



2011 REPORT

Hospice Demographic and Outcome Measures

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Rick Scott, Governor

Charles T. Corley, Interim Secretary

Planning and Evaluation Unit

Florida Department of Elder Affairs

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1.0 Legislative Directive and Purpose of the Report

Chapter 400.60501, Florida Statutes, requires the Department of Elder Affairs, in conjunction with the Agency for Health Care Administration, to develop outcome measures to determine the quality and effectiveness of hospice care for hospices licensed in Florida. This statute, along with Rule 58A-2.005, defines the outcome measures, as well as demographic and diagnostic information hospices are required to submit to the Department of Elder Affairs annually.

Hospices are also required to conduct patient surveys using the National Hospice and Palliative Care Organization (NHPCO) Patient/Family Satisfaction Survey or a similar survey. Two of the three hospice outcome measures were promulgated August 11, 2008. Calendar year 2010 is the second year for which a full year's results for all three outcome measures are available.

This report contains an analysis of the data submitted by Florida's 41 licensed hospices for calendar year 2010. A prior report describes the analysis of hospice data and outcomes for calendar year 2009.¹

2.0 Data Collected

Hospices licensed in Florida are required to submit outcome measure, demographic and diagnostic information to the Department each year. A newly developed secure online form was made available January 1, 2010, to all hospices for the purpose of data collection. A copy of the form that lists the information required (DOEA Form H-002) is included in the Appendix.

The information provided by each hospice organization includes the following:

- Basic hospice and contact information;
- The counties served;
- Facility and residential unit information including the number of beds, facility admissions and facility patient days;
- Proportion of patients reporting a reduction of pain (Outcome Measure 1);
- Proportion of patients receiving the right amount of pain medicine (Outcome Measure 2);

¹ <http://elderaffairs.state.fl.us>

- Proportion of patients who would recommend hospice services to others (Outcome Measure 2A);
- Diagnosis, age, race and reimbursement information for patients admitted;
- Number of patient days by location; and
- Number of discharges by death / non-death.

Most of the required information is reported at the hospice organization level (not for each facility or residential unit).

3.0 Outcome Measures

Hospices are required to report on three outcome measures (see Table 1 below). These measures were designed to be used as a tool for evaluating hospice quality. Results from calendar year 2010 indicate that all but two hospices that reported outcome measure data met the standards set for these three measures.

Table 1 below lists the standard set for each outcome measure and the percentage of hospices that met the standard. The acceptable standard for all three outcome measures was set at 50 percent of the survey responses received by the hospice.

Table 1: Percentage of Florida Hospices That Met Outcome Measures for 2010

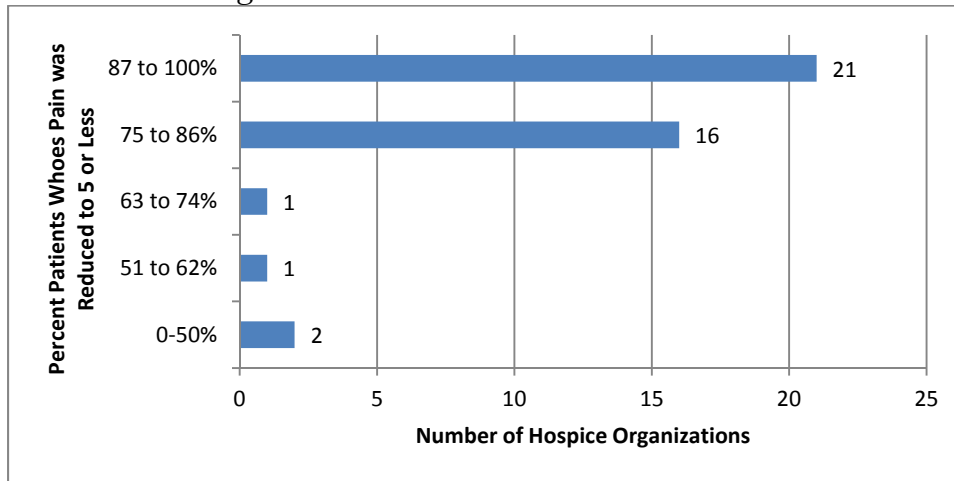
Outcome Measure Number	Description of Outcome Measure and Standard	Percent of Hospices Met Standard
1	50 percent of patients who reported severe pain on a 0-to-10 scale reported a reduction to five or less by the end of the fourth day of care in the hospice program.	95% *
2	50 percent of patients reported they received the right amount of medicine for his or her pain.	100%
2A	50 percent of patients and/or family members/caregivers/legal representatives/surrogates/proxies recommended hospice services to others based on the care the patient received.	100%

* The two hospices that did not meet this standard were Hospice of Citrus County Inc. and Samaritan Care Hospice of Osceola, LLC

3.1 Outcome Measure 1

Outcome Measure 1 measures the percentage of patients who had severe pain (seven or higher on the 0-10 scale) at admission and whose pain was reduced to a level of 5 or less by the end of the fourth day of care. All of the 41 hospices reported data on this measure. Thirty-nine hospices reported they met or exceeded the 50 percent standard for decreasing pain to a level of 5 or less by the end of the fourth day.² Of these, a majority (21) of the hospices reported they reduced the pain level to 5 or less by the end of the fourth day for at least 87 percent of their patients (see Chart 1 below). See Table 4 on page 9 for a list of the names of the hospices and the percentage of their patients that met this outcome measure.

