

# **HOSPICE AXXESS CAHPS TRAINING MANUAL**

September 2023

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## LOGIN

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



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

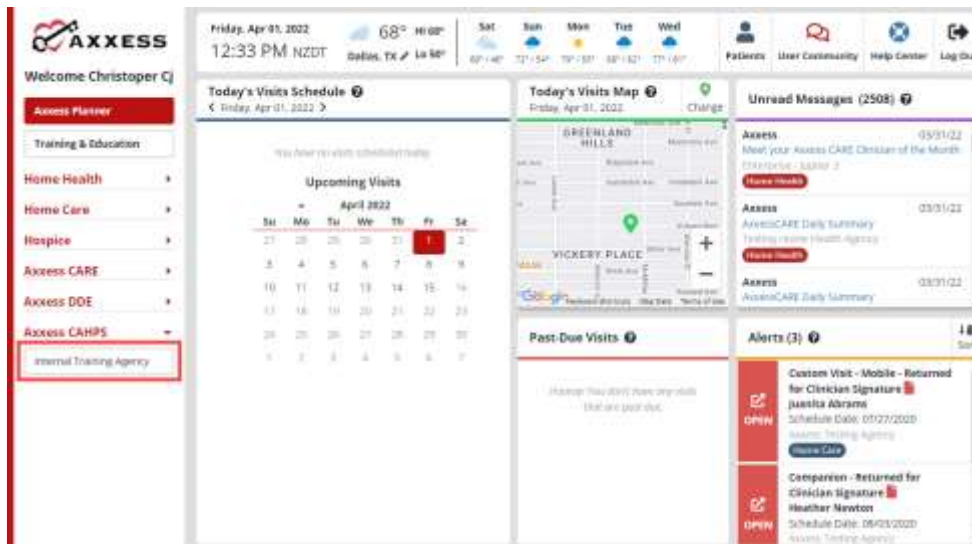


A Login Successful confirmation shows, select **OK**.



## **Axxess Planner**

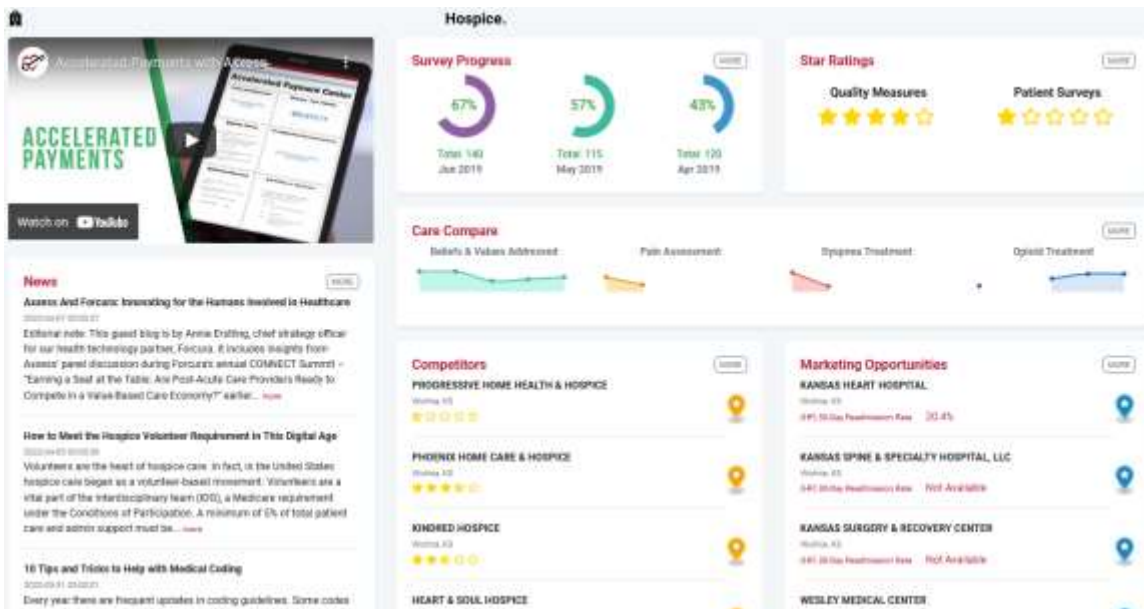
The Axxess Planner displays pertinent information specific to a user. Shortcuts have been placed on the left side of the page to allow for easy access to the Axxess applications the organization is using. Clinicians are also able to see upcoming visits, past due visits, unread messages, and a map of 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.

