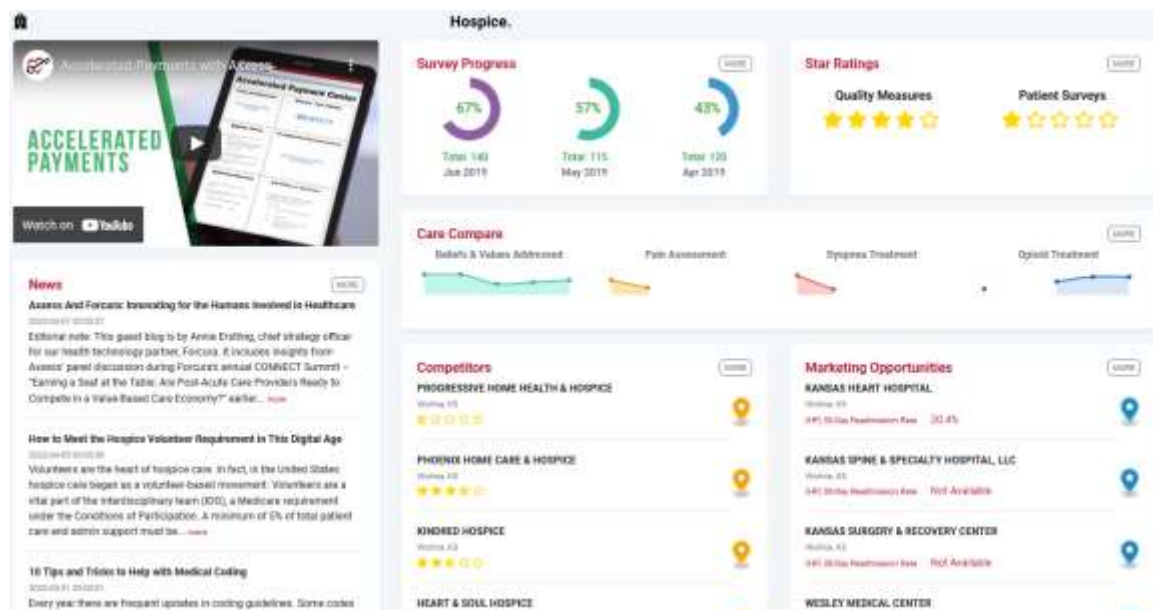
The Axxess Planner displays pertinent information specific to a user. Shortcuts have been placed on the left side of the page to allow for easy access to the Axxess applications the organization is using. Clinicians are also able to see upcoming visits, past due visits, unread messages, and a map of today's visits. To access CAHPS survey data, select the name of the organization below CAHPS Hospice on the left side of the page.



Once inside CAHPS Hospice, select the  **Axxess Planner** menu button to go back to the previous screen.

## Dashboards

The landing page of CAHPS Hospice is the Dashboard. It shows Survey Progress, Star Ratings, Care Compare, Competitors, Marketing Opportunities, News and Axxess media.



**Survey Progress** - Shows the percentage graphic of the progress of completed surveys per month. Select the **MORE** button for the progress details.



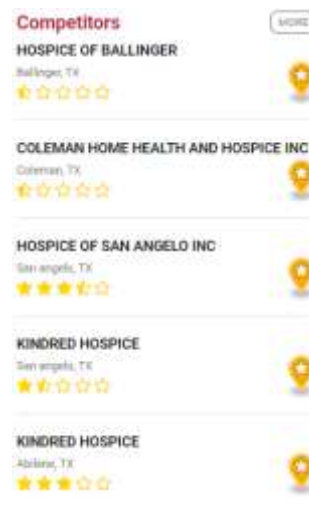
**Star Ratings** - Shows the average five-star ratings for Quality Measures and Patient Surveys. Select the **MORE** button for the details of either rating.



**Care Compare** - Shows if the organization's improvement scores are trending up or down. Select the **MORE** button to get more details.