Chart 1: Percentage of Patients Whose Pain was Reduced to Level 5 or Less by Hospice

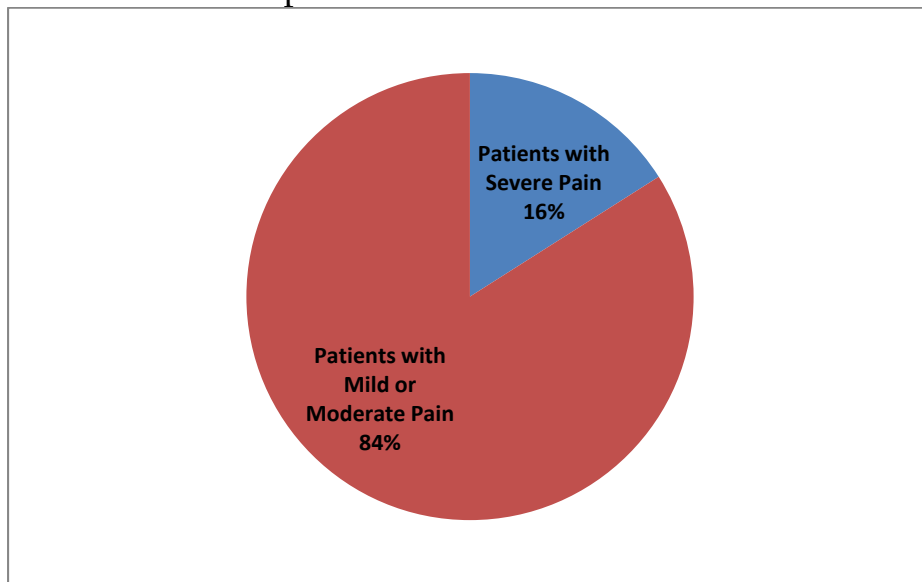


n=41; 2010

Statewide, hospices reported pain level data for 48,294 patients at the time of admission. Sixteen percent of these patients (7,689) reported having severe pain at admission (see Chart 2 below).

² $\frac{\text{Number reporting reduction in pain level to 5 or less}}{\text{Number reporting reduction in pain level to 5 or less} + \text{Number reporting continued pain level 6 or higher}}$

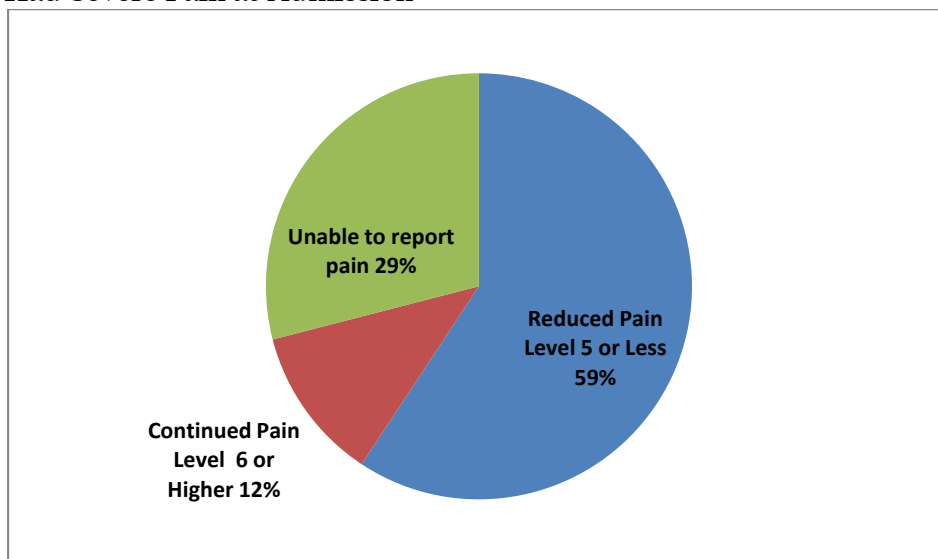
Chart 2: Florida Hospices Pain Level at Time of Admission



N=48,294; 2010

Of those patients reporting severe pain at the time of admission, over 59 percent reported a reduction in pain to a level 5 or less by the end of the fourth day of care. Twelve percent reported their pain level was 6 or higher by the end of the fourth day of care. Over 29 percent were unable to report their pain level by the fourth day (see Chart 3 below). These totals may include patients who chose not to receive pain medicine.

Chart 3: Status of Florida Hospice Patients at End of Fourth Day of Care for Those Who Had Severe Pain at Admission



n= 7,689; 2010

Inconsistencies in data collection for this outcome measure were identified. Namely, not all hospices reported the level of pain on the fourth day after admission. In addition, when multiple pain scores were reported on the fourth day, the score selected varied (some hospices use the first pain score reported, some use the lowest pain score reported and others use the highest pain score reported).

3.2 Outcome Measure 2

Outcome Measure 2 measures the percentage of patients that received the right amount of pain medicine. All reporting hospices exceeded the standard that at least 50 percent of their patients receive the right amount of medicine for their pain.

Hospice organizations reported that 75,907 surveys were initiated during the reporting period that included a question about whether or not the patient received the right amount of medicine for his or her pain. Twenty-seven percent (20,605) of the surveys were returned with this question answered. Over 95 percent of all patients/families said the patient received the right amount of medicine for his/her pain (see Table 2 below).³

Table 2: Florida Hospice Patients Outcome Measure 2 Results

Did the patient receive the right amount of medicine for his or her pain?	Number of Patients	Percentage of Patients
Number of survey responses received during reporting period indicating the patient received the right amount of medicine for his or her pain.	19,587	95%
Number of survey responses received during the reporting period indicating the patient did not receive the right amount of medicine for his or her pain.	1,018	5%
Total survey responses received indicating whether or not the right amount of medicine was received	20,605	100%

³
$$\frac{\text{Number that received right amount of medicine for pain}}{\text{Number that received right amount of medicine} + \text{Number that did not receive right amount of medicine}}$$

3.3 Outcome Measure 2A

Outcome Measure 2A measures the percentage of patients that would recommend hospice services to others. All of the 41 hospices reported data on this measure. All of the reporting hospices exceeded the standard that at least 50 percent of their patients and/or family members/caregivers/legal representatives/surrogates/proxies would recommend hospice services to others based on the care the patient received.

The hospice organizations reported that 76,815 surveys were initiated during the reporting period that included a question about whether or not the patient or responsible party would recommend hospice services to others. Thirty-three percent (25,618) of the surveys were returned with this question answered.

