

HQRP Training and Education Library

IMPORTANT NOTES:

In late 2020, CMS launched [Care Compare](#), a streamlined redesign of eight existing CMS healthcare Compare tools. Trainings prior to December 2020 still reference Hospice Compare. Providers should refer to the [Care Compare](#) site to view new and updated quality data.

HQRP trainings prior to January 2021, still reference Hospice Visits When Death is Imminent (HVWDII) and Section O. Section O of the HIS Discharge Assessment was removed with the release of the [HIS V3.00 Manual. \(PDF\)](#) Providers should refer to the [Current Measures](#) page to view new and updated quality measures.

August 05, 2020

Web-Based Course on Hospice QRP Education and Training Resources by Topic with Hotlinks for Easy Access

What you will learn: The purpose of the Web-Based Course on Hospice QRP Education and Training Resources by Topic with Hotlinks for Easy Access is to offer hospice providers with a brief tour of the many training resources available 24/7, 365 days a year with a summary broken down by topic, including their hotlinks for easy access to ensure their success in complying with the requirements of the Hospice QRP.

Web-Based Course on Hospice QRP Education and Training Resources by Topic with Hotlinks for Easy Access: [Access the web-based training.](#)

March 2020

Hospice Item Set (HIS) Submission Requirements Webinar

Overview of Content: The purpose of this webinar is to provide a general overview of the Hospice Item Set (HIS) and associated submission requirements. Specific topics include:

- A general overview of the Hospice Quality Reporting Program.
- CAHPS submission and exemptions.
- Basic instructions for completing the HIS.
- An update on data submission requirements.
- How to correct HIS records.
- How to access resources to assist providers in successfully completing and submitting the HIS.

Available Resources:

- Webinar slides: See the “[03.03.2020] Hospice Item Set (HIS) Submission Requirements Webinar with answers.pdf in the **Downloads** section at the bottom of this webpage.
- Video recording: A [video recording of the training presentation](#) is also available for download. If you would like to fast forward to a specific segment of the video, please expand the Description of the video to see timestamps for various sections of the training.

October 2019

HQRP Compliance Tip Sheet

Overview of content: The purpose of the HQRP: Compliance Tip Sheet is to provide hospice agencies new to the HQRP with an overview of the basic requirements providers must meet in order to achieve a full Annual Payment Update (APU). The HQRP Compliance Tip Sheet also contains links to numerous resources available to assist providers in meeting those requirements.

Available resources: See the “Hospice Quality Reporting Program Compliance Tip Sheet” in the **Downloads** section at the bottom of this webpage.

June 11, 2019: HQRP: Review and Correct Report Overview Webinar

Overview of Content: The purpose of this webinar is to increase providers' awareness of how to use the Review and Correct Report to verify the data displayed on the Hospice Compare website for their facility is accurate. This webinar will cover:

- An overview of public reporting in the context of the Hospice Quality Reporting Program (HQRP).
- The purpose of the Review and Correct Report.
- How to access the Review and Correct Report.
- How to use and interpret the information in the Review and Correct Report.
- How and when you can submit corrections to errors found in the Review and Correct Report.

Available Resources:

- Webinar slides: See the “[6.11.19] Hospice Quality Reporting Program: Review and Correct Report Overview Webinar with answers.pdf” in the **Downloads** section at the bottom of this webpage.
- Video recording: A of the training presentation is also available for download. If you would like to fast forward to a specific segment of the video, please expand the Description of the video to see timestamps for various sections of the training.

January 23, 2019: HQRP: Achieving a Full Annual Payment Update (APU) Webinar

Overview of Content: The purpose of this webinar is to educate providers as to how the Annual Payment Update (APU) is calculated. Topics include:

- The relationship between the APU and the Hospice Quality Reporting Program,
- Associated data submission requirements, and
- The reconsideration process for providers who are identified as being noncompliant.

Available Resources:

- Webinar slides: See the “2019.01.23.HQRP.Achieving.A.Full.APU.Webinar (PDF)” in the **Downloads** section at the bottom of this webpage.
- Video recording: A of the training presentation is also available for download. If you would like to fast forward to a specific segment of the video, please expand the Description of the video to see timestamps for various sections of the training.