**Competitors** - Shows the organization's competitors by name and star rating in the area. Select the **MORE** button to get more details.



**Marketing Opportunities** - Shows a list of hospitals based off their location and 30-Day Readmission Rate. Select the **MORE** button to get more details.

**Marketing Opportunities**
MORE

<b>PUSHMATAHA COUNTY TOWN OF ANTLERS HOSPITAL</b> Antlers, OK (HF) 30-Day Readmission Rate 22.5%	
<b>CHOCTAW MEMORIAL HOSPITAL</b> Hugo, OK (HF) 30-Day Readmission Rate 23.6%	
<b>PARIS REGIONAL MEDICAL CENTER</b> Paris, TX (HF) 30-Day Readmission Rate 20.6%	
<b>ATOKA COUNTY MEDICAL CENTER</b> Atoka, OK (HF) 30-Day Readmission Rate 21.5%	
<b>ALLIANCEHEALTH DURANT</b> Durant, OK (HF) 30-Day Readmission Rate 25.5%	

**News** - Shows recently published articles from the Axxess Blog. Select the **MORE** button for more news, events, legislation and clinical insights.

**News**
MORE

**Axxess And Forcura: Innovating for the Humans Involved in Healthcare**  
2022-04-07 09:00:00  
 Editorial note: This guest blog is by Annie Erstling, chief strategy officer for our health technology partner, Forcura. It includes insights from Axxess' panel discussion during Forcura's annual CONNECT Summit – "Earning a Seat at the Table: Are Post-Acute Care Providers Ready to Compete in a Value-Based Care Economy?" earlier... [more](#)

**How to Meet the Hospice Volunteer Requirement in This Digital Age**  
2022-04-05 09:00:00  
 Volunteers are the heart of hospice care. In fact, in the United States hospice care began as a volunteer-based movement. Volunteers are a vital part of the interdisciplinary team (IDT), a Medicare requirement under the Conditions of Participation. A minimum of 5% of total patient care and admin support must be... [more](#)

**10 Tips and Tricks to Help with Medical Coding**  
2022-03-31 09:00:00  
 Every year there are frequent updates in coding guidelines. Some codes... [more](#)


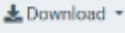


**Axxess Media** - An embedded link to Axxess educational and informational videos designed to aide and educate organizations using Axxess.

## 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 most sections:

- The  button sends the data to the printer.
- The  button has options to either generate a PDF version or Excel spreadsheet of the data to be saved to the user's computer and/or printed out.
- The  button 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**.

### Hospice Visits When Death is Imminent, Measure 1

X

#### Care Compare Description

Percentage of patients receiving at least one visit from registered nurses, physicians, nurse practitioners, or physician assistants in the last 3 days of life.

#### Measure Calculation - Numerator

Number of patients from the denominator receiving at least one visit from registered nurses, physicians, nurse practitioners or physician assistants in the last 3 days of life.

#### Measure Calculation - Denominator

All patients, except for those with exclusions.

#### Data Sources

- (O5000) Level of care in final 3 days
- (O5010) Number of hospice visits in final 3 days
- (O5020) Level of care in final 7 days

[HIS Reference](#)