Over 97 percent of all patients/families who responded to this question said the patient or responsible party would recommend hospice services to others (see Table 3 below).⁴

Table 3: Florida Hospice Patients Outcome Measure 2A Results

Based on the care the patient received, would the patient and/or responsible party recommend hospice services to others?	Number of Patients	Percent of Patients
Number of survey responses received during the reporting period answering “yes” to this survey question.	25,137	97%
Number of survey responses received during the reporting period answering “no” to this survey question.	481	3%
Total survey responses received indicating whether or not hospice services would be recommended to others	25,618	100%

⁴
$$\frac{\text{Number would recommend hospice services}}{\text{Number would recommend hospice services} + \text{Number would not recommend hospice services}}$$

4.0 Accreditation

Accreditation is a voluntary process that requires a hospice organization to submit to an extensive on-site evaluation. The evaluation covers many areas of patient care and patient safety. Many see accreditation as a tool for measuring the quality of an organization. Seventeen of the 41 hospices (41 percent) identified themselves as being accredited. The hospices that have been accredited are identified in Table 4 along with the name of the accrediting entity. Sixteen (48 percent) of the not-for-profit hospices are accredited compared to two of eight (25 percent) for-profit hospices. While one non-for-profit organization lost its accreditation in 2010, reducing the number of accredited hospices from eighteen to seventeen, the number of for-profit organizations remained the same from 2009 to 2010.

5.0 Individual Hospice Information

The names of the 41 hospices licensed in Florida are listed in Table 4 along with the city in which the organization is located. In addition, outcome measure results are listed for each hospice. Table 4 also contains the name of the accrediting entity for hospices that are accredited. The Profit Status column contains “FP” if the hospice is a for-profit hospice (the field is blank for not-for-profit hospices). The number of patients for each hospice for 2010 is also listed.

Table 4: Hospices: Outcome Measure (OM) Results, Accreditation Entity, Profit Status and Number of Patients, by Hospice

Hospice Name	City	OM 1	OM 2	OM 2A	Accrediting Entity	Profit Status	Number Patients
Avow Hospice Inc.	Naples	0.96	0.95	0.97	The Joint Commission		1,717
Big Bend Hospice, Inc.	Tallahassee	0.78	0.95	0.99	CHAP		1,439
Catholic Hospice, Inc.	Miami Lakes	0.91	0.94	0.98			2,259
Community Hospice of Northeast Florida, Inc.	Jacksonville	0.91	0.94	0.98			5,531
Covenant Hospice, Inc.	Pensacola	0.91	0.95	0.98	The Joint Commission		4,227
Emerald Coast Hospice	Panama City	0.94	0.95	0.97			1,580
Florida Hospital Hospice Care	Ormond Beach	0.65	0.97	1.00	The Joint Commission		731
Good Shepherd Hospice	Temple Terrace	0.87	0.96	0.98	The Joint Commission		3,205
Gulfside Regional Hospice, Inc	New Port Richey	0.57	0.93	0.98			1,108
Halifax Hospice, Inc.	Port Orange	0.93	0.98	0.99			3,391
Haven Hospice	Gainesville	0.93	0.93	0.98	CHAP		3,443
Heartland Home Health Care and Hospice	Jacksonville	0.91	1.00	1.00	CHAP	FP	185
Hope Hospice and Community Services, Inc.	Fort Myers	0.79	0.96	0.98	CHAP		5,406
Hospice by the Sea, Inc,	Boca Raton	0.77	0.95	0.98	The Joint Commission		3,211
Hospice Care of South Florida	Miami	1.00	1.00	1.00			166
Hospice of Citrus County Inc	Lecanto	0.32	0.96	0.98	The Joint Commission		2,089
Hospice of Gold Coast	Fort Lauderdale	0.77	0.99	0.99	CHAP		404
Hospice of Health First	West Melbourne	0.76	0.93	1.00	The Joint Commission		1,040

Table 4: Hospices: Outcome Measure (OM) Results, Accreditation Entity, Profit Status and Number of Patients, by Hospice (continued)

Hospice Name	City	OM 1	OM 2	OM 2A	Accrediting Entity	Profit Status	Number Patients
Hospice of Lake & Sumter, Inc. dabs Cornerstone Hospice & Palliative Care	Tavares	0.79	0.96	0.99			4,500
Hospice of Marion County, Inc.	Ocala	0.97	0.97	0.98			2,949
Hospice of Okeechobee, Inc.	Okeechobee	0.94	1.00	0.98			179
Hospice of Palm Beach County, Inc.	West Palm Beach	0.81	0.97	0.98	The Joint Commission		6,501
Hospice of St Francis Inc	Titusville	0.77	0.96	1.00			804
Hospice of the Comforter, Inc.	Altamonte Springs	0.95	0.96	0.98			3,094
Hospice of the Florida Keys	Key West	0.85	1.00	1.00			167
Hospice of the Treasure Coast, Inc.	Stuart	0.78	0.96	0.99			2,067
Hospice Care of South Florida	Fort Lauderdale	1.00	0.92	0.94	The Joint Commission		1,027
HPH Hospice	Hudson	0.79	1.00	0.99			4,502
LifePath Hospice	Temple Terrace	0.90	0.94	0.97	The Joint Commission		5,810
Odyssey Healthcare of Marion County, Inc.	Miami	0.98	0.78	0.96		FP	1,566
Regency Hospice of Northwest Florida Inc.	Pensacola	0.94	1.00	1.00		FP	150
Samaritan Care Hospice of Osceola, LLC	Orlando	0.14	0.95	1.00		FP	441
Seasons Hospice and Palliative Care of Southern Florida	Miami	0.87	0.97	0.99		FP	303
The Hospice of the Florida Suncoast, Inc.	Clearwater	0.76	0.95	0.99			7,238

Table 4: Hospices: Outcome Measure (OM) Results, Accreditation Entity, Profit Status and Number of Patients, by Hospice (continued)