December 13, 2018: Updates to Public Reporting in Fiscal Year 2019: Hospice Comprehensive Assessment Measure and Data Correction Deadlines

Overview of Content: This webinar has two parts:

- **Part 1:** This portion of the training focuses on the background and calculation of the Hospice and Palliative Care Composite Process Measure – Comprehensive Assessment at Admission (NQF #3235), also known as “the Hospice Comprehensive Assessment Measure.” The training also explains how providers can use their Certification and Survey Provider Enhanced Reporting Quality Measure Reports (CASPER QM Reports) to understand their hospice’s performance on this measure.
- **Part 2:** This portion of the training focuses on the 4.5 Month Data Correction Deadline for the Public Reporting policy update that was finalized in the FY 2019 Hospice Wage Index and Payment Rate Update and Hospice Quality Reporting Requirements final rule (83 FR 38622, see pages 38638-38640). Providers have approximately 4.5 months following the end of each calendar year (CY) quarter to review and correct their HIS records with target dates in that quarter for public reporting. After this 4.5-month data correction deadline has passed, HIS data from that CY quarter will be permanently frozen for the purposes of public reporting.

The presentation slides, speaker notes, and transcript, from this webinar are available for download as a combined .zip file in the **Downloads** section below. An of the webinar is also available.

Available Resources:

- Webinar materials: See the “[12.13.18] Updates to Public Reporting in FY 2019” .zip file in the **Downloads** section, below. It contains the presentation slides, speaker notes, and transcript from the webinar.
- Audio recording: An of the webinar is also available

August 16, 2018: HQRP Webinar: From Data to Measure

Overview of Content: In this webinar, you will learn how HIS data is used to calculate HIS quality measures (or QMs), including a discussion of how to use the quality measure specifications in the QM User’s Manual and how publicly reported scores are determined. The training also provides guidance on how providers should interpret their QM Reports (both the Hospice-level QM Report and the Patient stay-level QM Report) to understand their hospice’s quality performance. This webinar is intended for advanced HIS audiences. It is recommended that providers have a basic understanding of the HIS, a working knowledge of the HIS-based QMs, and some familiarity with the QM reports to maximize benefit from this webinar.

Available Resources:

- Webinar materials: See the “[8.16.18] From Data to Measure” .zip file in the **Downloads**, below. It contains the presentation slides, speaker notes, worksheet, and transcript from the webinar.
- Audio recording: An of the webinar is also available

May 30, 2018: HQRP Data Submission and Reporting Webinar

Overview of Content: This training presents information to help providers understand the reports that are available through the HQRP, as well as to understand and access the information contained within these reports.

Topics included:

- How to navigate the CASPER (Certification And Survey Provider Enhanced Reports) system
- An introduction to the Hospice Item Set (HIS) and CAHPS® Provider Preview Reports

- A brief review of information available in previously released reports.

Available Resources:

- Webinar slides: See the “[5.30.18] Hospice Quality Reporting Program (HQRP) Data Submission and Reporting Webinar” .pdf in the **Downloads** below.
- Video recording: A of the training presentation are also available for download. If you would like to fast forward to a specific segment of the video, please expand the Description of the video to see timestamps for various sections of the training.

March 2018: Navigating the HQRP Websites Modules Series

Overview of Content: This series of modules presents information to help hospice providers navigate the three websites related to the HQRP. This series consists of 5 on-demand video modules that providers can watch to learn more about each website, what information is contained on each, and how each website is organized. PowerPoint slides for each module are also available for download.

The modules are designed for providers to watch independently or as a group. Each module is described below:

- : This module provides an overview of the 3 websites pertinent to the Hospice Quality Reporting Program (HQRP), which are the CMS HQRP website, the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey website, and the QIES Technical Support Office (QTSO) website.
- This module takes a deep dive into the organization and structure of the CMS HQRP website and will help you understand how content on the website is organized so you can gain confidence in finding information on the website, even as website content is updated over time.
- : This module shows the key parts of the CAHPS® Hospice Survey website that are pertinent to providers. This module will show you where to find key Hospice CAHPS® forms, CAHPS® podcasts, and FAQs.
- This module will show providers key portions of the QTSO website that are relevant to hospice, including learning where to find information and User Guides for the Hospice Abstraction Reporting Tool (HART), Quality Improvement and Evaluation System (QIES) Assessment Submission and Processing (ASAP) system, and the Certification And Survey Provider Enhanced Reports (CASPER) reporting application. This module will also show providers where on the QTSO website scheduled QIES ASAP downtimes are announced.
- : This module will provide contact information and information on the scope of each Help Desk available to hospice providers.

