

# Hospice General Inpatient Documentation

2020

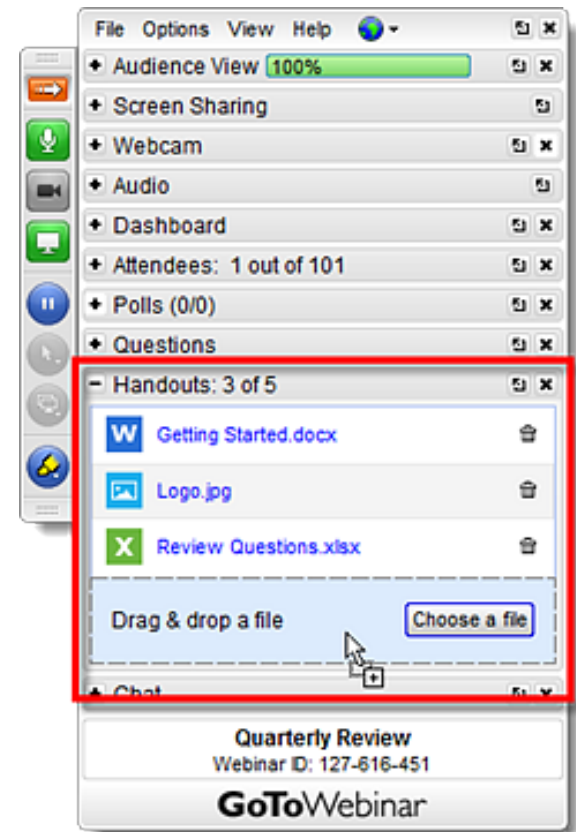


# Today's Presenter

- Shelly Dailey MSN, BSN, RN, CPHM
  - Medicare Home Health and Hospice Clinical Consultant
  - Provider Outreach and Education

# Handouts

- Select Handouts in your toolbar
- Select the PowerPoint to download the presentation



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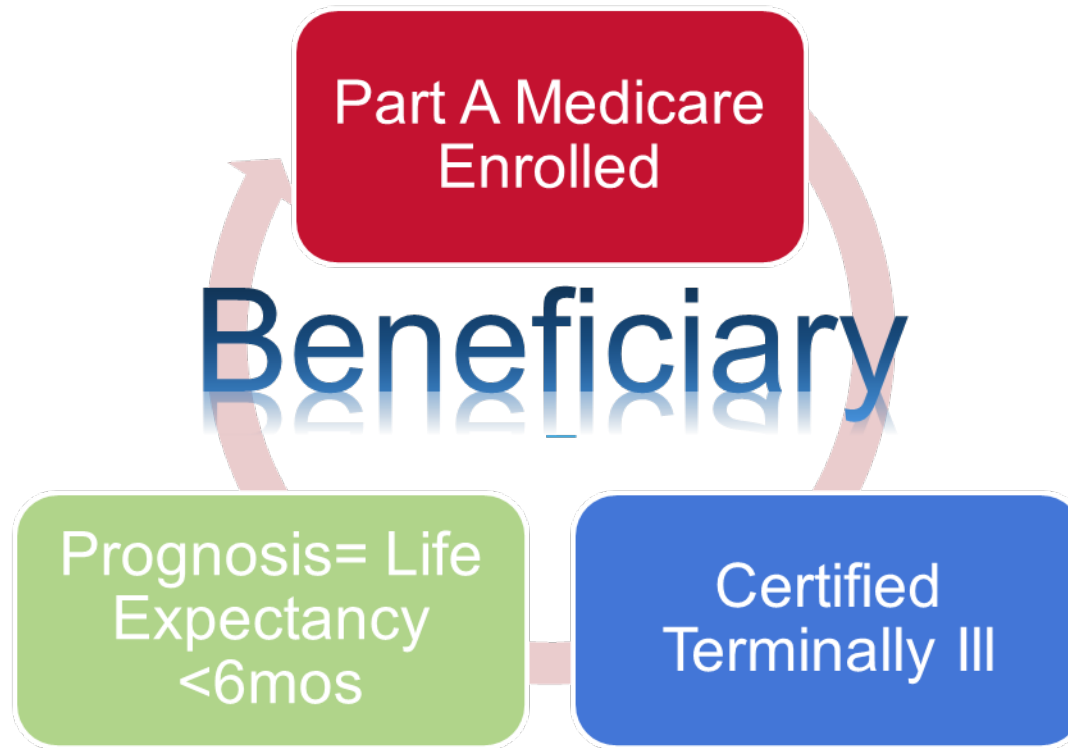
# Objectives

