



2010 REPORT

Hospice Demographic and Outcomes Measures

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Charlie Crist, Governor

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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.

This report contains an analysis of the data submitted by Florida's 41 licensed hospices for calendar year 2009. Two of the three hospice outcome measures were promulgated August 11, 2008. Calendar year 2009 is the first year for which a full year's results for all three outcome measures are available.

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. All but three hospices used the online form for data submission. Those that did not use the online form faxed their information. 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);

- 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 2009 indicate that all 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: Percent of Florida Hospices That Met Outcome Measures for 2009

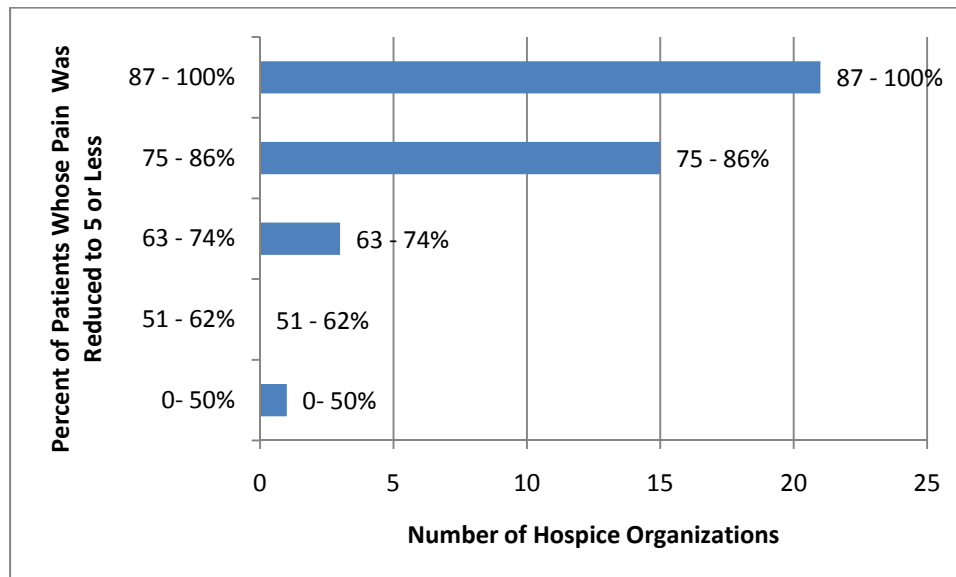
Outcome Measure Number	Description of Outcome Measure and Standard	Percent of Hospices Met Standard
1	50 percent of patients reported severe pain on a 0-to-10 scale who reported a reduction to 5 or less by the end of the fourth day of care in the hospice program.	100% *
2	50 percent of patients reported 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% **

* n=40; ** n=39,

3.1 Outcome Measure 1

Outcome Measure 1 measures the percentage of patients who had severe pain (7 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. Forty of the 41 hospices reported data on this measure¹. All 40 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. 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 10 for a list of the names of the hospices and the percentage of their patients that met this outcome measure.