Hospice Name	City	OM 1	OM 2	OM 2A	Accrediting Entity	Profit Status	Number Patients
The Hospice of Martin and St. Lucie Inc.	Stuart	0.91	0.96	0.99			1,619
Tidewell Hospice Inc.	Sarasota	0.90	0.93	0.99	CHAP		6,939
Vitas Healthcare Corporation of Florida	Melbourne	0.82	0.95	0.86		FP	4,934
Vitas Healthcare Corporation of Florida	Boynton Beach	0.84	0.92	0.97		FP	7,215
Vitas Healthcare Corporation of Florida	North Miami Beach	0.85	0.92	0.96		FP	6,485
VNA Hospice of Indian River County Inc.	Vero Beach	0.80	0.95	1.00	The Joint Commission		1,048
Wuesthoff Brevard Hospice and Palliative Care	Viera	1.00	0.96	0.97		FP	916
Average Outcomes Total patients		0.83	0.95	0.98			111,586

CHAP = Community Health Accreditation Program

FP=For Profit

6.0 Hospice Geographical Coverage

Each of Florida's 67 counties is served by at least one hospice organization. The number of hospice organizations serving each county is listed in Table 5 below. Compared to 2009, the number of hospice organizations per county remained the same, except for Duval, which gained one organization over this time frame.

Table 5: Geographic Coverage of Florida's Hospices

County	Number Hospice Organizations Serving County	County	Number Hospice Organizations Serving County	County	Number Hospice Organizations Serving County
ALACHUA	2	HARDEE	3	OKEECHOBEE	3
BAKER	3	HENDRY	1	ORANGE	4
BAY	2	HERNANDO	1	OSCEOLA	4
BRADFORD	2	HIGHLANDS	3	PALM BEACH	3
BREVARD	4	HILLSBOROUGH	1	PASCO	2
BROWARD	5	HOLMES	2	PINELLAS	1
CALHOUN	2	INDIAN RIVER	1	POLK	3
CHARLOTTE	1	JACKSON	2	PUTNAM	2
CITRUS	2	JEFFERSON	2	SAINT JOHNS	3
CLAY	3	LAFAYETTE	2	SAINT LUCIE	3
COLLIER	2	LAKE	1	SANTA ROSA	3
COLUMBIA	2	LEE	1	SARASOTA	1
DESOTO	1	LEON	2	SEMINOLE	2
DIXIE	2	LEVY	2	SUMTER	1
DUVAL	4	LIBERTY	2	SUWANNEE	2
ESCAMBIA	3	MADISON	2	TAYLOR	2
FLAGLER	5	MANATEE	1	UNION	2
FRANKLIN	2	MARION	2	VOLUSIA	5
GADSDEN	2	MARTIN	3	WAKULLA	2
GILCHRIST	2	MIAMI DADE	6	WALTON	3
GLADES	1	MONROE	5	WASHINGTON	2
GULF	2	NASSAU	3		
HAMILTON	2	OKALOOSA	3		

7.0 Inpatient Facilities and Residential Units

During 2010, Florida's hospice organizations operated 95 inpatient facilities and residential units. This includes inpatient wings or rooms within a hospital or skilled nursing facility that were operated by the hospice as well as freestanding hospice inpatient facilities and residential units that appear on the hospice license. Each facility/unit must meet the following criteria:

- (1) Consist of one or more beds that are owned or leased by the hospice,
- (2) Be staffed by the hospice organization; and
- (3) Have policies and procedures set by the hospice.

Each hospice organizations operated between zero and 16 facilities/residential units (see Table 6 below). Compared to 2009, the distribution of facilities over hospice organizations is very similar, except for one organization, which added 3 facilities in South Florida (Vitas Healthcare Corporation of Florida).

Table 6: Number Facilities/Residential Units Operated by Florida's Hospices in 2010

Number Facilities/Residential Units	Number Hospices
None	12
1	9
2	9
3-9	10
16	1

During 2010, there were 38,469 admissions for 1,445 hospice beds in facilities/residential units for a total of 372,983 facility patient days. This constitutes an increase of 12 percent in admissions, a nine percent increase of hospice beds, and a ten percent increase of patient days from 2009 (see Table 7). On average, there were 27 admissions per bed and 258 patient days per bed, for a 71 percent average occupancy rate (see Table 8).

Table 7: Admissions, Hospice Beds and Facility Patient Days, 2009 and 2010

	2009	2010	Difference
Admissions	34,719	38,469	12%
Hospice Beds	1,329	1,445	9%
Patient Days	340,080	372,983	10%

The number of beds, admissions, and patient days by county is listed in Table 8 below.

Table 8: 2010 Inpatient Facility/Residential Units Operated by Florida Hospices, by County

County	Total Beds	Total Facility Admissions	Total Facility Days	Average Admissions Per Bed	Average Days Per Bed	Average Occupancy Rate
Alachua	18	702	6,420	39	357	98%
Brevard	42	1,297	8,156	31	194	53%
Broward	110	2,215	31,553	20	287	79%
Charlotte	19	668	6,276	35	330	90%
Citrus	40	844	14,082	21	352	96%
Collier	28	939	5,400	34	193	53%
Columbia	16	508	4,956	32	310	85%
Desoto	8	115	2,477	14	310	85%
Duval	87	1,675	25,705	19	295	81%
Escambia	34	1,022	8,699	30	256	70%
Flagler	8	230	2,258	29	282	77%
Hernando	56	1,100	9,676	20	173	47%
Highlands	7	303	1,581	43	226	62%
Hillsborough	48	2,140	12,671	45	264	72%
Indian River	12	472	3,083	39	257	70%
Lake	16	615	4,535	38	283	78%
Lee	100	3,046	27,178	30	272	74%
Leon	12	351	4,211	29	351	96%

Table 8: 2010 Inpatient Facility/Residential Units Operated by Florida Hospices, by County, continued