## Dashboard

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.



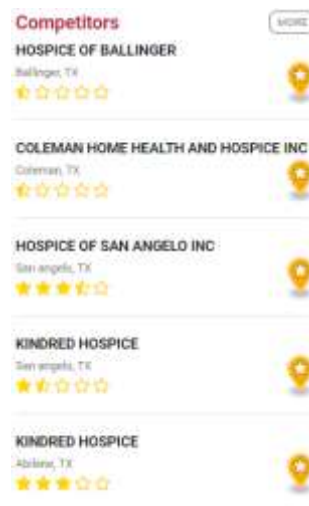
**Star Ratings** - Shows the average five-star ratings for Quality Measures and Patient Surveys. Select the **MORE** button for the details of either rating.



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

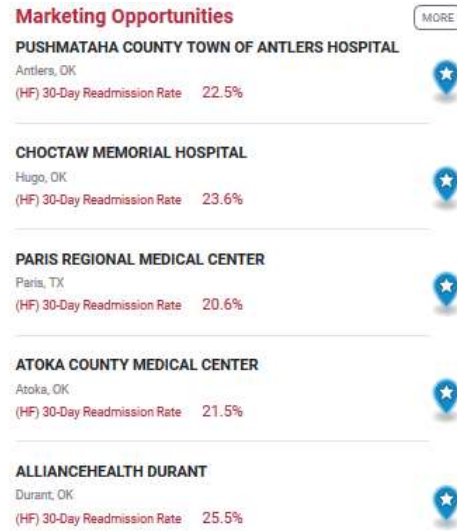


**Competitors** - Shows the organization’s competitors by name and star rating in the area. Select the **MORE** button to get more details.



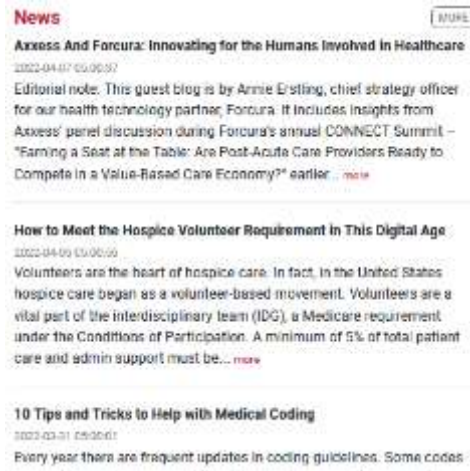
Competitor Name	Location	Star Rating
HOSPICE OF BALLINGER	Ballinger, TX	4.5
COLEMAN HOME HEALTH AND HOSPICE INC	Coleman, TX	4.5
HOSPICE OF SAN ANGELO INC	San angele, TX	4.5
KINDRED HOSPICE	San angele, TX	4.5
KINDRED HOSPICE	Abilene, TX	4.5

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



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

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



Article Title	Date	Time
Axxess And Forcura: Innovating for the Humans Involved in Healthcare	2022-04-07	09:00:57
How to Meet the Hospice Volunteer Requirement in This Digital Age	2022-04-05	09:00:00
10 Tips and Tricks to Help with Medical Coding	2022-03-31	09:00:01


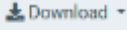


**Axxess Media** - An embedded link to Axxess educational and informational videos designed to aide and educate organizations using Axxess.

## 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  Print button sends the data to the printer.
- The  Download 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  2020 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**

Download Download Print 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	96.60	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	87.05	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 Q1-2020