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

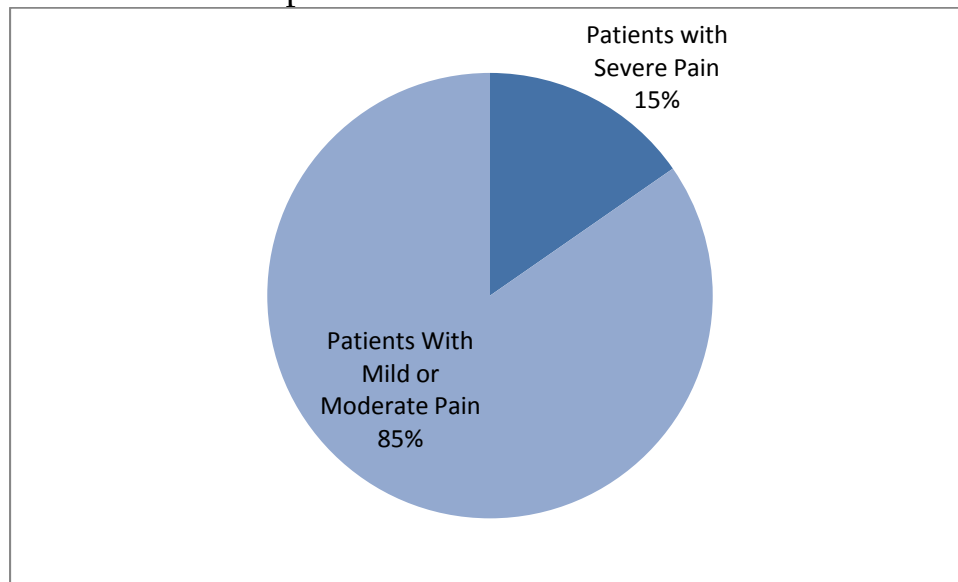


n=40, 2009

Statewide, hospices reported pain level data for 49,224 patients at the time of admission. Only 15 percent of these patients (7,552) reported having severe pain. See Chart 2 below.

¹ Samaritan Care Hospice of Osceola, LLC, did not submit data for this outcome measure.

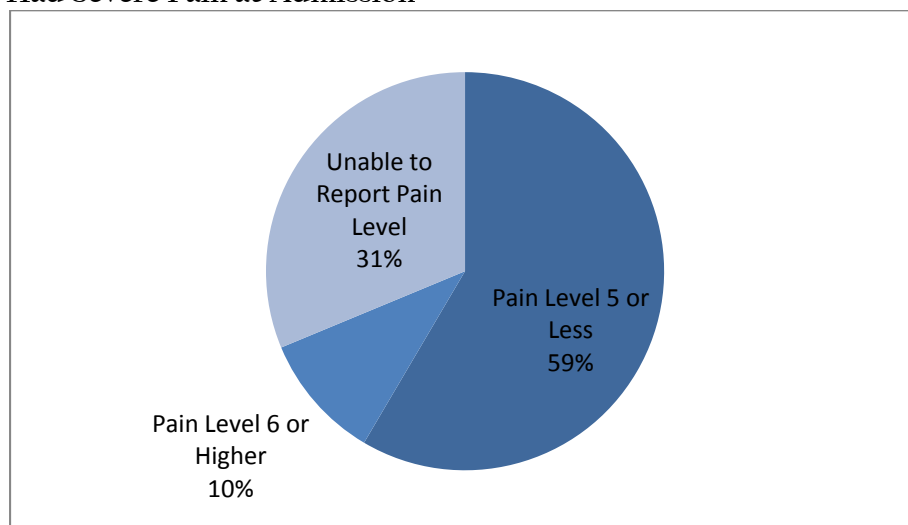
Chart 2: Florida Hospices Pain Level at Time of Admission



n= 49,224, 2009

Of those patients reporting severe pain at the time of admission, over 58 percent reported a reduction in pain to a level 5 or less by the end of the fourth day of care. Over 10 percent reported their pain level was 6 or higher by the end of the fourth day of care. Thirty-one 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= 7,552; 2009

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 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. Thirty nine of the 41 hospices reported data on this measure². 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 69,410 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. Only 29 percent (19,824) 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 Patients	Percent of Patients
Number of survey responses received during reporting period indicating the patient received the right amount of medicine for his or her pain.	18,919	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.	905	5%
Total survey responses received indicating whether or not the right amount of medicine was received	19,824	100%

² Heartland Home Health Care and Hospice and Samaritan Care Hospice of Osceola, LLC, did not submit data for this outcome measure.

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

n= 19,824; 2009

3.3 Outcome Measure 2A

Outcome Measure 2A measures the percentage of patients that would recommend hospice services to others. Thirty nine of the 41 hospices reported data on this measure⁴. 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 69,551 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-six percent (25,131) of the surveys were returned with this question answered.

Over 98 percent of all patients/families who responded to this question said the patient or responsible party would recommend hospice services to others⁵. See Table 3 below.

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.	24,753	98%
Number of survey responses received during the reporting period answering “no” to this survey question.	378	2%
Total survey responses received indicating whether or not hospice services would be recommended to others	25,131	100%

⁴ Heartland Home Health Care and Hospice and Samaritan Care Hospice of Osceola, LLC, did not submit data for this outcome measure.