## 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.








QUALITY MEASURES - QUARTERLY						
<a href="#">Download</a> <a href="#">Download</a> <a href="#">Print</a> 2020						
Measures	Q1-2020	Q2-2020	Q3-2020	State	National	Sample Date Range
Hospice and Palliative Care Composite Process Measure	100.00	100.00	100.00	98.62	99.30	Oct 1, 2018 - Sep 30, 2019
Hospice Visits When Death is Imminent, Measure 1	97.20	97.90	96.50	96.24	97.50	Oct 1, 2018 - Sep 30, 2019
HIS Comprehensive Assessment						
Hospice and Palliative Care – Treatment Preferences	86.10	93.80	96.50	95.87	97.10	Oct 1, 2018 - Sep 30, 2019
Beliefs & Values Addressed (if desired by the patient)	73.90	81.50	76.70	92.59	92.40	Oct 1, 2018 - Sep 30, 2019
Hospice and Palliative Care – Pain Screening	91.70	95.80	96.50	98.38	98.50	Oct 1, 2018 - Sep 30, 2019
Hospice and Palliative Care – Pain Assessment	90.60	91.70	90.50	97.59	96.80	Oct 1, 2018 - Sep 30, 2019
Hospice and Palliative Care – Dyspnea Screening	0.00	0.00	0.00	97.50	94.30	Oct 1, 2018 - Sep 30, 2019
Hospice and Palliative Care – Dyspnea Treatment	64.50	73.30	70.90	86.54	88.40	Oct 1, 2018 - Sep 30, 2019
Patient Treated with an Opioid Who Are Given a Bowel Regimen	88.90	88.90	88.40	85.34	82.40	Oct 1, 2018 - Sep 30, 2019

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



## Annual

This report allows organizations to see how their scores on each measure are trending annually including the average. The trending column graphically shows per measure whether the organization is trending up or down.


QUALITY MEASURES - ANNUAL					
Download	Print	2020			
Domains & Measures	Q1-2020	Q2-2020	Q3-2020	Annual Average	Trending
Hospice and Palliative Care Composite Process Measure	100.00	100.00	100.00	100.00	
Hospice Visits When Death is Imminent, Measure 1	97.20	97.90	96.50	97.20	
<b>Patient Preferences</b>	80.00	87.65	86.60	84.75	
Hospice and Palliative Care - Treatment Preferences	86.10	93.80	96.50	92.13	
Beliefs & Values Addressed (if desired by the patient)	73.90	81.50	76.70	77.37	
<b>Managing Pain and Treating Symptoms</b>	68.34	69.94	69.26	69.18	
Hospice and Palliative Care - Pain Screening	91.70	95.80	96.50	94.67	
Hospice and Palliative Care - Pain Assessment	96.60	91.70	90.50	92.93	
Hospice and Palliative Care - Dyspnea Screening	0.00	0.00	0.00	0.00	
Hospice and Palliative Care - Dyspnea Treatment	64.50	73.30	70.90	69.57	
Patient Treated with an Opioid Who Are Given a Bowel Regimen	88.90	88.90	88.40	88.73	

## 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.

QUALITY MEASURES - STAR RATINGS					Print		Q3-2020							
Your Overall Star Rating					Hospice Star Rating Scorecard									
★★★★★ (3.00)														
Measures	Your Score	Your Star Rating	State	National	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Hospice and Palliative Care – Treatment Preferences ⓘ	96.50	★★★★★ (4.50)	95.87	97.18	0.0-73.43	73.43-85.00	85.01-89.15	89.16-92.30	92.31-94.00	94.01-95.30	95.31-96.50	96.51-97.70	97.71-98.90	98.91-100.0
Beliefs & Values Addressed (if desired by the patient) ⓘ	76.70	★★★☆☆ (2.50)	92.59	92.40	0.0-83.90	83.91-92.80	92.81-95.10	95.11-97.40	97.41-98.70	98.71-99.00	99.01-99.30	99.31-99.60	99.61-99.90	100.0
Hospice and Palliative Care – Pain Screening ⓘ	96.50	★★★★★ (4.00)	98.38	96.50	0.0-83.90	83.91-95.60	95.61-97.30	97.31-98.00	98.01-98.70	98.71-99.00	99.01-99.30	99.31-99.60	99.61-99.90	100.0
Hospice and Palliative Care – Pain Assessment ⓘ	90.50	★★★★☆ (3.00)	97.59	96.80	0.0-52.90	52.91-62.60	62.61-68.80	68.81-75.50	75.51-80.10	80.11-84.35	84.36-88.50	88.51-92.65	92.66-96.80	96.81-100.0
Hospice and Palliative Care – Dyspnea Screening ⓘ	0.00	★☆☆☆☆ (0.50)	97.50	94.30	0.0-77.18	77.19-82.90	82.91-87.25	87.26-90.10	90.11-91.25	91.26-93.85	93.86-95.25	95.26-96.45	96.46-98.45	98.46-100.0
Hospice and Palliative Care – Dyspnea Treatment ⓘ	70.90	★★★☆☆ (2.00)	86.54	88.40	0.0-73.75	73.76-80.00	80.01-84.10	84.11-86.55	86.56-88.00	88.01-91.20	91.21-93.40	93.41-95.60	95.61-97.80	97.81-100.0
Patient Treated with an Opioid Who Are Given a Bowel Regimen ⓘ	88.40	★★★★☆ (4.00)	93.34	92.40	0.0-87.85	87.86-94.90	94.91-97.45	97.46-98.55	98.56-99.25	99.26-99.90	99.91-100.0	100.0	100.0	100.0