Your Overall Star Rating <span>★★★★☆ (3.00)</span>					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
Hospice and Palliative Care - Treatment Preferences	96.50	★★★★★ (4.00)	95.87	97.18	0.0-72.43	73.43-85.00	85.00-99.15	99.15-92.30	92.30-94.00	94.00-95.30	95.30-96.50	96.50-97.70	97.70-99.90	99.90-100.0
Beliefs & Values Addressed (if desired by the patient)	76.70	★★★☆☆ (2.50)	92.59	92.40	0.0-81.90	81.90-72.80	72.80-80.10	80.10-84.66	84.66-87.60	87.60-90.10	90.10-92.70	92.70-95.20	95.20-97.90	97.90-100.0
Hospice and Palliative Care - Pain Screening	96.50	★★★★★ (4.00)	96.38	96.50	0.0-83.82	83.82-74.60	74.60-81.30	81.30-84.70	84.70-87.65	87.65-90.40	90.40-92.80	92.80-95.20	95.20-97.80	97.80-100.0
Hospice and Palliative Care - Pain Assessment	90.50	★★★★☆ (3.00)	97.59	96.80	0.0-52.93	52.93-62.60	62.60-69.60	69.60-75.55	75.55-80.10	80.10-84.39	84.39-88.30	88.30-93.30	93.30-96.20	96.20-100.0
Hospice and Palliative Care - Dyspnea Screening	0.00	★☆☆☆☆ (0.50)	97.50	94.30	0.0-77.18	77.18-81.90	81.90-87.29	87.29-90.10	90.10-91.39	91.39-93.89	93.89-95.20	95.20-99.80	99.80-98.40	98.40-100.0
Hospice and Palliative Care - Dyspnea Treatment	70.90	★★★☆☆ (2.00)	86.54	88.40	0.0-73.70	73.70-80.00	80.00-84.10	84.10-86.50	86.50-88.00	88.00-91.30	91.30-93.40	93.40-95.40	95.40-97.80	97.80-100.0
Patient Treated with an Opioid Who Are Given a Bowel Regimen	88.40	★★★★☆ (4.00)	93.34	92.40	0.0-87.93	87.93-76.70	76.70-84.80	84.80-87.49	87.49-90.30	90.30-92.40	92.40-94.30	94.30-96.20	96.20-98.10	98.10-100.0

## 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	0.00	☆☆☆☆ (0.50)	88.69	90.00	76.00-79.00	70.2%-74.00	74.01%-77.00	77.01%-83.00	83.01%-87.00	87.01%-90.00	90.01%-96.00	96.01%-100.0		
Rating of Hospice Care	0.00	☆☆☆☆ (0.50)	79.90	81.00	55.00-58.00	55.01%-60.00	60.01%-65.00	65.01%-70.00	70.01%-74.00	74.01%-79.00	79.01%-84.00	84.01%-89.00	89.01%-94.00	94.01%-100.0
Willingness to Recommend Hospice	0.00	☆☆☆☆ (0.50)	82.44	84.00	87.00-87.00	37.01%-62.00	62.01%-67.00	67.01%-72.00	72.01%-76.00	76.01%-81.00	81.01%-86.00	86.01%-91.00	91.01%-96.00	96.01%-100.0
Treating Patient with Respect	0.00	☆☆☆☆ (0.50)	89.96	91.00	73.00-73.00	73.01%-76.00	76.01%-79.00	79.01%-82.00	82.01%-85.00	85.01%-88.00	88.01%-91.00	91.01%-94.00	94.01%-97.00	97.01%-100.0
Getting Timely Help	0.00	☆☆☆☆ (0.50)	77.14	78.00	54.00-54.00	34.01%-59.00	59.01%-64.00	64.01%-69.00	69.01%-74.00	74.01%-79.00	79.01%-84.00	84.01%-89.00	89.01%-94.00	94.01%-100.0
Help for Pain and Symptoms	0.00	☆☆☆☆ (0.50)	75.47	75.00	54.00-54.00	34.01%-59.00	59.01%-64.00	64.01%-69.00	69.01%-74.00	74.01%-79.00	79.01%-84.00	84.01%-89.00	89.01%-94.00	94.01%-100.0
Communication with Family	0.00	☆☆☆☆ (0.50)	79.75	81.00	85.00-85.00	80.01%-84.00	84.01%-88.00	88.01%-92.00	92.01%-96.00	96.01%-100.0				
Training Family to Care for Patient	0.00	☆☆☆☆ (0.50)	76.09	76.00	55.00-55.00	50.01%-56.00	56.01%-61.00	61.01%-66.00	66.01%-71.00	71.01%-76.00	76.01%-81.00	81.01%-86.00	86.01%-91.00	91.01%-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	

## SURVEYS

### Survey Administration

The first report in the **Surveys** section is **Survey Administration** which shows a transparent view into the survey administration process with specific details on each month of the survey process.

- Survey - Shows the survey period and method.
- Survey Preparation - Shows how many patients were uploaded, eligible and how many were sampled to be contacted for the survey.
- Survey Result - Shows how many surveys are currently ongoing, have not been completed, complete and the monthly response rate (organization).
- CMS Submission - Confirms the sample CMS submission date and status.