⁵
$$\frac{\text{Number would recommend hospice services}}{\text{Number would recommend hospice services} + \text{Number would not recommend hospice services}}$$

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. Eighteen of the 41 hospices (44 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. Seventeen (50 percent) of the not-for-profit hospices are accredited compared to 1 of 7 (14 percent) for-profit hospices.

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 2009 is also listed.

Table 4: Hospices: Outcome Measure (OM) Results, Name of Accreditation Entity and Profit Status

Hospice Name	City	OM 1	OM 2	OM 2A	Accrediting Entity	Profit Status	Patients
Avow Hospice, Inc.	Naples	1	0.97	0.99	The Joint Commission		1,304
Big Bend Hospice, Inc.	Tallahassee	0.82	0.97	0.98	CHAP		1,293
Catholic Hospice, Inc.	Miami Lakes	0.5	0.97	0.99	The Joint Commission		2,079
Community Hospice of Northeast Florida, Inc.	Jacksonville	0.94	0.95	0.99			5,259
Covenant Hospice, Inc.	Pensacola	0.95	0.96	0.98	The Joint Commission		4,333
Douglas Gardens Hospice, Inc.	Miami	0.85	0.95	0.97			237
Emerald Coast Hospice	Panama City	0.92	0.98	0.97			1,050
Florida Hospital Hospice Care	Ormond Beach	0.81	0.96	0.99	The Joint Commission		710
Good Shepherd Hospice	Temple Terrace	0.9	0.95	0.99	The Joint Commission		3,265
Gulfside Regional Hospice, Inc.	New Port Richey	0.75	0.96	0.98			1,023
Halifax Hospice, Inc.	Port Orange	0.85	0.95	0.99			3,425
Haven Hospice	Gainesville	0.88	0.95	0.99	CHAP		3,490
Heartland Home Health Care and Hospice	Jacksonville	1	Not reported	Not reported	CHAP	FP	108
Hope Hospice and Community Services, Inc.	Fort Myers	0.81	0.96	0.99	CHAP		5,066
Hospice by the Sea	Boca Raton	0.79	0.93	0.98	The Joint Commission		3,014
Hospice Care of South Florida	Miami	1	1	1			159

Table 4: Hospices: Outcome Measure (OM) Results, Name of Accreditation Entity and Profit Status (continued)

Hospice Name	City	OM 1	OM 2	OM 2A	Accrediting Entity	Profit Status	Patients
Hospice of Citrus County, Inc.	Lecanto	0.9	1	0.99	The Joint Commission		1,836
Hospice of Gold Coast	Fort Lauderdale	0.8	0.94	0.97	CHAP		458
Hospice of Health First	West Melbourne	0.88	0.95	0.99	The Joint Commission		1,025
Hospice of Lake & Sumter, Inc.	Tavares	0.82	0.95	0.99			4,365
Hospice of Marion County, Inc.	Ocala	0.96	0.97	0.99			2,753
Hospice of Okeechobee, Inc.	Okeechobee	0.92	0.97	1			171
Hospice of Palm Beach County, Inc.	West Palm Beach	0.89	0.97	0.99	The Joint Commission		6,375
Hospice of St. Francis, Inc	Titusville	0.72	0.93	1			688
Hospice of the Comforter, Inc.	Altamonte Springs	0.97	0.96	0.99			3,170
Hospice of the Florida Keys	Key West	0.87	0.93	1			175
Hospice of the Treasure Coast, Inc.	Stuart	0.77	0.95	0.99			2,003
HospiceCare of Southeast Florida, Inc.	Fort Lauderdale	0.89	0.99	0.97	The Joint Commission		827
HPH Hospice	Hudson	0.81	0.99	1			4,994
LifePath Hospice	Temple Terrace	0.88	0.94	0.98	The Joint Commission		5,867
Odyssey HealthCare	Dallas	0.87	1	0.65		FP	1,322
Regency Hospice of Northwest Florida, Inc.	Pensacola	1	1	1		FP	23
Samaritan Care Hospice of Osceola, LLC	Orlando		Not reported	Not reported		FP	539