## 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.

### PATIENT SURVEYS - QUARTERLY

Print

2020

Measures	Q1-2020	Q2-2020	Q3-2020	State	National	Sample Date Range
 Emotional and Spiritual Support	0.00	0.00	0.00	88.67	90.00	Oct 1, 2017 - Sep 30, 2019
 Rating of Hospice Care	0.00	0.00	0.00	79.63	81.00	Oct 1, 2017 - Sep 30, 2019
 Willingness to Recommend Hospice	0.00	0.00	0.00	82.37	84.00	Oct 1, 2017 - Sep 30, 2019
 Treating Patient with Respect	0.00	0.00	0.00	89.95	91.00	Oct 1, 2017 - Sep 30, 2019
 Getting Timely Help	0.00	0.00	0.00	77.34	78.00	Oct 1, 2017 - Sep 30, 2019
 Help for Pain and Symptoms	0.00	0.00	0.00	75.16	75.00	Oct 1, 2017 - Sep 30, 2019
 Communication with Family	0.00	0.00	0.00	79.74	81.00	Oct 1, 2017 - Sep 30, 2019
 Training Family to Care for Patient	0.00	0.00	0.00	75.92	76.00	Oct 1, 2017 - Sep 30, 2019

## 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.

### PATIENT SURVEYS - STAR RATING

Print

Q3-2020

Your Overall Star Rating		☆☆☆☆☆ (1.00)				Hospice Star Rating Scorecard										
Measures		Your Score	Your Star Rating	State	National	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0	
Emotional and Spiritual Support	1	0.00	☆☆☆☆☆ (0.50)	88.69	90.00	0.0-76.68	76.69-79.00	79.01-79.08	79.09-85.35	85.36-89.35	89.36-87.00	87.01-90.00	90.01-96.08	96.09-99.00	99.01-100.0	
Rating of Hospice Care	2	0.00	☆☆☆☆☆ (0.50)	79.80	81.00	0.0-85.88	85.89-60.00	60.01-63.00	63.01-70.88	70.89-74.50	74.51-74.50	74.51-84.00	84.01-89.08	89.09-94.00	94.01-100.0	
Willingness to Recommend Hospice	3	0.00	☆☆☆☆☆ (0.50)	82.44	84.00	0.0-87.00	87.01-62.00	62.01-67.00	67.01-72.66	72.67-76.50	76.51-81.00	81.01-86.00	86.01-91.00	91.01-96.00	96.01-100.0	
Treating Patient with Respect	4	0.00	☆☆☆☆☆ (0.50)	89.96	91.00	0.0-73.00	73.01-76.50	76.51-79.50	79.51-82.50	82.51-85.50	85.51-88.50	88.51-91.50	91.51-94.50	94.51-97.50	97.51-100.0	
Getting Timely Help	5	0.00	☆☆☆☆☆ (0.50)	77.14	78.00	0.0-54.00	54.01-59.00	59.01-64.00	64.01-69.00	69.01-73.50	73.51-78.00	78.01-83.00	83.01-88.00	88.01-93.00	93.01-100.0	
Help for Pain and Symptoms	6	0.00	☆☆☆☆☆ (0.50)	75.47	75.00	0.0-54.00	54.01-50.00	50.01-63.00	63.01-64.00	64.01-72.50	72.51-77.00	77.01-82.00	82.01-86.00	86.01-91.00	91.01-100.0	
Communication with Family	7	0.00	☆☆☆☆☆ (0.50)	79.75	81.00	0.0-88.00	88.01-64.00	64.01-68.00	68.01-72.00	72.01-76.00	76.01-80.00	80.01-84.00	84.01-88.00	88.01-92.00	92.01-100.0	
Training Family to Care for Patient	8	0.00	☆☆☆☆☆ (0.50)	76.09	76.00	0.0-88.00	88.01-80.00	80.01-81.00	81.01-86.00	86.01-71.50	71.51-77.00	77.01-82.00	82.01-87.00	87.01-92.00	92.01-100.0	