- Ensure a comprehensive understanding of the documentation requirements for the General Inpatient (GIP) level of hospice care

# Agenda

- Hospice Coverage Requirements
- Levels of Care
- General Inpatient Care
  - Pain Management
  - Uncontrolled Nausea and Vomiting
  - Pathologic Fractures/Traction
  - Respiratory Disease Exacerbation
  - Complex Wound Care
  - Agitation and/or Delirium
  - Imminent Death
- Documentation Collaboration

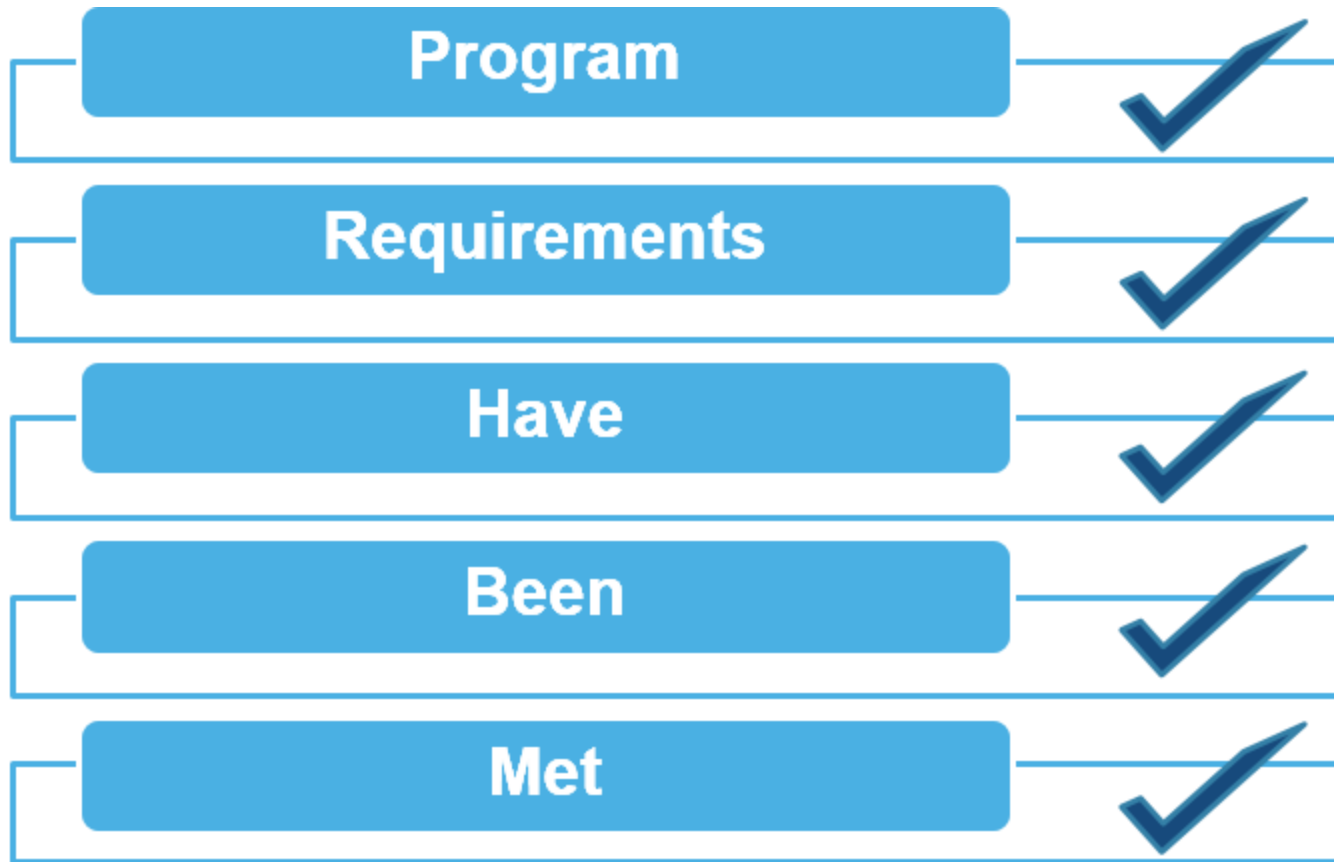
# Hospice Coverage Requirements



CMS IOM Publication 100-02, *Medicare Benefit Policy Manual*,  