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

**SURVEY ADMINISTRATION** Download Print


Period	Method	Survey Preparation			Survey Result				CMS Submission	
		Uploaded	Eligible	Sampled	Ongoing	Unresponded	Complete	Response Rate	Date	Status
02-2022	Mixed	301	200	149	87	0	53	37.98%	-	Unauthorized
01-2022	Mixed	309	204	142	0	0	82	45.39%	-	Unauthorized
12-2021	Mixed	314	206	144	0	0	94	44.44%	-	Unauthorized
11-2021	Mixed	301	205	140	0	96	44	31.43%	-	Unauthorized
10-2021	Mixed	333	201	141	0	82	59	41.84%	-	Unauthorized
09-2021	Mixed	313	203	144	0	0	51	35.42%	Jan 18, 2022	Successful
08-2021	Mixed	326	200	142	0	99	43	30.28%	Jan 18, 2022	Successful
07-2021	Mixed	307	200	142	0	0	69	40.25%	Jan 18, 2022	Successful
06-2021	Mixed	308	200	142	0	0	61	40.50%	Oct 16, 2021	Successful
05-2021	Mixed	7	7	2	0	0	88	2888%	Oct 16, 2021	Successful
04-2021	Mixed	300	200	140	0	0	63	45%	Oct 16, 2021	Successful
03-2021	Mixed	304	200	140	0	0	53	37.59%	Apr 16, 2021	Successful

## Survey Summary

Provides a summary of all patients that have completed a survey for the month chosen. The composite scores in the report match those on the publicly recorded CMS Home Health Compare website. Change the month by selecting the calendar drop down February 2022 button in the top right. Patients that have consented to have their names taken will show in the summary, those who have not will be represented by anonymous asterisks.

**SURVEY SUMMARY: FEBRUARY 2022** Download Print February 2022

Tracking Number	Name	S1-Care of Patients	S2-Communication	S3-Specific Care Issues	G1-Rating 9 or 10	G2-Recommended	Comments
Z59JH7H3MFGMAIGJ	**** *	0%	50%	100%	0%	0%	-
MBDUUK3YA20LWCPB	Eldora Fay	0%	50%	100%	0%	0%	Yes
P1VD4M7YIFHCM06E	**** *	0%	50%	100%	0%	0%	-
2YJADC9ITF9Z5DWQ	Cletus Bode	0%	50%	100%	0%	0%	Yes
PBBN076HPRLA9KYH	Morgan Pollich	0%	50%	100%	0%	0%	Yes
IDJSHCA84CETK3GU	Zelda Altenwerth	0%	50%	100%	0%	0%	-
H16AJOLJTWL7RH1R	Moshe Waelchi	0%	50%	100%	0%	0%	Yes

Hover over the question mark  icon to see which survey questions comprise that category. Select the bold Sample ID to see the details of the survey including how each question was answered.



### SURVEY RESPONSES


Sample Month: May, 2023  
 Tracking Number: XFYVM50  
 Name: XXXXXXXXXX

 Print

◀ Previous 1 of 1 Next ▶

Question	Response
Q1 How are you related to the person listed on the survey cover letter?	<b>My parent</b>
Q2 For this survey, the phrase "family member" refers to the person listed on the survey cover letter. In what locations did your family member receive care from this hospice? Please choose one or more.	<b>Assisted living facility</b>
Q3 While your family member was in hospice care, how often did you take part in or oversee care for him or her?	<b>Usually</b>
Q4 For this survey, the hospice team includes all the nurses, doctors, social workers, chaplains and other people who provided hospice care to your family member. While your family member was in hospice care, did you need to contact the hospice team during evenings, weekends, or holidays for questions or help with your family member's care?	<b>Yes</b>

## Survey Result

Shows monthly results of patient surveys along with specific patient surveys. Select the month to view or find a specific Survey Result by using the search bar. Sort through results list by selecting the  icon. A description of the different statuses is listed on the right of the page. Selecting the bold Sample ID to see the details of the survey including how each question was answered.