**Table 4: Hospices: Outcome Measure (OM) Results and Name of Accreditation Entity
(continued)**

Hospice Name	City	OM 1	OM 2	OM 2A	Accrediting Entity	Profit Status	Patients
The Hospice of Martin and St. Lucie, Inc.	Stuart	0.9	0.97	0.99			1,637
The Hospice of the Florida Suncoast, Inc.	Clearwater	0.76	0.95	0.99			7,368
Tidewell Hospice, Inc.	Sarasota	0.7	0.93	0.99	CHAP		6,802
Vitas Healthcare Corporation	North Miami Beach	0.8	0.93	0.97		FP	5,982
Vitas Healthcare Corporation of Florida	Boynton Beach	0.8	0.94	0.97		FP	6,943
Vitas Healthcare Corporation of Florida	Melbourne	0.82	0.95	0.97		FP	4,254
VNA Of Indian River County, Inc.	Vero Beach	0.66	0.97	1	The Joint Commission		972
Wuesthoff Hospice & Palliative Care	Viera	1	0.94	0.99			930

CHAP = Community Health Accreditation Program

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.

Table 5: Geographic Coverage of Florida's Hospices

County	Number Hospice Orgs. Serving County	County	Number Hospice Orgs. Serving County	County	Number Hospice Orgs. 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	3	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 2009, Florida's hospice organizations operated 87 inpatient facilities and residential units⁶. 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 nine facilities/residential units (see Table 6 below).

Table 6: Number Facilities/Residential Units Operated by Florida's Hospices in 2009

Number Facilities/Residential Units	Number Hospices
None	10
1	10
2	9
5-9	15

During 2009 there were 34,719 admissions for 1,329 hospice beds in facilities/residential units for a total of 340,080 facility patient days. On average there were 26 admissions per bed and 256 patient days per bed for a 70 percent average occupancy rate. The number of beds, admissions and patient days by county is listed in Table 7 below.

⁶ Avow Hospice, Inc., Gulfside Regional Hospice and Hospice of Citrus County did not provide complete information about their facilities and/or residential units.

Table 7: Inpatient Facility/Residential Units Operated by Florida Hospices by County in 2009

County	Total Beds	Total Facility Admissions	Total Facility Days	Average Admissions Per Bed	Average Days Per Bed	Avg. Occupancy Rate
Alachua	18	636	5,692	35	316	87%
Brevard	40	1,841	8,744	46	219	60%
Broward	110	2,080	29,449	19	268	73%
Charlotte	19	656	5,955	35	313	86%
Citrus	40	274	4,327	7	108	30%
Collier	10	39	432	4	43	12%
Columbia	16	464	4,343	29	271	74%
Desoto	8	123	2,474	15	309	85%
Duval	87	1,749	21,760	20	250	69%
Escambia	34	994	8,424	29	248	68%
Flagler	8	199	2,376	25	297	81%
Hernando	32	904	7,618	28	238	65%
Highlands	7	102	602	15	86	24%
Hillsborough	48	2,253	12,665	47	264	72%
Indian River	12	356	3,386	30	282	77%
Lake	16	572	4,803	36	300	82%
Lee	76	2,618	25,461	34	335	92%
Leon	12	508	4,145	42	345	95%
Levy	16	417	3,203	26	200	55%
Manatee	20	898	6,236	45	312	85%
Marion	64	1,368	16,177	21	253	69%
Martin	16	458	3,672	29	230	63%
Miami-Dade	67	1,150	18,612	17	278	76%
Okeechobee	12	84	2,024	7	169	46%
Orange	24	547	4,803	23	200	55%
Palm Beach	151	3,519	37,488	23	248	68%
Pasco	105	1,863	18,927	18	180	49%
Pinellas	102	1,674	28,087	16	275	75%
Polk	19	1,056	6,350	56	334	92%
Putnam	12	361	4,036	30	336	92%
Sarasota	18	905	6,548	50	364	100%
Seminole	16	934	5,675	58	355	97%
St. Lucie	16	596	3,689	37	231	63%

Table 7: Inpatient Facility/Residential Units Operated by Florida Hospices by County in 2009 (continued)