Chapter 9, Section 10, "Requirements- General"



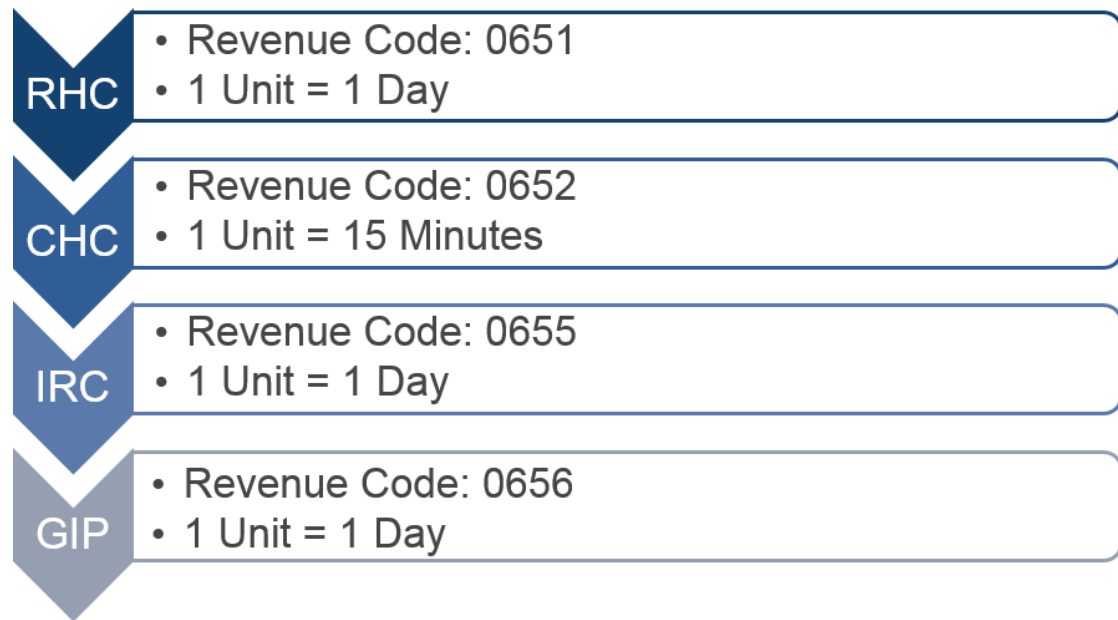
# Hospice Coverage Requirements



# Hospice Levels of Care

- Revenue codes

- Routine home care
- Continuous home care
- Inpatient respite care
- General inpatient care



# Levels of Care

- Comfort care
  - The care that is delivered to a dying patient in an effort to provide symptom relief while the patient continues to show signs and symptoms of deterioration and disease progression that provide evidence that he or she will not live longer than six months



