

2013 Registration Packet

Overview

CareData Pro is a data collection, benchmarking and performance improvement effort open to all hospice providers. CareData Pro is a comprehensive quality assessment and performance improvement (QAPI) program which will help hospice providers not only meet the requirements of the Medicare Conditions of Participation (CoPs), but also critically examine their program's performance and develop projects to improve the quality of the patient care they provide.

CareData Pro has its roots in a grant-funded project called QAPI Coach, which piloted an initial set of measures for benchmarking amongst Ohio and West Virginia hospices during 2009 and 2010. The project developed, implemented and maintained an information technology system for hospices which identified quality outcomes, facilitated data collection of those quality measures, and produced benchmarking reports identifying best practice.

Benefits of participation in CareData Pro include:

- Access to a user-friendly web-based tool which will take your data and do the math for you.
- Quarterly reports that show you how your hospice is performing, from patient to organizational levels, and compare your performance to other participating hospices.
- Ability to pick and choose the modules that fit your hospice best. CareData Pro
 offers a Core, Inpatient and Financial Module for hospice programs.
- Access to a 'one stop shop' for QAPI questions and consultations. CareData Pro staff is well-versed in hospice regulations, data collection hurdles and performance improvement models, including training in the Institute for Healthcare Improvement's Collaborative model.
- Opportunity to participate in quarterly CareData Pro training on data collection and entry.

CareData Pro is a purchased benefit with the price based on several factors, including membership in Midwest Care Alliance or a Partner State Organizaion and history of participation. Please refer to the online registration page at www.caredatapro.com for pricing details. Data is coded to maintain the privacy of participating programs, and no data includes patient identifiers, protecting the privacy and security of those you serve.

Modules

The foundation of *CareData Pro* benchmarking is the *Core module* which is designed to provide a quick snapshot of hospice care. Core module indicators include:

- Total Admissions
- Total Discharges
 - Deaths
 - Transfers
 - Other Discharges
 - Discharges for cause
 - Discharges not eligible
 - Miscellaneous Discharges
- Revocations
- · Patients with LOS of 7 days or less
- Patients with LOS of 180 days or more
- Average Length of Service (ALOS)
- Median Length of Service (MLOS)
- · Total Patient Days

- · Total Nursing Facility Patient Days
- NQF 0209: Comfortable Dying Measure
- Falls resulting in medical order
- Pain in nonverbal/nonresponsive patients: on admission and 48 hours after admission
- Evidence of advance care planning within 5 days of admission
- Bowel protocol in place with scheduled opioids
- Medication reconciliation between nursing facility and hospice
- Hospice and palliative care professional certification (RN, LPN, HHA, Physicians)
- Annual staff turnover

CareData Pro launched its Inpatient module in 2010, in response to our Users' requests for benchmarks specific to this unique care setting. Inpatient module indicators include:

- New Admissions to IPU
- Admissions to IPU from routine home care
- Deaths
- · Discharges to routine home care
- · Transfers to another hospice or other discharges
- Revocations
- Patients with LOS of 24 hours or less
- Patients with LOS of 7 days or more
- Average Length of Stay (ALOS)
- Median Length of Stay (MLOS)
- GIP patient days

- Respite patient days
- · Residential patient days
- Pain: on admission and 24 hours after admission
- Pain in nonverbal/nonresponsive patients: on admission and 24 hours after admission
- Evidence of advance care planning within 24 hours of admission
- Falls resulting in medical order
- · Falls to floor
- Medication errors

The *Financial module* gives hospices a clear perspective of income and expenses to ensure a healthy bottom line.