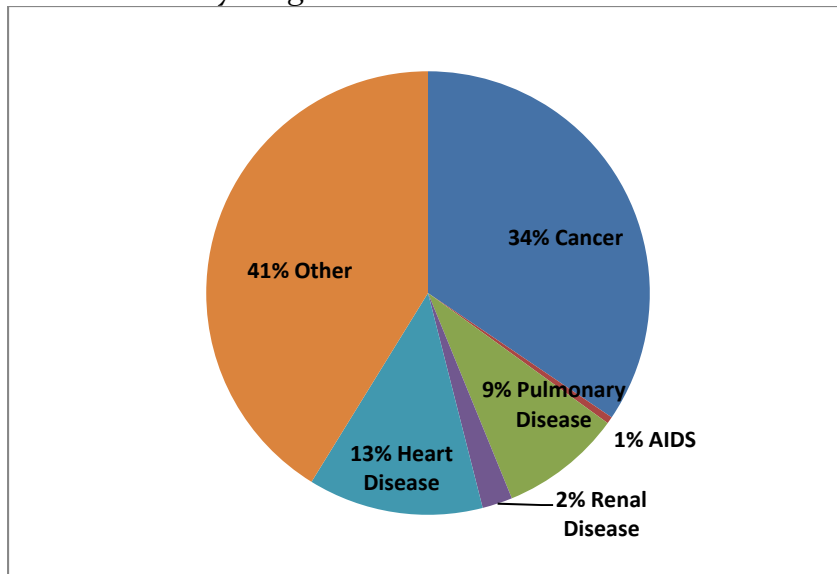
County	Total Beds	Total Facility Admissions	Total Facility Days	Average Admissions Per Bed	Average Days Per Bed	Average Occupancy Rate
Levy	16	457	3,859	29	241	66%
Manatee	20	857	5,878	43	294	81%
Marion	64	1,038	15,214	16	238	65%
Martin	16	726	4,068	45	254	70%
Miami-Dade	81	1,380	23,168	17	286	78%
Okeechobee	2	88	260	44	130	36%
Orange	28	652	5,563	23	199	54%
Palm Beach	149	3,835	39,101	26	262	72%
Pasco	141	1,984	18,120	14	129	35%
Pinellas	102	2,374	29,263	23	287	79%
Polk	19	987	6,269	52	330	90%
Putnam	12	432	3,919	36	327	89%
Sarasota	18	769	6,375	43	354	97%
Seminole	22	978	6,518	44	296	81%
St. Lucie	16	864	4,293	54	268	74%
Sumter	20	661	6,408	33	320	88%
Volusia	58	2,145	15,790	37	272	75%
Total/Average	1,445	38,469	372,983	27	258	71%

Note: the number of admissions may not equal the number of patients since a patient can be admitted more than once during the calendar year and a person may be a patient during the calendar year, but was admitted prior to the start of the calendar year.

8.0 Admitting Primary Diagnosis

Hospices reported on the primary diagnosis for 111,586 patients at the time of admission. These totals were not limited to admissions to facilities or residential units. The following diagnosis categories were used: cancer, AIDS, end-stage pulmonary disease, end-stage renal disease, end-stage heart disease and “other.” Forty-one percent of patients had a primary diagnosis included in the “other” category. Thirty-four percent responded that cancer was the primary diagnosis followed by 13 percent heart disease and nine percent pulmonary disease. AIDS and renal failure comprised the remaining three percent. See Chart 4 below.

Chart 4: Primary Diagnosis at Time of Admission to a Florida Hospice



n= 111,586; 2010

A study in the February 2011 Journal of the American Medical Association⁵ looked at the differences in the diagnoses of patients cared for by for-profit and not-for-profit hospices. The study included a nationally representative sample of 4,705 patients discharged from hospices. The study showed lower proportions of cancer patients and higher proportions of patients with dementia in for-profit hospices compared to non-profit hospices. A similar and significant (.01 level) pattern of a lower percentage of cancer diagnoses in for-profit hospices compared to not-for-profit hospices (30 and 36 percent, respectively; see Table 9) occurred in Florida. In

⁵ Association of Hospice Agency Profit Status With Patient Diagnosis, Location of Care, and Length of Stay, [Journal of the American Medical Association, February 2011.](#)

addition, more than double the proportion of patients in for-profit hospices had AIDS compared to the proportion in not-for-profit hospices.

Table 9: Patient Diagnoses by For-Profit Status

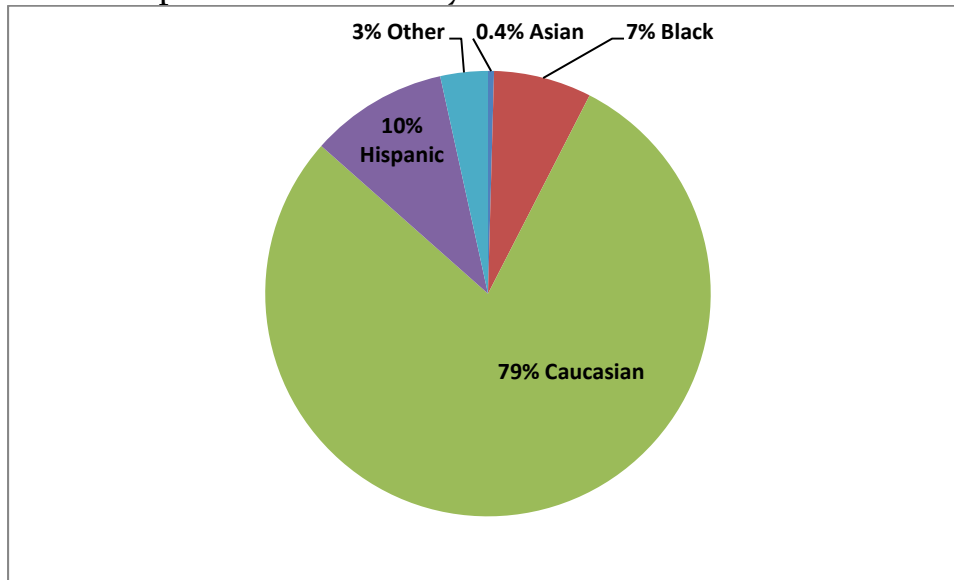
	Cancer	Renal	Heart	Pulmonary	AIDS	"Other"	Total
Not-For-Profit	36%	2%	12%	9%	0.4%	40%	100%
For Profit	30%	2%	14%	8%	1%	45%	100%

The finding for the proportion of patients with dementia could not be replicated, as hospices are not currently required to report this diagnosis. However, we found a higher occurrence of patients diagnosed with “other” diagnoses in for-profit hospices compared to not-for-profit hospices (level of significance at .09), which may include a substantial number of patients with dementia.