### SURVEY RESULT: FEBRUARY 2022

Search:

Tracking Number	Patient Name	Wave 1 - Mail	Wave 2 - Phone	Final Status
Z59JH7HMFMAJGJ	**** *		—	<b>Completed</b>
M8DUUK3YAZDLWCPB	Eldora Fay		—	<b>Completed</b>
PIVD4M7YIFHCMD6E	**** *		—	<b>Completed</b>
ZYJADC9ITF9Z5DWQ	Cletus Boode		—	<b>Completed</b>
PBBNO75HPBLA9KYH	Morgan Polich		—	<b>Completed</b>
IDJSHCAB4CETK3GU	Zelda Altenwerth		—	<b>Completed</b>
H16AJOLJTWL7RH1R	Moshe Waalchi		—	<b>Completed</b>
RVISZQYEPWPLC3D	**** *		—	<b>Completed</b>

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February 2022

#### Status Description

<b>Completed</b>	Survey completed
<b>Break-Off</b>	Patient started but did not fully complete survey
<b>Deceased</b>	Patient deceased and unable to complete survey
<b>Denied Service</b>	Patient denied receiving service from home health agency
<b>Ineligible</b>	Patient ineligible for survey
<b>No Proxy Available</b>	Proxy not available to complete on behalf of patient
<b>Refused Survey</b>	Patient declined to take survey
<b>Invalid Address</b>	Wrong mailing address for patient
<b>Invalid Number</b>	Wrong or disconnected number for patient
<b>Maximum Attempts</b>	Maximum number of attempts made to reach patient
<b>Queued</b>	Survey not initiated
<b>Ongoing</b>	Began process to reach patient
<b>No Response</b>	Completed survey not returned

Navigate through surveys using the **Previous** and **Next** buttons.

Previous **1** 2 3 4 5 Next

## Survey Comments

Provides a summary of all patient comments. Navigate ranges of dates by using the button in the top right which lets users filter between past month, past three months, past six months, past 12 months and custom range. The page also features a tag cloud, which is a visual representation of the keywords mentioned often during surveys. The bigger the word, the more it was mentioned. Patient Name (asterisks if no consent), Comment Tone icon and Patient Comments are shown for each entry.

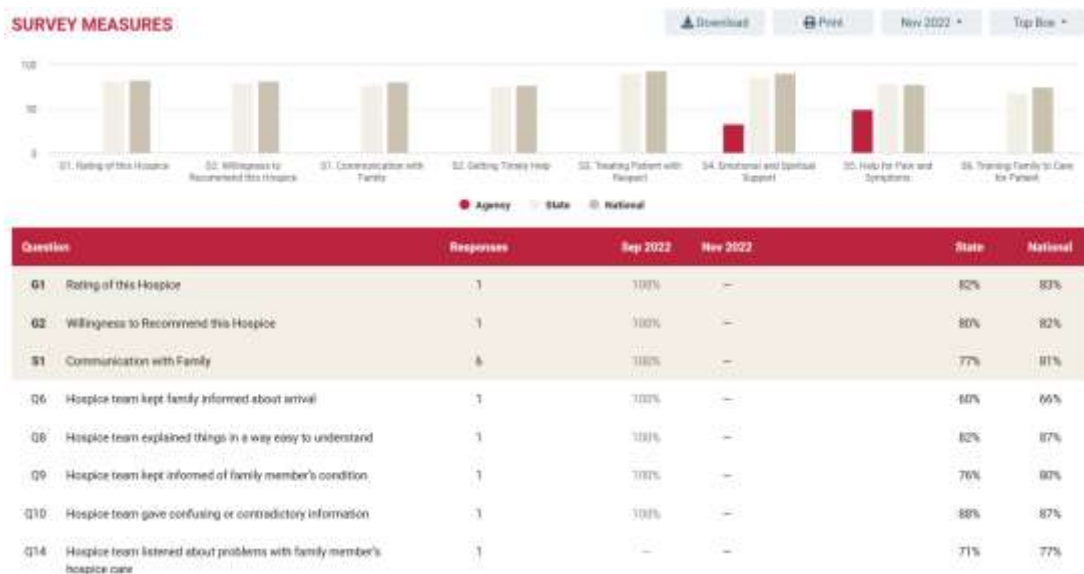
**SURVEY COMMENTS** Download Print 2022 Sep - 2022 Sep