- Revenue per patient day (ppd)
- Net Revenue (ppd)
- Average Days Receivable/Revenue Outstanding (Receivable Management)
- Pharmacy/Medication Cost (ppd)
- DME/O2 Concentrator Cost -(ppd)
- Other Direct Care Costs- (ppd)
- Salary Cost Direct Care –(ppd)
- Benefits Cost Direct Care –(ppd)
- Total Salary & Benefit Cost Direct Care-(ppd)
- Salary Cost -Support/G & A-(ppd)
- Benefit Cost Support/G&A-(ppd)
- Total Salary & Benefit Cost- Support/G&A-(ppd)
- Total Support/G & A Cost(ppd)
- Other income (ppd):
 - Fundraising (non-profit only)
 - Donations/Memorials (non-profit only)

- Planned Giving (non-profit only)
- Inpatient Units (ppd):
 - Salary Cost
 - Benefit Cost
 - Pharmacy/Medications/Infusions
 - Shift differential (by shift)
 - Revenue (Net Fee-for-service)
 - Support Cost (including support salaries and benefits
- Other pertinent Data Collection and Statistics
 - ADC
 - Total patient days (Routine Home Care & General Inpatient)
 - ALOS (Routine Home Care & General Inpatient)
 - MLOS
 - Total Continuous Care days

CareData Pro Expectations

1. **Purpose:** Users work with the Midwest Center for Home, Hospice & Palliative Care Education (MCE) to utilize hospice data collection tools developed by MCE.

2. **Process:**

- a. MCE will define data points to be collected by users.
- b. MCE will establish standards for each quality measure.
- c. MCE will develop, maintain and provide a web-based data entry system to be utilized by users.
- d. MCE will provide data analysis and produce reports on a quarterly basis for users.
 - 1. Reports will be generated and provided to users within four weeks following the end of a data entry period. The data entry periods are as follows:
 - a. 1st Quarter: April 1-21
 - b. 2nd Quarter: July 1-21
 - c. 3rd Quarter: October 1-21
 - d. 4th Quarter: January 1-21
 - e. Financial Module: July 1-21; January 1-21.
- f. MCE will provide training and support to users.
- g. MCE is authorized to use data for reports, presentations or other public use only in those cases in which data cannot be identified as belonging to a single program.
- h. MCE and its technical consultants are the only parties permitted access to identified data without explicit written authorization from users.
- 3. **Product:** The data collection tools are web-based and can be accessed at www.caredatapro.com following user registration and assignment of an access code. Three modules are available: 1) Core, 2) Inpatient, and 3) Financial. The tools are sold independently or in combination. Pricing structure depends on the number of data collection tools purchased and user status (see 4. Pricing). General technical assistance is included. Training Webinars are also provided periodically.

Additional consulting is available on several topics, including QAPI Benchmarking, Developing a Data Collection Program, How to Develop and Successfully Achieve a Performance Improvement Project, and other related topics. Contractor can provide more information on these services if needed or desired.

4. **Pricing:** Data Collection sets are promoted and sold to the following rates:

Please select one of the following:	Members of Midwest Care Alliance or State Organization	Nonmembe r of Midwest Care Alliance or State Organization
Core Module	\$595	\$1195
Inpatient Module	\$595	\$1195
Financial Module ONLY	\$595	\$1195
Financial Module with Other Module	No Cost	No Cost
Core & Inpatient Module	\$995	\$1895
Second Inpatient Unit	\$200	\$200
Third Inpatient Unit	\$100	\$100
Fourth Inpatient Unit	\$100	\$100

- 5. MCE meets routinely with provider committee members to discuss data collection elements.
- 6. Program Coordinator is Susan Wallace, MSW, LSW Susan.Wallace@midwestcarealliance.org.







Registration Form

*Please complete one form per Medicare provider number.

Online registration is encouraged! Visit www.caredatapro.com.

Hospice Information

spice Name	_
dress	_
y/State/Zip	
spice Director	_
Email address	_
rson responsible for QAPI	
Email address	
*unless otherwise specified, log in will be assigned to the person responsible for QAF	2/
ovider #:	_

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Payment Information (Advance payment required)

Online registration and payment is required when paying via credit card.

Please visit www.caredatapro.com to complete a registration form and submit payment.

To register and pay via mail, please complete this form and make checks payable to *Midwest Center for Education* and mail to: 855 South Wall Street, Columbus, Ohio 43206, Attn: Susan Wallace.

Confirmation of registration will be sent via email upon processing.