9.0 Patient Race/Ethnicity

Hospices reported on the race and ethnicity of over 107,000 patients at the time of admission. These totals are not limited to admissions to facilities or residential units. The following race/ethnicity categories were used: Asian, Black, Caucasian, Hispanic and “other.” Hospices reported that a majority (79 percent) of their patients was Caucasian; 10 percent identified as Hispanic, regardless of race; seven percent were Black and .4 percent were Asian (see Chart 5 below).

Chart 5: Reported Race/Ethnicity at Time of Admission to a Florida Hospice



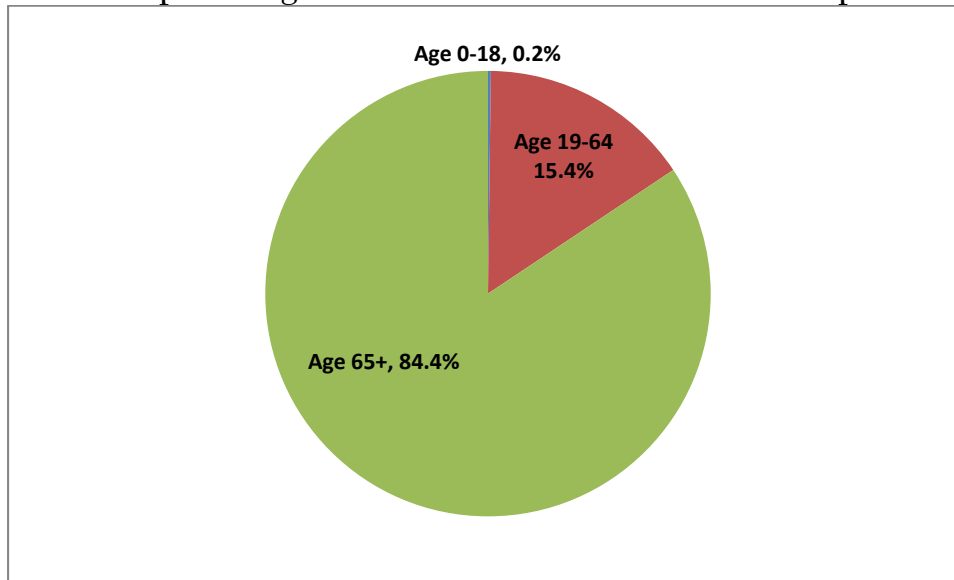
n=115,586, 2010

Eighty-three percent of the patients admitted to not-for-profit hospices during the reporting period (2010) were Caucasian compared to 55 percent admitted to for-profit hospices.

10.0 Patient Age

Hospices reported on the age of over 111,586 patients at the time of admission. These totals are not limited to admissions to facilities or residential units. Each person admitted was grouped into one of three age categories: age 0-18, 19-64 or 65 or older. Over 84 percent of all hospice patients admitted were age 65 or older. Over 15 percent of patients admitted were between the ages of 19 and 64. Less than one percent of those admitted were under the age of 19 (see Chart 6 below).

Chart 6: Reported Age at Time of Admission to a Florida Hospice



n= 111,586; 2010

For-profit hospices served slightly more clients age 65 and older (87 percent compared to 84 percent). Table 10 below shows the percentage of patients admitted by age category and hospice profit status.

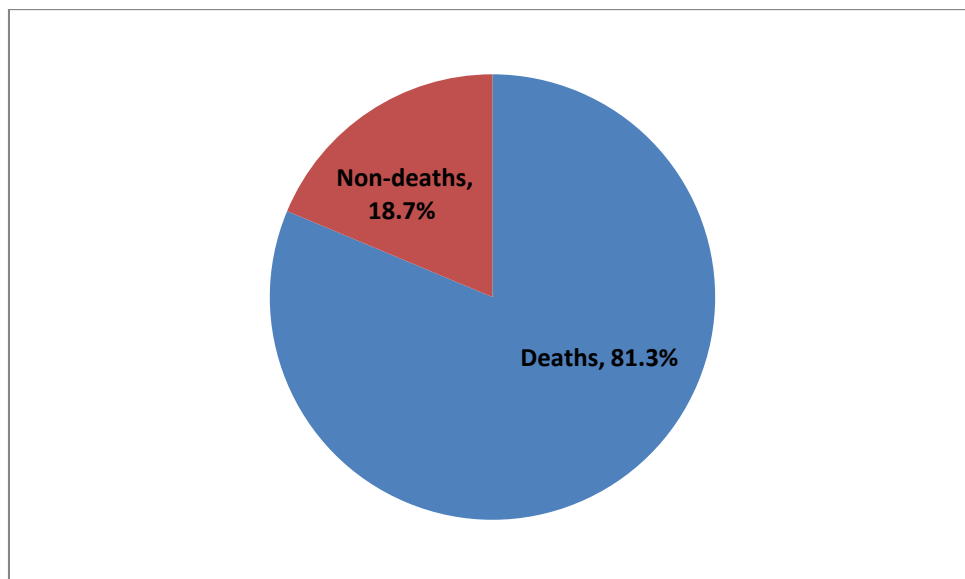
Table 10: 2010 Florida Hospice Patients' Age and Organization's Profit Status

	Percent Patients Age 0-18	Percent Patients Age 19-64	Percent Patients Age 65+	Total
Not-For-Profit	0.2%	15.9%	83.9%	100%
For Profit	0.04%	13.1%	86.8%	100%

11.0 Discharges by Disposition Type

Hospices reported on the disposition of discharges, whereby each discharge was grouped into one of two categories: death and non-death. Individuals who died during the 2010 calendar year are included in the "death" category. 88,729 (81 percent) discharges were due to patient death. See Chart 7 below.