# Levels of Care

## RHC

Majority of claims submitted to Medicare  
No regard to volume or intensity  
Paid for each day the patient is under the care of the hospice agency

## CHC

Must be a period of patient crisis  
Primarily nursing care to manage acute medical symptoms in the home  
Minimum of 8hrs of care in a 24 hr period; beginning & ending at midnight  
Not intended to be utilized as respite

## IRC

Relieve the caregiver in a Medicare certified facility on an occasional basis  
No more than five consecutive days at a time  
Every day beyond the fifth consecutive day is billed at RHC

## GIP

All hospices must provide access  
Intensity of care & symptoms that cannot be managed in the home  
Documentation must support the crisis that could not be feasibly performed in any other setting

# Levels of Care

- Support the terminal prognosis
- Include clinical findings, interventions and patient response to treatment
- Provide objective data
- Describe patient decline and deterioration
- Care provided and patient response
- Changes in the plan of care
- Collaboration of documentation from GIP/IRC stays
- Collaboration of documentation from any internal and external agency, facility or office that has provided care or services

# General Inpatient Care

- General inpatient care is an integral component of a comprehensive hospice program because patients who elect the Medicare Hospice Benefit no longer have Medicare Part A benefits to cover acute-care hospitalization

# General Inpatient Care

- Medicare Hospice Benefit requires that all hospices provide patients access to general inpatient care for the management of pain and other symptoms

# General Inpatient Care

- Intensity of Care
  - GIP is provided only when the beneficiary requires an intensity of care directed towards pain control and/or symptom management that cannot be managed in any other setting
  - Documentation must support the crisis and include the interventions that are being performed that could not feasibly be performed in any other setting



# General Inpatient Care

- Increased Level of Intensity of Service Related to Increased Uncontrollable Symptoms and or Pain
  - Pain Management
  - Uncontrolled Nausea and Vomiting
  - Pathologic Fractures/Traction
  - Respiratory Disease Exacerbation
  - Complex Wound Care
  - Agitation &/or Delirium
  - Imminent Death

# Pain Management

- May include complicated technical delivery of medication requiring an RN for calibration, tubing changes, site care and administration and evaluation of aggressive pain control treatment and frequent medication adjustments
- Documentation should identify a patient that is having a crisis requiring significant intervention and this is not the normal decline and expected outcome for this terminal illness

# Pain Management

Complicated Technical Delivery of Medication

Requiring a RN for Calibration, Tubing Changes, Site Care

Frequent Evaluation by RN/MD/NP/PA

Aggressive &/or Frequent Treatments to Control Pain

Frequent Medication Adjustments

# Uncontrolled Nausea & Vomiting



# Uncontrolled Nausea & Vomiting

- May include comprehensive documentation to identify:
  - Continued nausea with multiple episodes of vomiting
  - Rehydration via IV fluid
  - The amount, consistency, color and frequency of emesis
  - Changes in medication, as well as frequency of administration, the route, and patient response
  - Continued Interventions
  - PO intake and urinary output
  - Requiring excess monitoring & assistance
- In an effort to identify the patient is having a crisis and that this is not the normal decline and expected outcome for this terminal patient



# Pathological Fractures &/or Traction

RHC

- A hospice patient with pathologic fractures or one that is in traction being turned and positioned every two hours while awake

CHC

- A hospice patient with pathologic fractures that is in traction and requires frequent repositioning with more than one staff member to provide stability (*requiring a nurse for eight hours of a day*) may be considered a high level of intensity of service

