

Timeframe: Dec 2017 - Dec 2018 (12/1/2017 - 12/31/2018)

Report Level: Alive Hospice, Inc.

Report by: Sample Month

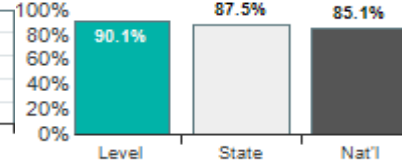
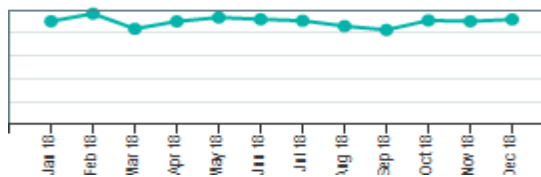
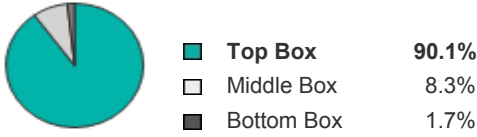
Surveys Included: Only CMS Complete

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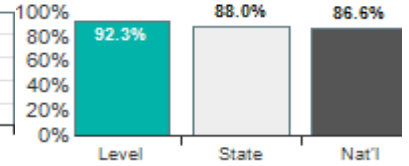
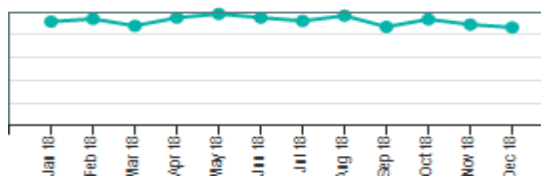
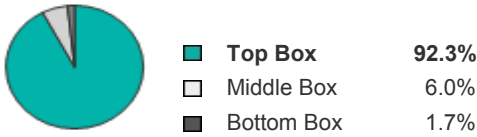
Surveys Returned: 971

GLOBAL MEASURES

Rating of this Hospice (Question: 39)

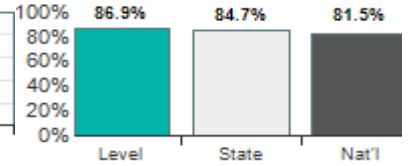
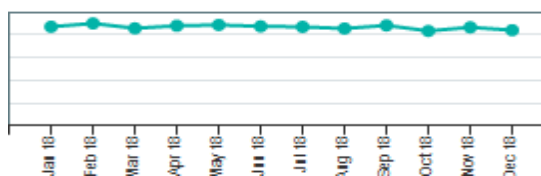
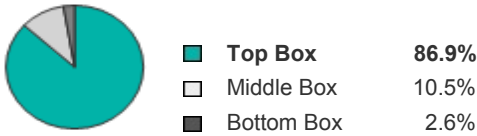


Willingness to Recommend this Hospice (Question: 40)

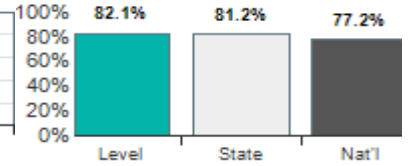
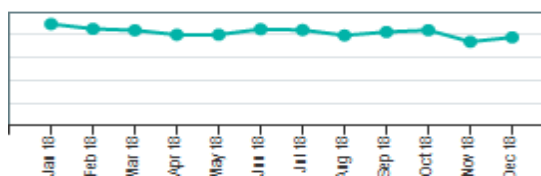
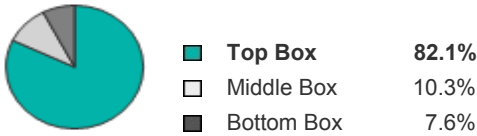


COMPOSITE MEASURES

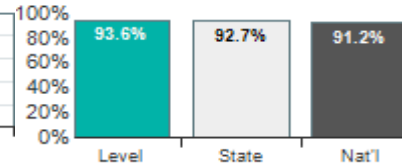
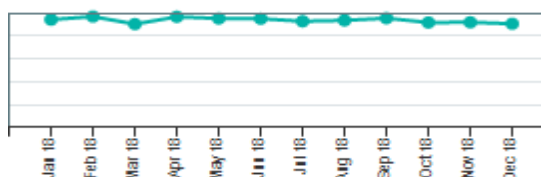
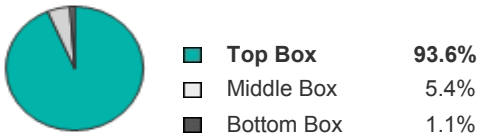
Communication with Family (Questions: 6, 8, 9, 10, 14, 35)