Chart 7: 2010 Florida Hospice Patient Discharges by Disposition



n=109,137

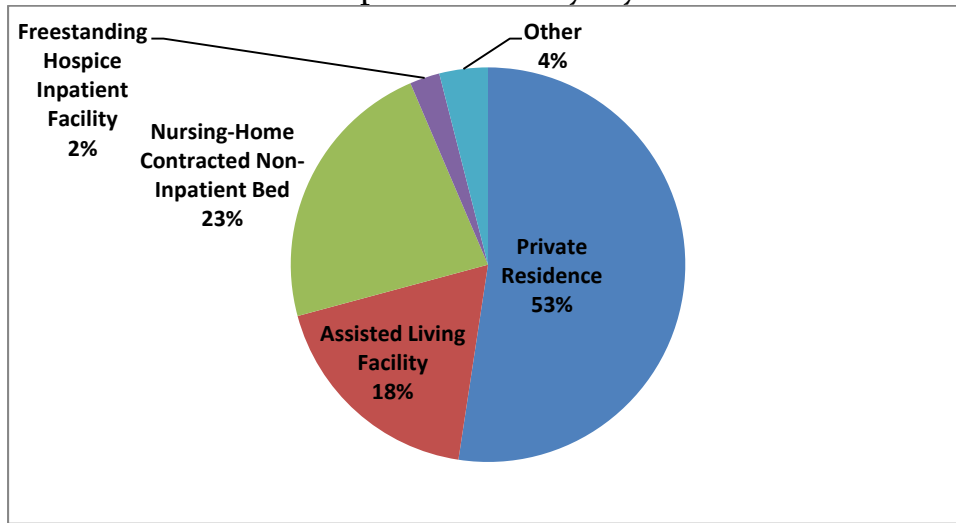
Discharge dispositions were similar among for-profit and not-for-profit hospices. Eighty-one percent of discharges were due to death in not-for-profit hospices compared to 83 percent in for-profit hospices.

12.0 Patient Days by Location

Hospices reported on the location of their patients. A majority (53 percent) of hospice patient days were spent in private residences (see Chart 8). About a quarter of all hospice days were spent in a nursing home contracted non-inpatient bed. Eighteen percent of patient days were spent in an assisted living facility. Only two percent of all hospice patient days were in a freestanding hospice inpatient facility. One percent or less of all hospice days were spent in each of the following:

- Nursing Home - Contracted Inpatient Bed
- Hospital- Dedicated Hospice Unit
- Hospital - Other than Dedicated Hospice Unit
- Hospice Residential Facility
- Adult Family-Care Home

Chart 8: 2010 Florida Hospice Patient Days by Location

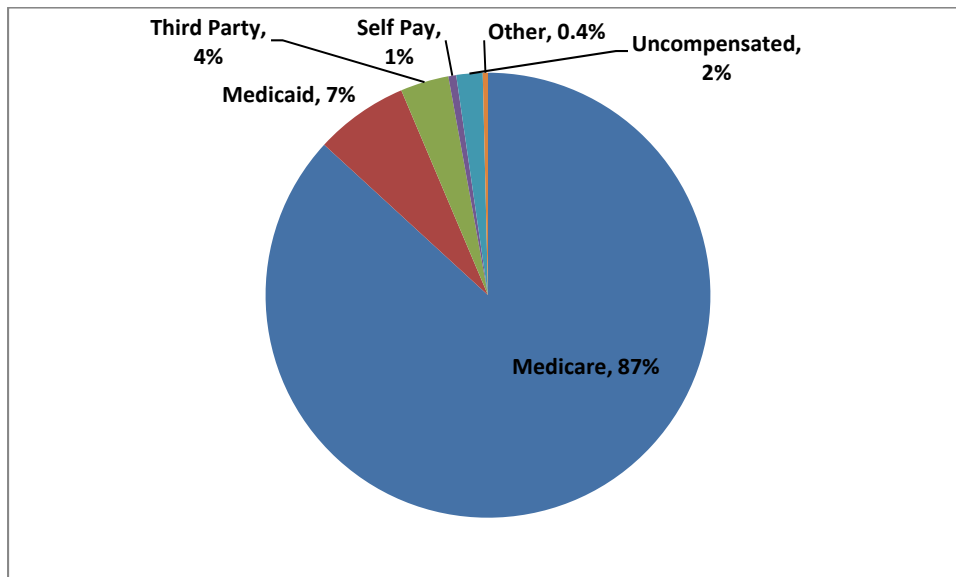


n= 8,761,155

13.0 Reimbursement

Hospices reported on their reimbursement sources by providing the percentage of their income that came from each of six categories: Medicare, Medicaid, third-party, self-pay, uncompensated and “other.” Eighty-seven percent of all hospice reimbursement came from Medicare. Medicaid paid seven percent, and four percent came from third parties (see Chart 9 below).

Chart 9: 2010 Average Florida Hospice Reimbursements by Source



N=4,100

For-profit hospices received a higher average percentage of reimbursement from Medicare (90 percent compared to 86 percent), a similar percentage from Medicaid (6.5 percent compared to 6.9 percent) and a lower percentage from third parties (1.8 percent compared to 3.9 percent).

14.0 Additional Hospice Data Available

Additional information about Florida's licensed hospices is available on Florida's Agency for Health Care Administration (AHCA) website. Included are results of the Family Evaluation of Hospice Care Satisfaction Survey, a survey given to families whose friend or family member received hospice care. It asks family members about their view on the care provided to the patient, as well as their own hospice experience. In general, ratings were very positive and only five hospices received a rating on a survey question that was below the highest score. This lower rating was mostly related to the question about whether patients' personal needs were taken care of. All respondents agreed that patients were always treated with respect.

In addition, AHCA's website provides information about inspection results and legal sanctions levied for each hospice. Deficiencies identified during inspections ranged from the failure to provide in-service training and inadequacies in contracts, to the failure to administer medicine as prescribed by a licensed practitioner. Between 2007 and 2010, AHCA inspections cited twenty hospices with two or more violations and eight hospices with one violation. Eleven hospices were never cited for inspection violations during this time period. Five hospices were legally sanctioned for violating requirements in rule, including the lack of submitting a license renewal application on time, the lack of a written care plan for patients, and failure to meet contract requirements.