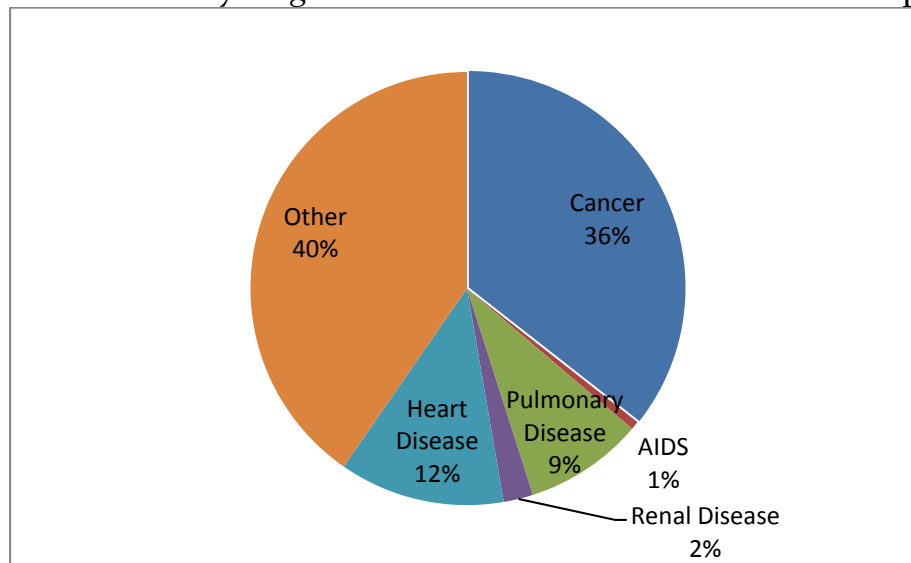
County	Total Beds	Total Facility Admissions	Total Facility Days	Average Admissions Per Bed	Average Days Per Bed	Avg. Occupancy Rate
Sumter	20	589	5,668	29	283	78%
Volusia	58	1,932	16,229	33	280	77%
Total/Average	1,329	34,719	340,080	26	256	70%

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.

8.0 Admitting Primary Diagnosis

Hospices reported on the primary diagnosis for over 107,000 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 percent of patients had a primary diagnosis included in the “other” category. Thirty-six percent responded that cancer was the primary diagnosis followed by 12 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

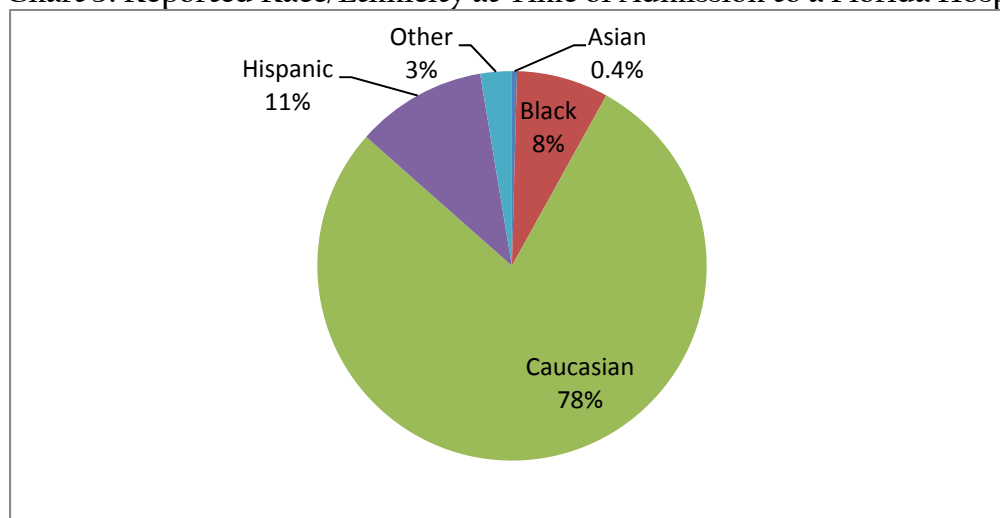


n= 107,294, 2009

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 (78 percent) of their patients were Caucasian; 11 percent identified as Hispanic, regardless of race; eight 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



