

Updated CAHPS Hospice Survey Crosswalk

BACKGROUND

CMS issued a Final Rule that included changes to the CAHPS Hospice Survey. The current CAHPS Hospice Survey contains 47 questions, and the CAHPS Hospice Survey to take effect with April 2025 decedents contains 39 questions.

CROSSWALK

Current Hospice CAHPS Survey		Updated Hospice CAHPS Survey	
Q1	How are you related to the person listed on the survey cover letter?	Q1	How are you related to the patient listed on the survey cover letter?
Q2	For this survey, the phrase "family member" refers to the person listed on the survey cover letter. In what locations did your family member receive care from this hospice? Please choose one or more.	Q2	For this survey, the phrase "family member" refers to the patient listed on the survey cover letter. In what locations did your family member receive care from this hospice? Please choose one or more.
Q3	While your family member was in hospice care, how often did you take part in or oversee care for him or her?	Q3	While your family member was in hospice care, how often did you take part in or oversee care for them ?
Q4	For this survey, the <u>hospice team</u> includes all the nurses, doctors, social workers, chaplains and other people who provided hospice care to your family member. While your family member was in hospice care, did you need to contact the hospice team during evenings, weekends, or holidays for questions or help with your family member's care?	Q4	For this survey, the <u>hospice team</u> means all the nurses, doctors, social workers, chaplains and others who gave hospice care to your family member. While your family member was in hospice care, did you need to contact anyone on the hospice team during evenings, weekends, or holidays for questions or help?
Q5	How often did you get the help you needed from the hospice team during evenings, weekends, or holidays?	Q5	How often did you get the help you needed from the hospice team during evenings, weekends, or holidays?
Q6	While your family member was in hospice care, how often did the hospice team keep you informed about when they would arrive to care for your family member?	Q6	How often did the hospice team let you know when they would arrive to care for your family member?

Q7	While your family member was in hospice care, when you or your family member asked for help from the hospice team, how often did you get help as soon as you needed it?	Q7	When you or your family member asked for help from the hospice team, how often did you get help as soon as you needed it?
Q8	While your family member was in hospice care, how often did the hospice team explain things in a way that was easy to understand?	Q8	How often did the hospice team explain things in a way that was easy to understand?
Q9	While your family member was in hospice care, how often did the hospice team keep you informed about your family member's condition?	Q9	How often did the hospice team keep you informed about your family member's condition?
Q10	While your family member was in hospice care, how often did anyone from the hospice team give you confusing or contradictory information about your family member's condition or care?	NA	Removed from survey
Q11	While your family member was in hospice care, how often did the hospice team treat your family member with dignity and respect?	Q10	How often did the hospice team treat your family member with dignity and respect?
Q12	While your family member was in hospice care, how often did you feel that the hospice team really cared about your family member?	Q11	How often did you feel that the hospice team really cared about your family member?
		Q12	Did the hospice team provide care that respected your family member's wishes?
		Q13	Did the hospice team make an effort to listen to the things that mattered most to you or your family member?
Q13	While your family member was in hospice care, did you talk with the hospice team about any problems with your family member's hospice care?	Q14	Did you talk with the hospice team about any problems with your family member's hospice care?
Q14	How often did the hospice team listen carefully to you when you talked with them about problems with your family member's hospice care?	Q15	How often did the hospice team listen carefully to you when you talked with them about problems with your family member's hospice care?

Q15	While your family member was in hospice care, did he or she have any pain?	Q16	While your family member was in hospice care, did they have any pain?
Q16	Did your family member get as much help with pain as he or she needed?	Q17	Did your family member get as much help with pain as they needed?
Q17	While your family member was in hospice care, did he or she receive any pain <u>medicine</u> ?	NA	Removed from survey
Q18	Side effects of pain medicine include things like sleepiness. Did any member of the hospice team discuss side effects of pain medicine with you or your family member?	NA	Removed from survey
Q19	Did the hospice team give you the training you needed about what side effects to watch for from pain medicine?	NA	Removed from survey
Q20	Did the hospice team give you the training you needed about if and when to give more pain medicine to your family member?	NA	Removed from survey
Q21	While your family member was in hospice care, did your family member ever have trouble breathing or receive treatment for trouble breathing?	Q18	While your family member was in hospice care, did they ever have trouble breathing or receive treatment for trouble breathing?
Q22	How often did your family member get the help he or she needed for trouble breathing?	Q19	How often did your family member get the help they needed for trouble breathing?
Q23	Did the hospice team give you the training you needed about how to help your family member if he or she had trouble breathing?	NA	Removed from survey
Q24	While your family member was in hospice care, did your family member ever have trouble with constipation?	Q20	While your family member was in hospice care, did they ever have trouble with constipation?
Q25	How often did your family member get the help he or she needed for trouble with constipation?	Q21	How often did your family member get the help they needed for trouble with constipation?
Q26	While your family member was in hospice care, did he or she show any feelings of anxiety or sadness?	Q22	While your family member was in hospice care, did they show any feelings of anxiety or sadness?
Q27	How often did your family member get the help he or she needed <u>from the</u>	Q23	How often did your family member get the help they needed <u>from the hospice</u>