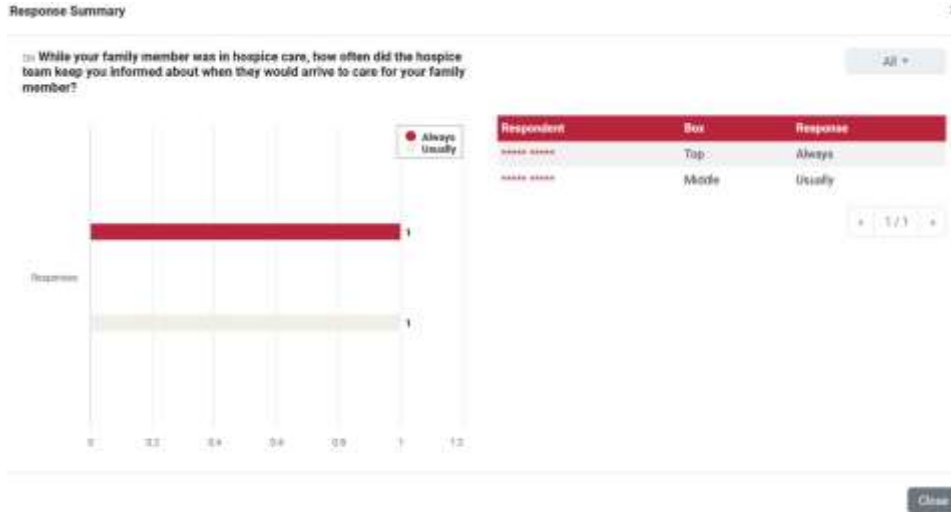
Patient Name	Consent Tone	Patient Comments
[REDACTED]	[REDACTED]	While my husband was in the hospital the counselor came in to talk about hospice. I was out of the room getting a new. When I came back the nurse came in ready to discharge my husband. Then another nurse came in with the first telling me I could stay around for a hospice. Next thing someone was saying I was taking my husband home. He was very ill. We were pushed out of the hospital with people calling from Lenity saying a bed would be delivered. It was the nurse of a DR at the hospital. Apparently I really didn't have a choice. The bed did not get to our house before the men with my husband. Those men cut my husband's arm very badly and just let him bleed. The next 6 weeks I was alone day and night. A nurse came one time the first week. She said we would get supplies. Another nurse came 2 weeks later, when I called about the pain. Medicines was delivered at 9:56pm. No instructions. I was afraid to use them. This was an awful experience. There was a tech that showed up just as all my family was arriving. She didn't call! She showed up again the next week. No call. I sent her away. All in all I felt abandoned with a critically ill person in my care. He was my whole life and I was unable to make him comfortable during the last few months of his life. I told Lenity all of this before during my husband's hospice.

## Survey Measures - Monthly

Summary of the data collected for a specific month. The graphs at the top of the page indicate how the organization scored for each survey composite compared to the state and national averages.

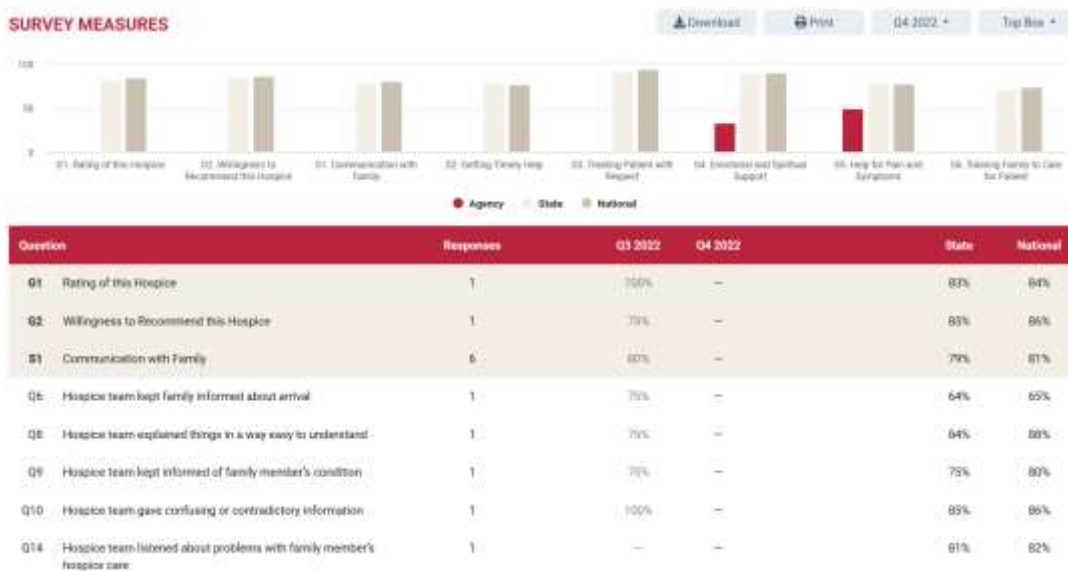


Select the question to see specifics including the Response Summary and Corresponding Respondents.