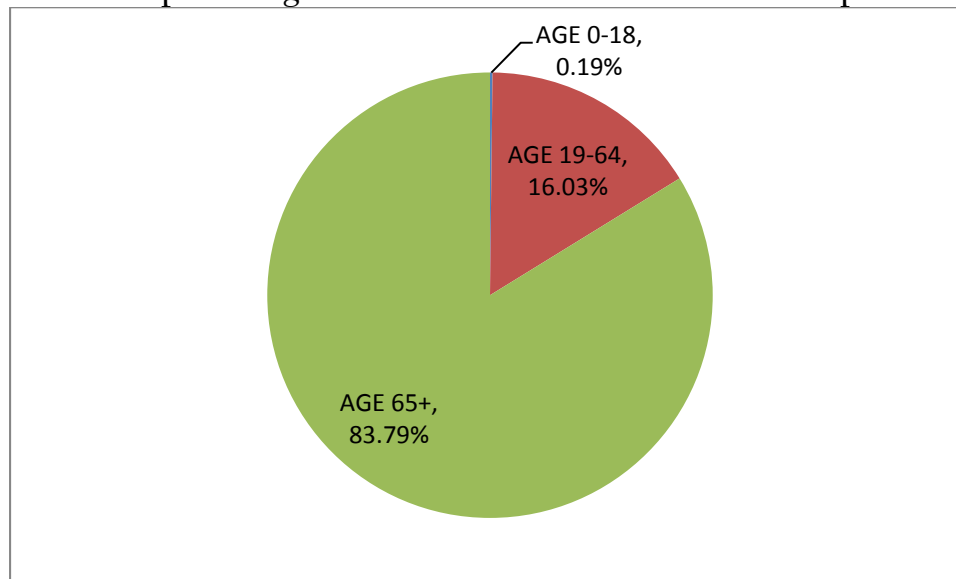
n=107,239, 2009

Eighty-three percent of the patients admitted to not-for-profit hospices during the reporting period (2009) were Caucasian compared to sixty percent admitted to for-profit hospices.

10.0 Patient Age

Hospices reported on the age of over 107,000 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. Eighty-four percent of all hospice patients admitted were age 65 or older. Sixteen 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= 107,121, 2009

For-profit hospices served slightly more clients age 65 and older (86 percent compared to 83 percent). Table 8 below shows the percentage of patients admitted by age category and hospice profit status.

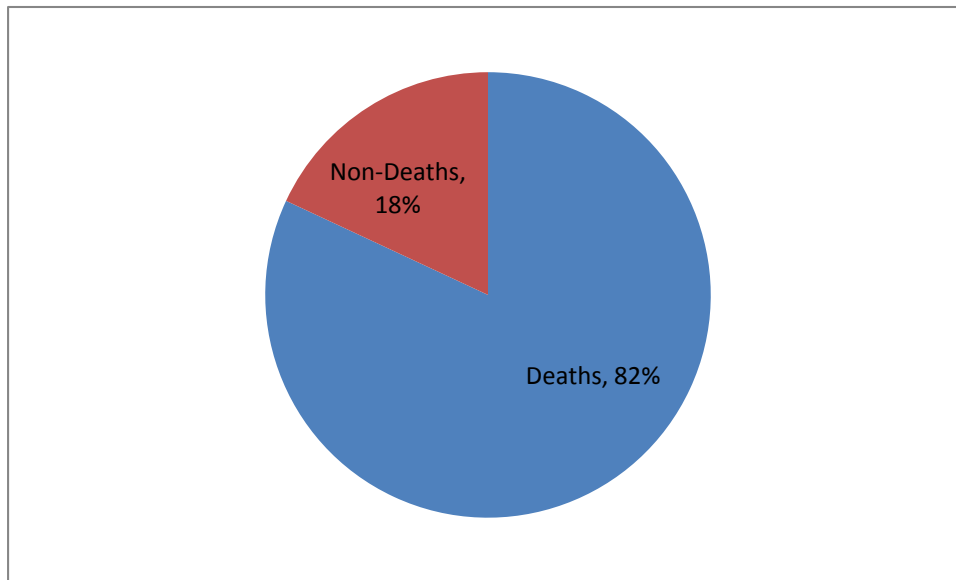
Table 8: 2009 Florida Hospice Patients' Age and Organization's Profit Status

	Percent Patients Age 0-18	Percent Patients Age 19-64	Percent Patients Age 65+
Not-For-Profit	0.2%	16.5%	83.3%
For Profit	0.1%	14%	85.9%

11.0 Discharges by Disposition Type

Hospices reported on the disposition of discharges, whereby each discharge was grouped into two categories: death and non-death. Individuals who died during the 2009 calendar year are included in the "death" category. 85,389 (82 percent) discharges were due to patient death. See Chart 7 below.