You may access AHCA's website at the following web address:

<http://www.floridahealthfinder.gov>

APPENDIX



STATE OF FLORIDA DEPARTMENT OF ELDER AFFAIRS HOSPICE DEMOGRAPHIC and OUTCOME MEASURES REPORT

Reporting Period: January 1 through December 31

Report for Calendar Year _____

Report Due no later than March 31 of the following year.

SECTION A: BASIC HOSPICE AND CONTACT INFORMATION			
Hospice Name (as it appears on license)			
Telephone Number			
Physical Address			
Mailing Address, if different			
City			
State			
Zip Code			
SECTION B: HOSPICE INFORMATION			
Facility License Number			
Medicaid Number			
Medicare Number			
Accreditation Status If Yes, enter Organization Name:	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center;">Yes</td> <td style="width: 50%; text-align: center;">No</td> </tr> </table>	Yes	No
Yes	No		

SECTION C: CONTACT PERSON

Name	
Telephone Number	
Fax Number	
E-Mail Address	

SECTION D: COUNTIES SERVED

Number of Florida counties served under this license:	
---	--

Check all counties served by this hospice license:

Alachua Duval Holmes Miami-Dade Santa Rosa
 Baker Escambia Indian River Monroe Sarasota
 Bay Flagler Jackson Nassau Seminole
 Bradford Franklin Jefferson Okaloosa Sumter
 Brevard Gadsden Lafayette Okeechobee Suwannee
 Broward Gilchrist Lake Orange Taylor
 Calhoun Glades Lee Osceola Union
 Charlotte Gulf Leon Palm Beach Volusia
 Citrus Hamilton Levy Pasco Wakulla
 Clay Hardee Liberty Pinellas Walton
 Collier Hendry Madison Polk Washington
 Columbia Hernando Manatee Putnam
 DeSoto Highlands Marion Saint Johns
 Dixie Hillsborough Martin Saint Lucie

SECTION E: INPATIENT CARE AND RESIDENTIAL UNITS

List the number of inpatient facilities and residential units that were operated by this hospice within the past year: _____

This number should include inpatient wings or rooms within a hospital or skilled nursing facility that are operated by the hospice as well as the freestanding hospice inpatient facilities and residential units that appear on the hospice license. Each facility/unit should meet the following criteria:

Consist of one or more beds that are owned or leased by the hospice,

Be staffed by the hospice organization; and

(3) Have policies and procedures set by the hospice.

Please provide the following information for each facility/unit included in the count above. Include every admission into the facility (a patient may have more than one admission) in the “Number of Facility Admissions” column and count all patient days for every admission for the “Total Facility Patient Days” number column. Please duplicate this page as necessary.

Facility Name and Address	County	Beds	Number of Facility Admissions	Total Facility Patient Days

SECTION F: OUTCOME MEASURES- Reference: Rule 58A-2.005(4), F.A.C.

OUTCOME MEASURE 1

Number

1	Total number of patients reporting pain on a 0-to-10 scale at time of admission to the hospice program.	
2	Of the patients reporting pain, the number of patients who reported severe pain (7 or higher) at time of admission to the hospice program.	
3	Of the number of patients reporting severe pain at admission, the number of patients who reported a reduction in pain level to 5 or less by the end of the 4 th day of care in the hospice program.	
4.	Of the number of patients reporting severe pain at admission, the number of patients who continually reported pain level of 6 or higher by the end of the	

	4 th day of care in the hospice program.	
5.	Of the number of patients reporting severe pain at admission, the number of patients who were unable to report pain level by the end of the 4 th day due to death/discharge, transfer, or disease progression.	
OUTCOME MEASURE 2		
<u>Patient/Family Satisfaction Survey Question:</u> Did the patient receive the right amount of medicine for his or her pain?		Number
Total number of surveys initiated during the reporting period.		
Total number of survey responses received during the reporting period.		
Number of survey responses received during reporting period indicating the patient received the right amount of medicine for his or her pain.		
Number of survey responses received during the reporting period indicating the patient did not receive the right amount of medicine for his or her pain.		
OUTCOME MEASURE 2A		
<u>Patient/Family Satisfaction Survey Question:</u> Based on the care the patient received, would the patient and/or responsible party recommend hospice services to others?		Number
Total number of surveys initiated during the reporting period.		
Total number of survey responses received during the reporting period.		
Number of survey responses received during the reporting period answering “yes” to this survey question.		
Number of survey responses received during the reporting period answering “no” to this survey question.		
SECTION G: AGGREGATE DATA—Reference: Rule 58A-2.012, Program Reporting Requirements, F.A.C.		
Admitting Primary Diagnosis During Reporting Period		Number
Cancer		
Illness due to Acquired Immune Deficiency Syndrome (AIDS)		
End-Stage Pulmonary Disease		
End-Stage Renal Disease (ESRD)		
End-Stage Heart Disease		
Other		
Age of Persons Admitted During Reporting Period		Number
0-18 years of age		
19-64 years of age		

65 years of age and older	
Race of Persons Admitted During Reporting Period	Number
Asian	
Black	
Caucasian	
Hispanic	
Other	
Percent of Reimbursement by Payor Source During Reporting Period	Number
Medicare	
Medicaid	
Third Party	
Self-pay	
Uncompensated	
Other	
Total Number of Patient Days by Location During Reporting Period	Number
Private residence	
Adult Family-Care Home	
Assisted Living Facility	
Nursing Home—Contracted Non-Inpatient Bed	
Nursing Home—Contracted Inpatient Bed	
Hospital—Dedicated Hospice Unit	
Hospital—Other than Dedicated Hospice Unit	
Hospice Residential Facility	
Freestanding Hospice Inpatient Facility	
Other	
Total Number of Discharges by Disposition During Reporting Period	Number
Deaths	
Non-Deaths	

SECTION H: AUTHORIZED SIGNATURE

I HEREBY ACKNOWLEDGE THAT ALL INFORMATION PERTAINING TO THIS DOCUMENT IS TRUE, CORRECT AND COMPLETE.

Print Name

Title

Signature

Date