



DME and Great CAHPS Scores

It's Possible. Here's How!

Welcome

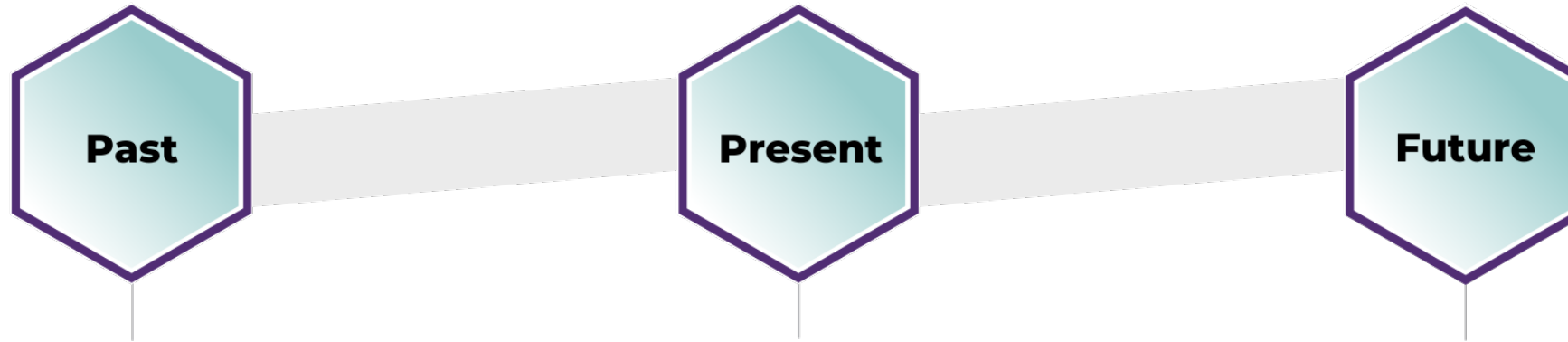
- So glad you are here.
- Let's learn together!



Patients/Care Givers Can't Distinguish

- Between your Hospice and your DME Provider(s)
- So DME matters greatly to your hospice, and...
- Your DME provider(s) have a HUGE influence on your CAHPS scores:
 - 40% of CAHPS survey questions are directly influenced by DME service and equipment quality.

Framework



Past

In the previous 5 years, 1/3 of DME Providers have been acquired, gone out of business, or stopped serving hospice providers.

Covid = equipment and staffing.

Present

Staffing is a challenge facing DME Providers.
DME providers = re-introduction of competitive bidding, acquisition of efficiencies, and new product/service lines.

Future

Medicare Advantage (VBID), value-based plans, etc. in hospice means quality and efficiencies will be important AND will need to be quantified.

DME Provider consolidation via M&A activity to continue current.

<https://www.providenthp.com/wp-content/uploads/2020/04/MA-in-Durable-Medical-Equipment-Market-Trends-and-The-Impact-of-COVID-19-vF.pdf>
<https://www.grandviewresearch.com/industry-analysis/us-durable-medical-equipment-dme-market>

The Right Approach = Results

- You can experience an improvement of 4% over your national and 4% over your state peers.
- Here are the general CAHPS categories:

CATEGORY	Higher/(Lower) to National Ave	Higher/(Lower) to State Ave
Communication with Family	4%	4%
Getting Timely Help	4%	5%
Treating Patient with Respect	2%	2%
Training Family to Care for Patient	5%	5%
Rating of Hospice	4%	5%
Willingness to Refer Hospice	2%	2%

Centers for Medicare & Medicaid Services. (2022). [http://data/cms.gov/provider-data/search?theme=hospice%20care](http://data.cms.gov/provider-data/search?theme=hospice%20care)

How You Can Improve CAHPS Scores Now and Position Well for the Future:

- Approach DME as a Strategically Important aspect for your hospice. Focus on value/ROI.
- Develop a true partnership with your DME provider(s).
- Maintain vendor flexibility.
- Be proactive with service and quality issues (fix and prevent).

DME = Strategic to Your Hospice

- Focus on value/ROI of every dollar spent on DME.
- DME service and equipment quality **must augment** what you are creating at your hospice.
- DME isn't a transactional commodity. It can be a transitional reflection. Accomplishing this requires that perspective.

Develop a True Partnership Approach with Those Serving You.

- Your hospice is unique and have that reflected in how you work with your DME provider(s). Choose wisely.
- Create parameters and controls. Expectations matter.
- Cross-pollinate your culture/service expectations.
- Training and education of DME Providers and hospice staff.

Wide network of DME providers, proactive approach to ensure timely access to equipment



DME Provider's choice of management companies, we do not compete



Provide hands on, specialized approach to our partnerships



Focus on clinical education and training



Thought Leadership, focus on creating operational efficiency



Proactive Partner: we look at every DME order, note, and pickup request



Maintain Vendor Flexibility

- Only work with DME vendors having the desire and capacity to serve you well now and in the future.
- People and Companies change. Free enterprise works but requires having choices.

Be Proactive with Service and Quality Issues (Fix And Prevent).

- Fix issues as they occur.
- Quantify issues.
- Prevent reoccurrence.
- Communicate.

We Can Help

- We are committed to our industry.
- We stand ready to help formally or informally.



Questions?



EDUCATIONAL RESOURCES



Thank you

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