Chart 7: 2009 Florida Hospice Patient Discharges by Disposition



n=104,207

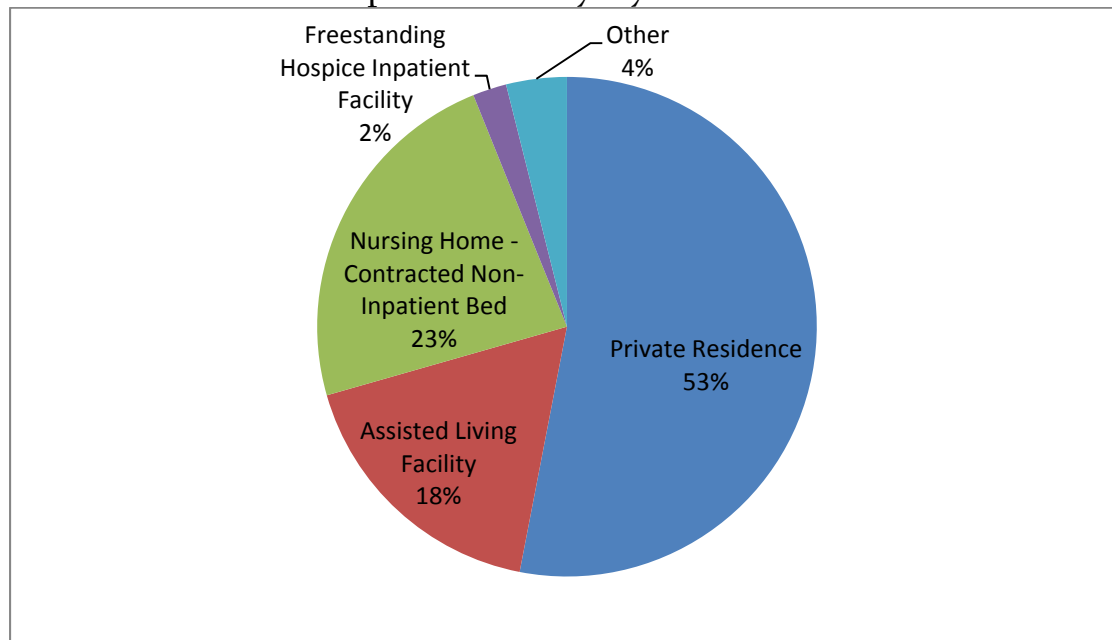
Discharge dispositions were similar among for-profit and not-for-profit hospices. Eighty-two percent of discharges were due to death in not-for-profit hospices compared to 81 percent in for-profit hospices.

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. 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. Less than one percent 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: 2009 Florida Hospice Patient Days by Location

