CAHPS Hospice Export

FAQ

Prepared for

myUnity Essentials Financial

Netsmart

www.ntst.com

11100 Nall Avenue
Overland Park, KS 66211
800.842.1973

© 2024 Netsmart Technologies, Inc. Confidential and Proprietary to Netsmart Technologies, Inc.

Table of Contents

Overview 1
Caregiver Info 1
CAHPS Export File Creation 2
Viewing the CAHPS File 3

Overview

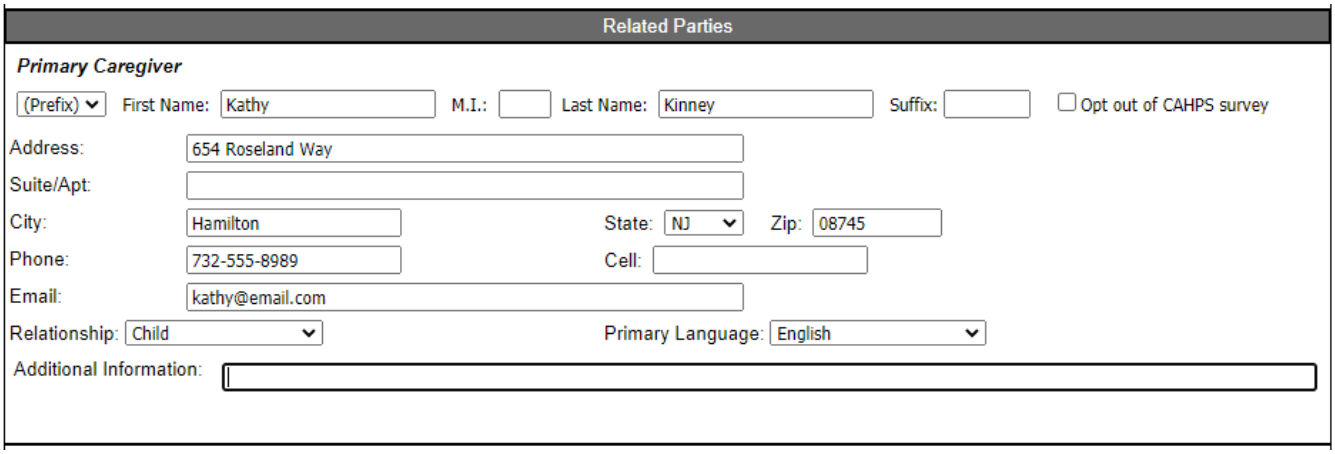
Beginning in the first quarter of 2015, as part of the CMS hospice quality reporting program participation requirements, hospices will enlist the services of a CAHPS Survey vendor to survey caregivers on their experiences of care provided to the decedent. myUnity Essentials Financial allows creation of an export file for you to transmit to your survey vendor. Refer to the CAHPS Hospice Survey website for participation details: www.hospicecahpssurvey.org.

If any expected patients are not included in the export file, confirm the patient discharge information (must have an “expired” discharge reason) are present in the discharged Hospice chart. For the Press Ganey and Deyta vendors, confirm the caregiver does not have **Opt Out** checked if the decedent record should be included.

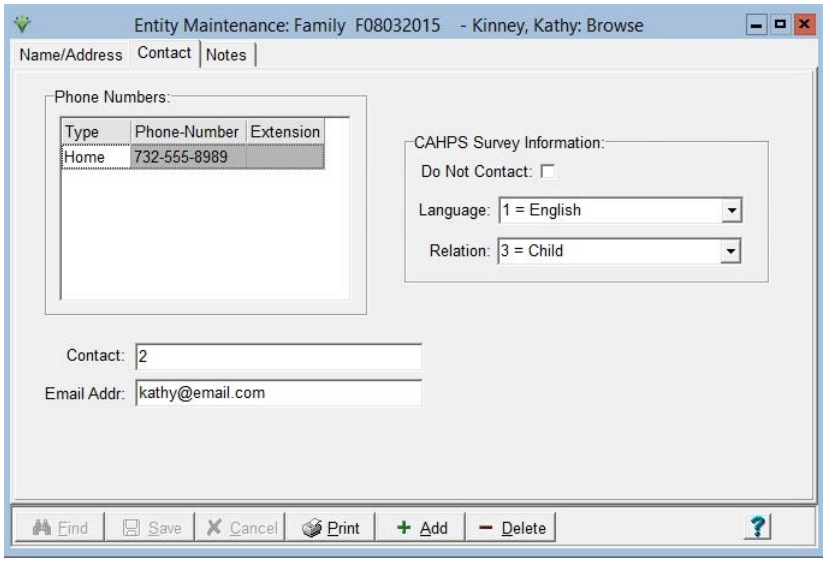
Caregiver Info

The decedents caregiver information is included in the Hospice CAHPS export file. Caregiver information is entered in the Clinical Patient Profile in the Related Parties section. This information should be entered in the Hospice Chart and not the Bereavement Chart.

The address, phone number and email are optional but recommended. Relationship and Primary Language are required.



This information can be viewed in the Billing Module on the Other-Info tab of **File > File Maintenance > Entity, Family** type. Caregivers can be viewed in the Billing Module patient record via the Assign tab.



CAHPS Export File Creation

Go to **Clinical > CAHPS Export**.