Available Resources: See the “Navigating HQRP Websites Series of 5 modules_508C_March 2018” .zip file in the **Downloads** section, below. Included in this .zip file are PowerPoint slides and speaker notes for each of the 5 modules.

March 27, 2018: HQRP Webinar: Preview of the New Educational Series and Updates on Hospice CAHPS®

Overview of Content: In this webinar, CMS presents previews of a series of two educational modules (“Navigating the HQRP Websites” and “HIS Coding” Modules Series), including information on where to find the modules, the recommended audience, and the content. This webinar also provides updates on Hospice CAHPS®, and a question-and-answer session.

Available Resources:

- Webinar materials: See the “[3.27.18] Hospice Quality Reporting Program Webinar”.zip file in the **Downloads** section. The file contains the presentation and transcript of the webinar.
- Audio recording: The of this webinar is available.

March 2018: HIS Coding Modules Series

Overview of Content: This series of modules presents information on updated HIS coding guidance for selected HIS items. This series consists of 8 on-demand video modules that providers can watch to learn more about how to code select HIS items in specific clinical situations. PowerPoint slides for each module are also available for download.

- : this series of modules covers select HIS items only; the content presented in these modules addresses frequently asked questions received on the Hospice Quality Help Desk. As such, these modules present refined guidance (refined instructions and detail for coding HIS items that addresses specific clinical scenarios or frequently encountered situations) for select HIS items and are intended to be a supplement to existing guidance in the HIS Manual. Consequently, this series of modules does not cover all HIS items. This module presents general information on the HIS, including HIS completion and submission deadlines, who can complete and submit HIS records, and the difference between HIS item completion and quality measure credit.
- this module presents updated coding guidance for sections A, I, and Z in the HIS, including guidance on the ZIP Code item (A0550), payor information item (A1400), principal diagnosis item (I0010), and the record completion (Z0400) and verification (Z0500) items.
- this module presents information on the intent behind items in Section F, which include the patient preferences items (F2000-F2200) and the spiritual/existential concerns item (F3000).
- this module presents information on items in Section J, Pain, including describing how providers receive credit for the pain screening and comprehensive pain assessment quality measure. This item also presents information on warning edit -3077 which appears when the patient is on an opioid, but pain is marked as *not* an active problem.
- this module presents information on the shortness of breath items and the associated quality measures.
- this module presents information on the medication items, which include the PRN and scheduled opioid items, as well as the bowel regimen item. This module also describes the intent of the associated quality measure, and why bowel regimens initiated for non-opioid induced constipation are not included in the items/measure.
- This module presents information on the process for correcting errors in HIS records.

Available Resources: See the “2018_HIS Coding Series of 8 Modules” .zip file in the **Downloads**, below. Included in this .zip file are PowerPoint slides and speaker notes for each of the 8 modules.

Downloads

- [Success with the HQRP Putting the Pieces Together to Meet Compliance \(ZIP\)](#)
- [November 14 Hospice Quality Reporting Program Webinar \(PDF\)](#)
- [\[3.27.18\] Hospice Quality Reporting Program Webinar \(ZIP\)](#)
- [August 2018 Intro to HQRP Webinar with answers \(PDF\)](#)
- [\[12.13.18\] Updates to Public Reporting in FY2019 \(ZIP\)](#)

- [\[5.30.18\] Hospice Quality Reporting Program \(HQRP\) Data Submission and Requirements Webinar \(PDF\)](#)
- [\[8.16.18\] From Data to Measure \(ZIP\)](#)
- [HIS Coding Series of 8 modules March 2018 \(ZIP\)](#)
- [Navigating HQRP Websites Series of 5 modules March 2018 \(ZIP\)](#)
- [2019.01.23.HQRP.Achieving.A.Full.APU.Webinar_508_1-16-19 \(PDF\)](#)
- [Hospice Quality Reporting Program Compliance Tip Sheet \(PDF\)](#)