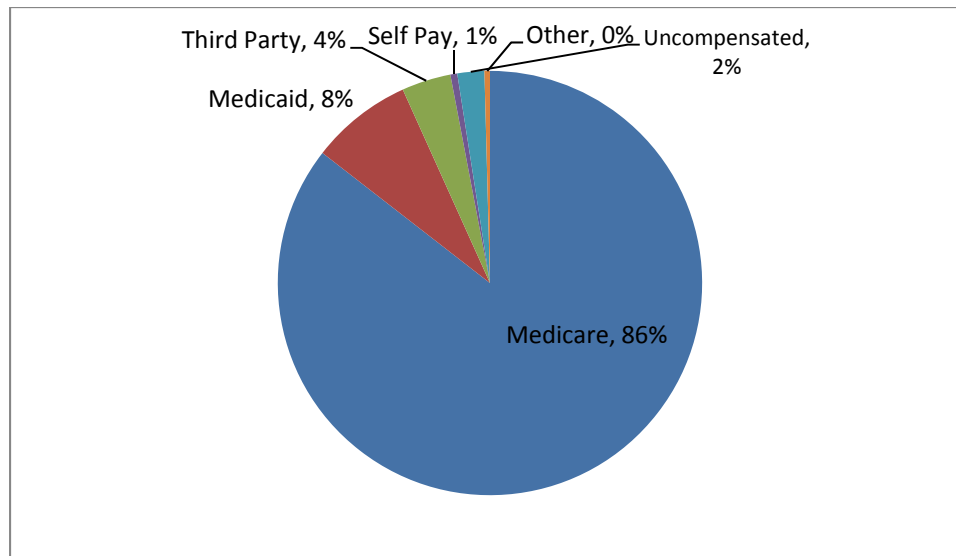


n= 8,521,701

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-six percent of all hospice reimbursement came from Medicare. Medicaid paid eight percent and four percent came from third parties. See Chart 9 below.

Chart 9: 2009 Florida Hospice Reimbursements by Source



For-profit hospices received a higher percentage of reimbursement from Medicare (91 percent compared to 84 percent), a lower percentage from Medicaid (5 percent compared to 8 percent) and a lower percentage from third parties (2 percent compared to 4 percent).

14.0 Additional Hospice Data Available

Additional information about Florida's licensed hospices is available on Florida's Agency for HealthCare Administration 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. You may access the 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:	<div style="display: flex; justify-content: space-around;"> Yes No </div>

SECTION C: CONTACT PERSON	
Name	
Telephone Number	
Fax Number	
E-Mail Address	
SECTION D: COUNTIES SERVED	
Number of Florida counties served under this license:	
<p>Check all counties served by this hospice license:</p> <p> <input type="checkbox"/> Alachua <input type="checkbox"/> Duval <input type="checkbox"/> Holmes <input type="checkbox"/> Miami-Dade <input type="checkbox"/> Santa Rosa <input type="checkbox"/> Baker <input type="checkbox"/> Escambia <input type="checkbox"/> Indian River <input type="checkbox"/> Monroe <input type="checkbox"/> Sarasota <input type="checkbox"/> Bay <input type="checkbox"/> Flagler <input type="checkbox"/> Jackson <input type="checkbox"/> Nassau <input type="checkbox"/> Seminole <input type="checkbox"/> Bradford <input type="checkbox"/> Franklin <input type="checkbox"/> Jefferson <input type="checkbox"/> Okaloosa <input type="checkbox"/> Sumter <input type="checkbox"/> Brevard <input type="checkbox"/> Gadsden <input type="checkbox"/> Lafayette <input type="checkbox"/> Okeechobee <input type="checkbox"/> Suwannee <input type="checkbox"/> Broward <input type="checkbox"/> Gilchrist <input type="checkbox"/> Lake <input type="checkbox"/> Orange <input type="checkbox"/> Taylor <input type="checkbox"/> Calhoun <input type="checkbox"/> Glades <input type="checkbox"/> Lee <input type="checkbox"/> Osceola <input type="checkbox"/> Union <input type="checkbox"/> Charlotte <input type="checkbox"/> Gulf <input type="checkbox"/> Leon <input type="checkbox"/> Palm Beach <input type="checkbox"/> Volusia <input type="checkbox"/> Citrus <input type="checkbox"/> Hamilton <input type="checkbox"/> Levy <input type="checkbox"/> Pasco <input type="checkbox"/> Wakulla <input type="checkbox"/> Clay <input type="checkbox"/> Hardee <input type="checkbox"/> Liberty <input type="checkbox"/> Pinellas <input type="checkbox"/> Walton <input type="checkbox"/> Collier <input type="checkbox"/> Hendry <input type="checkbox"/> Madison <input type="checkbox"/> Polk <input type="checkbox"/> Washington <input type="checkbox"/> Columbia <input type="checkbox"/> Hernando <input type="checkbox"/> Manatee <input type="checkbox"/> Putnam <input type="checkbox"/> DeSoto <input type="checkbox"/> Highlands <input type="checkbox"/> Marion <input type="checkbox"/> Saint Johns <input type="checkbox"/> Dixie <input type="checkbox"/> Hillsborough <input type="checkbox"/> Martin <input type="checkbox"/> Saint Lucie </p>	

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