## 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.

#### LEVELS OF CARE - QUARTERLY

Download

Download

Print

2020

Measures	Q1-2020	Q2-2020	Q3-2020	State	National	Sample Date Range
Average Daily Census	19.90	19.90	19.90	54.93	68.50	Jan 1, 2017 - Dec 31, 2017
Provided Routine Home Care and other levels of care	0.00	0.00	0.00	0.00	95.10	Jan 1, 2015 - Dec 31, 2017
Provided Routine Home Care only	0.00	0.00	0.00	0.00	4.90	Jan 1, 2015 - Dec 31, 2017

### Annual




The Annual Levels of Care shows how their scores on the domains and measures are trending annually including the average. The trending column graphically shows per measure whether the organization is trending up or down.

#### LEVELS OF CARE - ANNUAL

Download

Print

2020

Domains & Measures	Q1-2020	Q2-2020	Q3-2020	Annual Average	Trending
Average Daily Census	13.70	13.70	13.70	13.70	
Provided Routine Home Care and other levels of care	0.00	0.00	0.00	0.00	
Provided Routine Home Care only	0.00	0.00	0.00	0.00	

## 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.

### MEDICAL CONDITIONS - QUARTERLY

Download

Download

Print

2020

Measures		Q1-2020	Q2-2020	Q3-2020	State	National	Sample Date Range
Average Daily Census	?	13.70	13.70	13.70	54.93	68.50	Jan 1, 2017 - Dec 31, 2017
Percent of Patients with Cancer	?	32.00	32.00	32.00	23.36	—	—
Percent of Patients with Circulatory/heart disease	?	26.00	26.00	26.00	25.77	—	—
Percent of Patients with Dementia	?	0.00	0.00	0.00	8.85	—	—
Percent of Patients with All other conditions	?	11.00	11.00	11.00	12.67	—	—
Percent of Patients with Respiratory disease	?	0.00	0.00	0.00	7.41	—	—
Percent of Patients with Stroke	?	0.00	0.00	0.00	2.93	—	—

## 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. The Trending column graphically shows per measure whether the organization is trending up or down.

### MEDICAL CONDITIONS - ANNUAL

Download

Print

2020

Measures		Q1-2020	Q2-2020	Q3-2020	Annual Average	Trending
Average Daily Census	?	13.70	13.70	13.70	13.70	
Percent of Patients with Cancer	?	32.00	32.00	32.00	32.00	
Percent of Patients with Circulatory/heart disease	?	26.00	26.00	26.00	26.00	
Percent of Patients with Dementia	?	0.00	0.00	0.00	0.00	
Percent of Patients with All other conditions	?	11.00	11.00	11.00	11.00	
Percent of Patients with Respiratory disease	?	0.00	0.00	0.00	0.00	
Percent of Patients with Stroke	?	0.00	0.00	0.00	0.00	

## Location of Care

### Quarterly

The Quarterly 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. It also shows the average per quarter versus the state and national average.

