



Shaping the Future of Home Care

California Association for Health Services at Home

Hospice Quality of Care:

Shining During Surveys and Excelling under the new COPs

Maintaining quality of care is the most important component to having a successful hospice program. Although there are various ways to evaluate the quality of care, we all know that surveys are among the top three. With new hospice COPs in place, many providers struggle to understand the true impact of these changes. That's why this new workshop will give providers the support they need to gain a better understanding of the top changes in the COPs, how it impacts the survey process from start to finish, and learn best practices. Attend this new program and listen to State and federal representatives from the California Department of Public Health (CDPH) and the Centers for Medicare and Medicaid Services (CMS) and expert consultants who will identify key areas to focus on in order to excel in the hospice industry.

EVALUATION COMMENTS - SACRAMENTO, CA

Session Effectiveness:	(1- Low 5-High)
How would you rate this session overall?	4.65
How well did this session meet the course objectives?	4.61
How well did this session meet your personal objectives?	4.61

Speaker Effectiveness:	<u>Lisa Hall</u>	<u>Patricia Frey</u>
Knowledge of Topic	4.57	4.87
Communication Skills	3.70	4.78
Usefulness of Handouts	4.26	4.70
Effectiveness of Visual Aids	4.09	4.65
Adequate Opportunity for Audience Participation	4.17	4.70
Value to your Professional Development	4.26	4.74
Overall Quality of Presentation	3.87	4.70

Speaker Effectiveness:	<u>Claire Tehan</u>	<u>Brenda Klutz</u>
Knowledge of Topic	5.00	4.96
Communication Skills	4.96	4.61
Usefulness of Handouts	4.91	4.70
Effectiveness of Visual Aids	4.91	4.74
Adequate Opportunity for Audience Participation	4.96	4.70
Value to your Professional Development	5.00	4.70
Overall Quality of Presentation	4.87	4.65

EVALUATION COMMENTS - ONTARIO, CA

Session Effectiveness:	(1- Low 5-High)
How would you rate this session overall?	4.44
How well did this session meet the course objectives?	4.53
How well did this session meet your personal objectives?	4.41

Speaker Effectiveness:	<u>Mary Jolls</u>	<u>Patricia Frey</u>
Knowledge of Topic	3.85	4.76
Communication Skills	3.88	4.59
Usefulness of Handouts	4.15	4.59
Effectiveness of Visual Aids	4.09	4.56
Adequate Opportunity for Audience Participation	3.85	4.56
Value to your Professional Development	4.00	4.56
Overall Quality of Presentation	4.00	4.50

Speaker Effectiveness:	<u>Claire Tehan</u>	<u>Brenda Klutz</u>
Knowledge of Topic	4.76	4.72
Communication Skills	4.76	4.75
Usefulness of Handouts	4.71	4.63
Effectiveness of Visual Aids	4.71	4.53
Adequate Opportunity for Audience Participation	4.38	4.47
Value to your Professional Development	4.65	4.63
Overall Quality of Presentation	4.71	4.59

Testimonials:

- *Very good choice of speaker and materials*
- *Thank you – I learned a lot and discovered better ways to approach different situations*
- *It's amazing to have experts like this brought together for local conferences*
- *I especially appreciate Claire's suggestion to review COP preamble in order to understand CMS intent i.e. safe, quality patient care*
- *I am a new (Director of Patient Care Services) DPCS and this was very valuable content to begin planning my priorities*
- *Great seminar to prepare all hospice team members for survey!*