Getting Timely Help (Questions: 5, 7)



Treating Patient with Respect (Questions: 11, 12)



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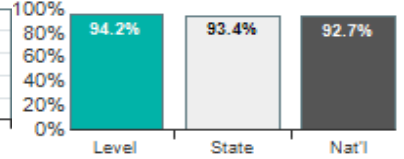
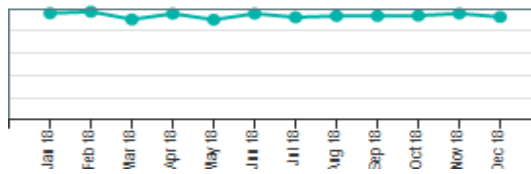
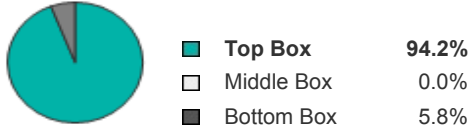
Surveys Included: Only CMS Complete

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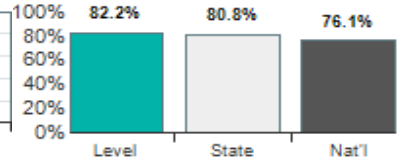
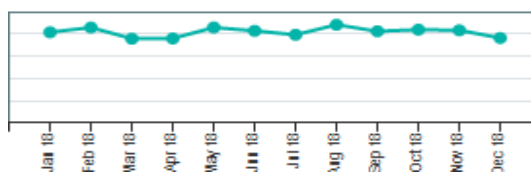
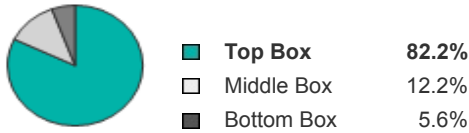
Surveys Returned: 971

COMPOSITE MEASURES (Continued)

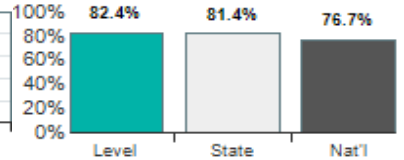
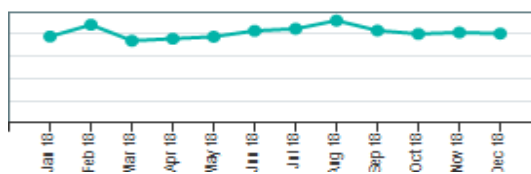
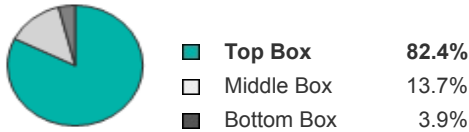
Emotional & Spiritual Support (Questions: 36, 37, 38)



Help for Pain & Symptoms (Questions: 16, 22, 25, 27)



Training Family to Care for Patient (Questions: 18, 19, 20, 23, 29)



TOP, MIDDLE & BOTTOM BOX RESPONSES BY QUESTION

Hospice CAHPS Question #	Response Scale	Top-Box Response	Middle-Box Response	Bottom-Box Response
5, 6, 7, 8, 9, 11, 12, 14, 22, 25, 27, 35	Always / Usually / Sometimes / Never	Always	Usually	Sometimes; Never
10	Never / Sometimes / Usually / Always	Never	Sometimes	Usually; Always
16, 18, 19, 20, 23, 29	Yes, definitely / Yes, somewhat / No	Yes, definitely	Yes, somewhat	No
40	Definitely yes / Probably yes / Probably no / Definitely no	Definitely yes	Probably yes	Probably no; Definitely no
39	Rating 0-10	9 or 10	7 or 8	0 - 6
36, 37, 38	Right amount / Too little / Too much	Right amount	N/A No middle-box score	Too little; Too much

For more details about the calculations for Top-, Middle-, and Bottom-box scores, refer to the HEALTHCAREfirst Report Guide for the Quality Measure Dashboard Report.