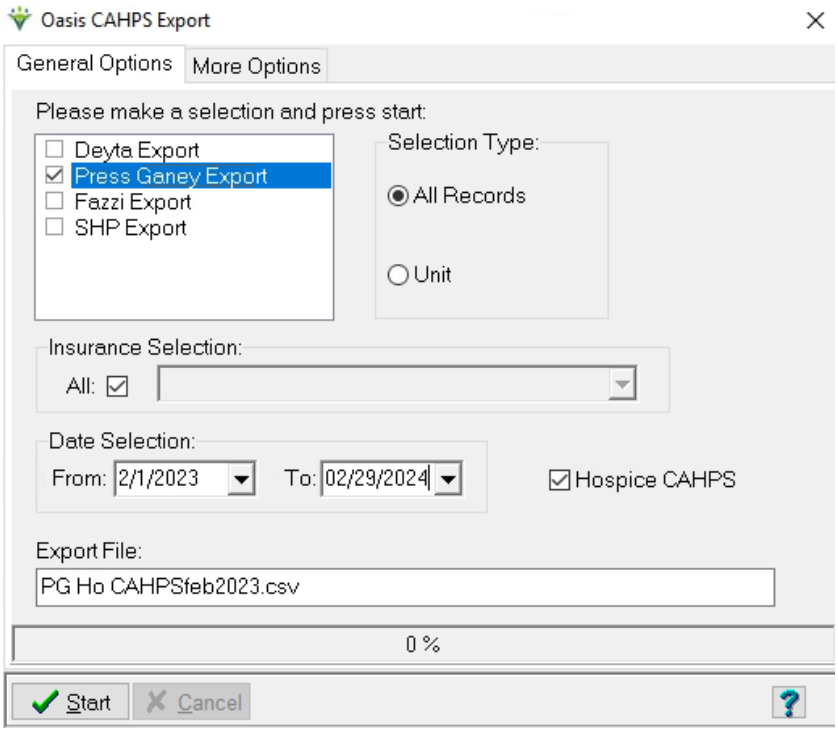
General Options tab

CAHPS vendor: Select your agency's vendor. For Hospice, choose from Deyta, Press Ganey, Fazzi, or SHP. If your vendor isn't listed here, contact them to ask which of the available vendor formats they can accept.

Note: If contracted for the Clinical SHP Interface do NOT create SHP exports from the Billing Module.

Selection Type: Select All or Unit (use Specific Includes tab to specify your Hospice Health Unit).

Insurance Selection: Select all or un-check the All box and select the appropriate insurance from the dropdown.



Date Selection: Enter the survey date range for the CAHPS file

Hospice CAHPS: check this box.

Export File: Enter the file name for the CAHPS export file (follow naming conventions required by your survey vendor).

More Options tab

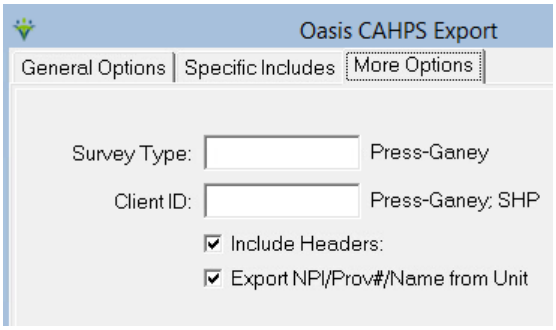
Contact your survey vendor to inquire if Survey Type, Client ID or a header record are required.

Survey Type: Enter only if required by your CAHPS vendor.

Client ID: Enter your agency Client ID if required by your CAHPS vendor.

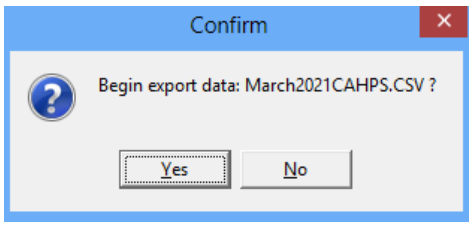
Include Headers: Check if the vendor wants a header row included in the CAHPS file.

Export NPI/Prov#/Name from Unit: check if creating one file for multiple units that have different IDs.



Press **Start** to create the file and press **Yes** to create the export file. The file will save to your default download folder as specified in your internet browser settings.

Press **OK** on the confirmation window when the file has been created and transmit the file to your CAHPS vendor following their guidelines.



Viewing the CAHPS File

CAHPS export files can be viewed using MS Excel.

	A	B	C	D	E	F	G	H	I	J
1	Provider-Name	Branch	Provider#	NPI	Facility-Name	Sample-Mo	Sample-Yr	NumberofHospiceOffices	Tot-Live-Disch	TotalDecedentsCount
2	Hospice Unit		UNIT02#	unit567890	NA	4	2021	1	0	13
3	Hospice Unit		UNIT02#	unit567890	NA	4	2021	1	0	13
4	Hospice Unit		UNIT02#	unit567890	NA	4	2021	1	0	13
5	Hospice Unit		UNIT02#	unit567890	Lehigh Valley Inp Hospice(6)	4	2021	1	0	13
6	Hospice Unit		UNIT02#	unit567890	NA	4	2021	1	0	13
7	Hospice Unit		UNIT02#	unit567890	NA	4	2021	1	0	13
8	Hospice Unit		UNIT02#	unit567890	Beehive Home ALF(2)	4	2021	1	0	13