	<u>hospice team</u> for feelings of anxiety or sadness?		<u>team</u> for feelings of anxiety or sadness?
Q28	While your family member was in hospice care, did he or she ever become restless or agitated?	NA	Removed from survey
Q29	Did the hospice team give you the training you needed about what to do if your family member became restless or agitated?	NA	Removed from survey
		Q24	Hospice teams may teach you how to care for family members who need pain medicine, have trouble breathing, are restless or agitated, or have other care needs. Did the hospice team teach you how to care for your family member?
Q30	Moving your family member includes things like helping him or her turn over in bed, or get in and out of bed or a wheelchair. Did the hospice team give you the training you needed about how to safely move your family member?	NA	Removed from survey
Q31	Did the hospice team give you as much information as you wanted about what to expect while your family member was dying?	Q26	Did the hospice team give you as much information as you wanted about what to expect while your family member was dying?
Q32	Some people receive hospice care while they are living in a nursing home. Did your family member receive care from this hospice while he or she was living in a nursing home?	NA	Removed from survey
Q33	While your family member was in hospice care, how often did the nursing home staff and hospice team work well together to care for your family member?	NA	Removed from survey
Q34	While your family member was in hospice care, how often was the information you were given about your family member by the nursing home staff different from the information you were given by the hospice team?	NA	Removed from survey

Q35	While your family member was in hospice care, how often did the hospice team listen carefully to you?	Q25	While your family member was in hospice care, how often did the hospice team listen carefully to you?
Q36	Support for religious or spiritual beliefs includes talking, praying, quiet time, or other ways of meeting your religious or spiritual needs. While your family member was in hospice care, how much support for your religious and spiritual beliefs did you get from the hospice team?	Q27	Support for religious, spiritual, or cultural beliefs may include talking, praying, quiet time, or respecting traditions. While your family member was in hospice care, how much support for your religious, spiritual, or cultural beliefs did you get from the hospice team?
Q37	While your family member was in hospice care, how much emotional support did you get from the hospice team?	Q28	While your family member was in hospice care, how much emotional support did you get from the hospice team?
Q38	In the weeks after your family member died, how much emotional support did you get from the hospice team?	Q29	In the weeks after your family member died, how much emotional support did you get from the hospice team?
Q39	Please answer the following questions about your family member's care from the hospice named on the survey cover. Do not include care from other hospices in your answers. Using any number from 0 to 10, where 0 is the worst hospice care possible and 10 is the best hospice care possible, what number would you use to rate your family member's hospice care?	Q30	Please answer the following questions about the hospice named on the survey cover. Do not include care from other hospices in your answers. Using any number from 0 to 10, where 0 is the worst hospice care possible and 10 is the best hospice care possible, what number would you use to rate your family member's hospice care?
Q40	Would you recommend this hospice to your friends and family?	Q31	Would you recommend this hospice to your friends and family?
Q41	What is the highest grade or level of school that your family member completed?	Q32	What is the highest grade or level of school that your family member completed?
Q42	Was your family member of Hispanic, Latino, or Spanish origin or descent?	Q33	Was your family member of Hispanic, Latino, or Spanish origin or descent?
Q43	What was your family member's race? Please choose one or more.	Q34	What was your family member's race? Please choose one or more.
		Q35	How often was your family member treated unfairly by the hospice team because of their

			race or ethnicity?
Q44	What is your age?	Q36	What is your age?
Q45	Are you male or female?	Q37	Are you male or female?
Q46	What is the highest grade or level of school that you have completed?	Q38	What is the highest grade or level of school that you have completed?
Q47	What language do you <u>mainly</u> speak at home?	Q39	What language do you <u>mainly</u> speak at home?