



Recommended Quality Measures and Data Collection, by Domain

Quality Measures by Domain	Recommended Data Collection
Structure & process	
Use of standard questions to assess patient depression	Organizational checklist
Percent of patients admitted to hospice or palliative care who have a screening for symptoms during the admission visit	Patient Chart Review
Policy/procedure specifying frequency with which pain & dyspnea should be assessed	Organizational checklist
Percent of patients who had comprehensive assessment completed within 5 days of admission	Patient Chart Review
Care for physical symptoms: pain	
Percent of patients screened for pain during the admission visit	Patient Chart Review
For patients who screened positive for pain, the percent with a clinical assessment within 1 day of screening	Patient Chart Review
For patients who screened positive for pain, the percent with any treatment within 1 day of screening	Patient Chart Review
For patients who screened positive for pain, the percent who had an order for regularly scheduled (not PRN) pain medication within 1 day of screening	Patient Chart Review
For patients who screened positive for pain, the percent with improvement within 1 day of screening	Patient Chart Review
For patients who screened positive for pain, the percent whose pain was at comfortable level within 2 days of screening	Patient Chart Review
Percent of patient with cognitive and language problems receiving pain assessment appropriate to communication needs	Patient Chart Review
Care for physical symptoms: dyspnea	
Percent of patients who were screened for shortness of breath during the admission visit	Patient Chart Review
For patients who screened positive for dyspnea, the percent who receive treatment within 1 day of screening	Patient Chart Review
For patients who screened positive for dyspnea, the percent who improved within 1 day of screening	Patient Chart Review

Quality Measures by Domain	Recommended Data Collection
For new ratings of shortness of breath ≥ 4 (on a 10 point scale), the percent with treatment (or satisfied) within 4 hours	Patient Chart Review
Care for physical symptoms: other conditions	
For patients who screened positive for nausea, the percent of patients who receive treatment within 1 day of screening	Patient Chart Review
Percent of patients with bowel function assessed at least weekly	Patient Chart Review
For patients who screen positive for constipation, the percent who receive treatment within 1 day of screening	Patient Chart Review
Percent of patients on opioids for whom a bowel regimen is established	Patient Chart Review
Percent of patients on opioids who have a bowel regimen initiated within 1 day of opioid initiation	Patient Chart Review
Care for psychological symptoms	
For patients who screen positive for depression, the percent who receive further assessment, counseling or medication treatment	Patient Chart Review
For patients diagnosed with depression, the percent who receive interpersonal or medication treatment within two weeks of diagnosis	Patient Chart Review
For patients who screened positive for anxiety, the percent who receive treatment within two weeks of diagnosis	Patient Chart Review
Social aspects of care	
Percent of families reporting the hospice attended to family needs for information about medication, treatment and symptoms	After death survey with patient families
Percent of families who respond "Always" to question on Family/Friends Evaluation of how often family was kept informed about patient's condition	After death survey with patient families
Spiritual aspects of care	
Percent of patients with chart documentation of a discussion of spiritual or religious concerns	Patient Chart Review
Cultural aspects of care	
Provision of interpreter or translators for non-English-speaking or deaf patients	Organizational checklist
Care of the imminently dying	
Percent of patients who had moderate to severe pain on a standard rating scale at any time in the last week of life	Patient Chart Review
Percent of families reporting they were informed of what to expect around the time of death	After death survey with patient families

Quality Measures by Domain	Recommended Data Collection
Ethical and legal aspects of care	
Percent of patients with chart documentation of their preference for life-sustaining treatments	Patient Chart Review
Percent of patients with chart documentation of an advanced directive or discussion that there is no advanced directive	Patient Chart Review
Percent of patients with contact information for surrogate decision maker in chart	Patient Chart Review
Percent of patients with impaired decision-making (dementia, coma or other altered mental status) with documentation of surrogate decision maker in chart within 2 days of recognition of impaired decision making	Patient Chart Review
Adverse events	
Selected number of occurrences per 100 patient days ○ Note: 4 types of issues are tracked: falls, medication errors, DME issues (compliant, malfunction or error), and patient / family complaints)	Agency level incident reports

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