### Survey Measures - Quarterly

Summary of the data collected for a specific quarter. The graphs at the top of the page indicate how the organization scored for each survey composite compared to the state and national averages. Below the graphs are a summary of all the data collected for the quarter. This report allows organizations to view the individual questions and how they are summarized in composite scores and how they impact the organization's ratings. This can also be used to monitor and identify potential improvement. Included is the Trendline that graphically shows per question whether the organization is trending up or down.

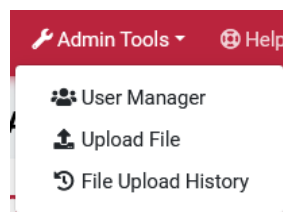


## Survey Measures - Annual

This report provides a summary of the data collected for that year. The graphs at the top of the page indicate how well the organization scored for every survey composite compared to the state and national averages. Below the graphs are a summary of all the data collected for the year. This report allows users to view the individual questions and how they are summarized in composite scores and how they impact the organization's ratings.



## 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:

Name	Email	Actions
Aahat Bhatnagar	@axxess.com	<a href="#">Remove User</a>
Aayush Kumar	@axxess.com	<a href="#">Remove User</a>
Abdul Baute	@axxess.com	<a href="#">Remove User</a>
Abdulmujib Hashim	@axxess.com	<a href="#">Remove User</a>
Abdulmumin Shehu	@axxess.com	<a href="#">Remove User</a>

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

**Add New User** X

First Name:

Last Name:

Email Address:

[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:

Select patient file (CSV, Excel):

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

## 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

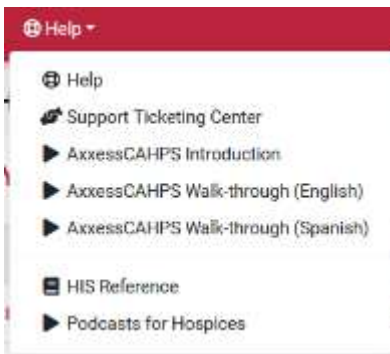
Branch	Period	Type	Uploaded By	Records	Status	Reason	Upload Date
HOSPICE INC	02-2022	Hospice	Axxess Research	6	Success		Mar 1, 2022
HOSPICE INC	01-2022	Hospice	Axxess Research	8	Success		Feb 8, 2022
HOSPICE INC	12-2021	Hospice		8	Success		Jan 5, 2022
HOSPICE INC	10-2021	Hospice		12	Success		Dec 7, 2021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



Getting Started  
Home Health CAHPS  
**CAHPS Hospice**  
CAHPS Hospice Survey  
CAHPS Hospice Vendor Authorization  
CAHPS Hospice FAQs

### CAHPS Hospice Survey

The CAHPS Hospice Survey is designed to measure and assess the experiences of patients who died while receiving hospice care, as well as the experiences of their primary informal caregivers.

- The survey is sent to caregivers (i.e., family member, friend, etc.) after the death of the hospice patient.
- It asks questions about domains that are important to patients and their families.
- The survey is used in a CMS pay-for-reporting program which started with the fiscal year (FY) 2017 Annual Payment Update (APU) and continues for subsequent APU periods.

#### Requirements

**Authorizing your CAHPS Hospice Survey vendor is a critical part of fulfilling CMS requirements.** Your organization's compliance relies on completing your vendor authorization.

[Click here for vendor authorization instructions](#)

The instructions page will open in a new tab so you can keep your place on this page and continue reading the CMS-mandated requirements. Hospices are responsible for understanding and fulfilling these requirements to demonstrate compliance and prevent penalization by CMS. In general, all Medicare-certified hospices **must** participate in the CAHPS Hospice Survey in order to receive their full APU. However, certain exemptions are granted by CMS for size or resources.

## 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, form 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**.



## 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/>