### LOCATION OF CARE - QUARTERLY

Download

Download

Print

2020

Measures		Q1-2020	Q2-2020	Q3-2020	State	National	Sample Date Range
Average Daily Census	?	13.70	13.70	13.70	54.93	68.50	Jan 1, 2017 - Dec 31, 2017
Care Provided in Assisted Living Facility	?	0.00	44.00	44.00	62.59	--	--
Care Provided in Home	?	0.00	0.00	0.00	14.48	--	--
Care Provided in Inpatient Hospice Facility	?	0.00	55.00	55.00	18.22	--	--
Care Provided in Inpatient Hospital Facility	?	0.00	1.00	1.00	4.20	--	--
Care Provided in Nursing Facility	?	0.00	0.00	0.00	0.48	--	--
Care Provided in All other locations	?	0.00	0.00	0.00	0.55	--	--
Care Provided in Skilled Nursing Facility	?	0.00	0.00	0.00	0.79	--	--

### 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. The trending column graphically shows per measure whether the organization is trending up or down.

### LOCATION OF CARE - ANNUAL

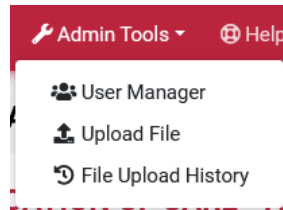
Download

Print

2020

Measures		Q1-2020	Q2-2020	Q3-2020	Annual Average	Trending
Average Daily Census	?	13.70	13.70	13.70	13.70	
Care Provided in Assisted Living Facility	?	0.00	44.00	44.00	29.33	
Care Provided in Home	?	0.00	0.00	0.00	0.00	
Care Provided in Inpatient Hospice Facility	?	0.00	55.00	55.00	36.67	
Care Provided in Inpatient Hospital Facility	?	0.00	1.00	1.00	0.67	
Care Provided in Nursing Facility	?	0.00	0.00	0.00	0.00	
Care Provided in All other locations	?	0.00	0.00	0.00	0.00	
Care Provided in Skilled Nursing Facility	?	0.00	0.00	0.00	0.00	

## ADMIN TOOLS



### User Manager

Users can be viewed, searched for, added and removed. To remove users, select the **Remove User** button to the far right. Select the **Add New User** button to add a user.

#### AGENCY'S USER MANAGEMENT

Add New User

Find a user:

Search by name or email...

Name	Email	Actions
Aahat Bhatnagar	@axxess.com	<div>Remove User</div>
Aayush Kumar	@axxess.com	<div>Remove User</div>
Abdul Baute	@axxess.com	<div>Remove User</div>
Abdulmujib Hashim	@axxess.com	<div>Remove User</div>
Abdulmumin Shehu	@axxess.com	<div>Remove User</div>

Enter the Email Address then select the **Add** button.

Add New User

First Name:

John

Last Name:

Doe

Email Address:

email@example.com

Add



## Upload File

Axxess Hospice users do not need to upload monthly patient files for CAHPS Hospice surveying. Organizations not using Axxess electronic health record systems must upload monthly patient information files before the fifth of each month. To upload, select **Choose file** and select the patient file. Select the red **Upload** button to complete the upload process.

### Upload Patient File

Upload for: **HOSPICE INC**

CAHPS Type:

Hospice

Select patient file (CSV, Excel):

Choose file

Browse

 Upload

 Your patient data file will be securely uploaded to us.

### File Specifications

Please upload your patient files according to our CAHPS file specification.

You can download a template file, Excel or CSV, and a Guide that describes each field of the template file below.

Hospice

 Excel Template

 CSV Template

 File Specification Guide

## File Upload History

This page is the history of uploads of patient sample files. The files have occurred for the organization either by the organization or automatically by Axxess allowing organizations to confirm that the CAHPS reports have been successfully uploaded into the system. The page is split into eight columns. The branch, period, type, uploaded by, records, status and upload date. There are three different statuses for upload files: pending, success and error.

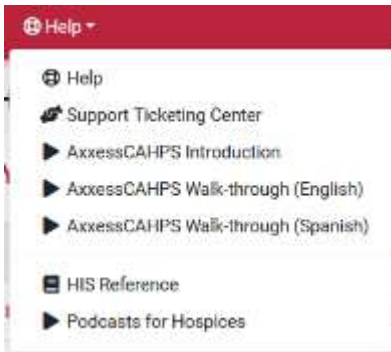
### UPLOAD HISTORY

Branch	Period	Type	Uploaded By	Records	Status	Reason	Upload Date
HOSPICE INC	02-2022	Hospice	Axxess Research	6	Success		Mar 1, 2022
HOSPICE INC	01-2022	Hospice	Axxess Research	8	Success		Feb 8, 2022
HOSPICE INC	12-2021	Hospice		8	Success		Jan 5, 2022
HOSPICE INC	10-2021	Hospice		12	Success		Dec 7, 2021
HOSPICE INC	11-2021	Hospice		9	Success		Dec 7, 2021

Previous
1
Next

Showing 1 to 5 of 5 entries

## 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

The Support Ticketing Center allows designated super-users 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.



## HIS REFERENCE

- A. Administrative Information
- F. Preferences
- J. Active Diagnoses
- J. Health Conditions (Pain and Cystitis)
- N. Medications
- O. Service Utilization
- Z. Record Administration

### A. ADMINISTRATIVE INFORMATION

#### A0000 Type of Record

##### Item-Specific Instructions

- Indicate whether a HIS record is a new record to be added to the Quality Improvement Evaluation System (QIES) Assessment Submission and Processing (ASAP) system or if a HIS record that was previously submitted and accepted in the QIES ASAP system requires modification or inactivation.
  - **Code 1, Add new record:** Select code 1 if this is a new HIS record that has not been previously submitted and accepted in the QIES ASAP system.
    - If there is an existing record for the same patient, the same hospice, with the same reason for record, and the same event date(s) (for example, admission date, or discharge date), then the current record would be a duplicate and not a new record. In this case, when submitted, the record will be rejected by the QIES ASAP system and a fatal error will be reported to the provider on the Final Validation Report. Further details on the Final Validation Report can be found in Chapter 3.
  - **Code 2, Modify existing record:** Select code 2 if this is a request to modify data for a record that already has been submitted and accepted in the QIES ASAP system. Selecting code 2 creates a Modification Request that is used when a HIS record has been previously submitted and accepted in the QIES ASAP system, but the record contains errors. The types of errors that may be corrected in a Modification Request include errors in transcription, data entry, software product, item completion, and/or other errors requiring correction.
    - Errors in most items on a HIS record can be corrected with a Modification Request, with some exceptions. For more details on Modification Requests, see Chapter 3 of this manual.

## Podcasts for Hospices

Direct link to [hospicecahpssurvey.org](http://hospicecahpssurvey.org) which has 10 different podcasts ranging from the overview of requirements to the public reporting of survey scores.

## CAHPS® Hospice Survey

[Information for Vendors](#)
[Information for Hospices](#)
[Survey Materials](#)
[Quality Assurance Guidelines](#)
[Public Reporting](#)

### Podcasts

The CAHPS Hospice Survey Podcasts for Hospices are specifically targeted for hospice staff in order to provide important information about key items related to the CAHPS Hospice Survey.

**Overview of Requirements** – This podcast reviews the basic requirements for compliance with national implementation of the CAHPS Hospice Survey, including how your APU may be affected, whether your hospice needs to participate, and what steps your hospice must pursue if it does not qualify for an exemption.

- [Watch podcast](#)
- [Transcript](#)

**Selecting and Authorizing a Survey Vendor** – This podcast includes information regarding how to select the best survey vendor for your hospice, and how to fill out the CAHPS Hospice Survey Vendor Authorization Form.

- [Watch podcast](#)

## PROFILE

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

Axxess Planner
Christoper CJ ▾

Switch Agency:

 **Testing Home Health Agency, Inc.**

 **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/>