# Pathological Fractures &/or Traction

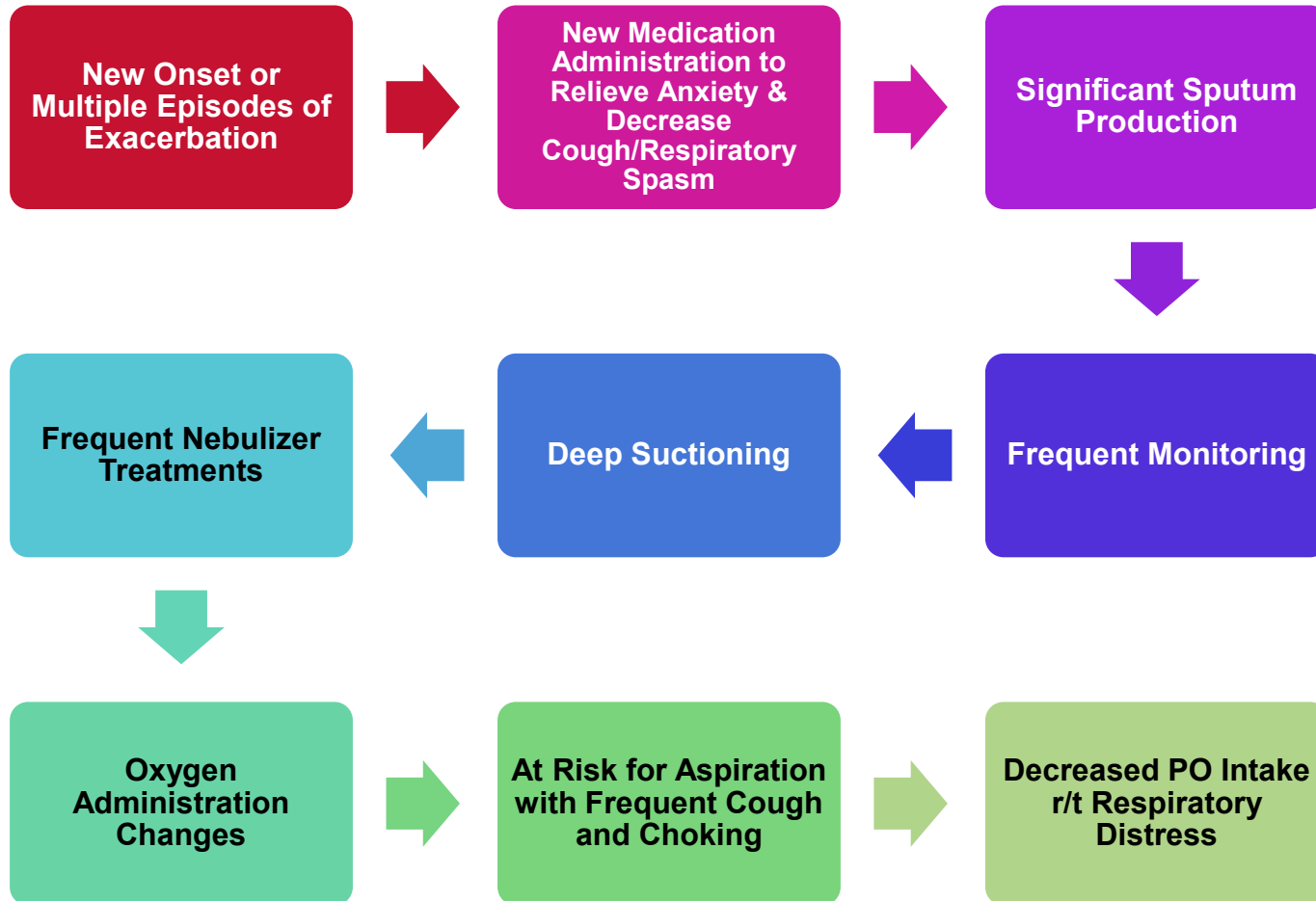


# Respiratory Disease Exacerbation

- Vague documentation stating that the patient has a cough and is now receiving albuterol via nebulizer every four hours and O2 2LNC for comfort is probably not indicative of a period of crisis, nor provide appropriate documentation to meet the GIP level of care



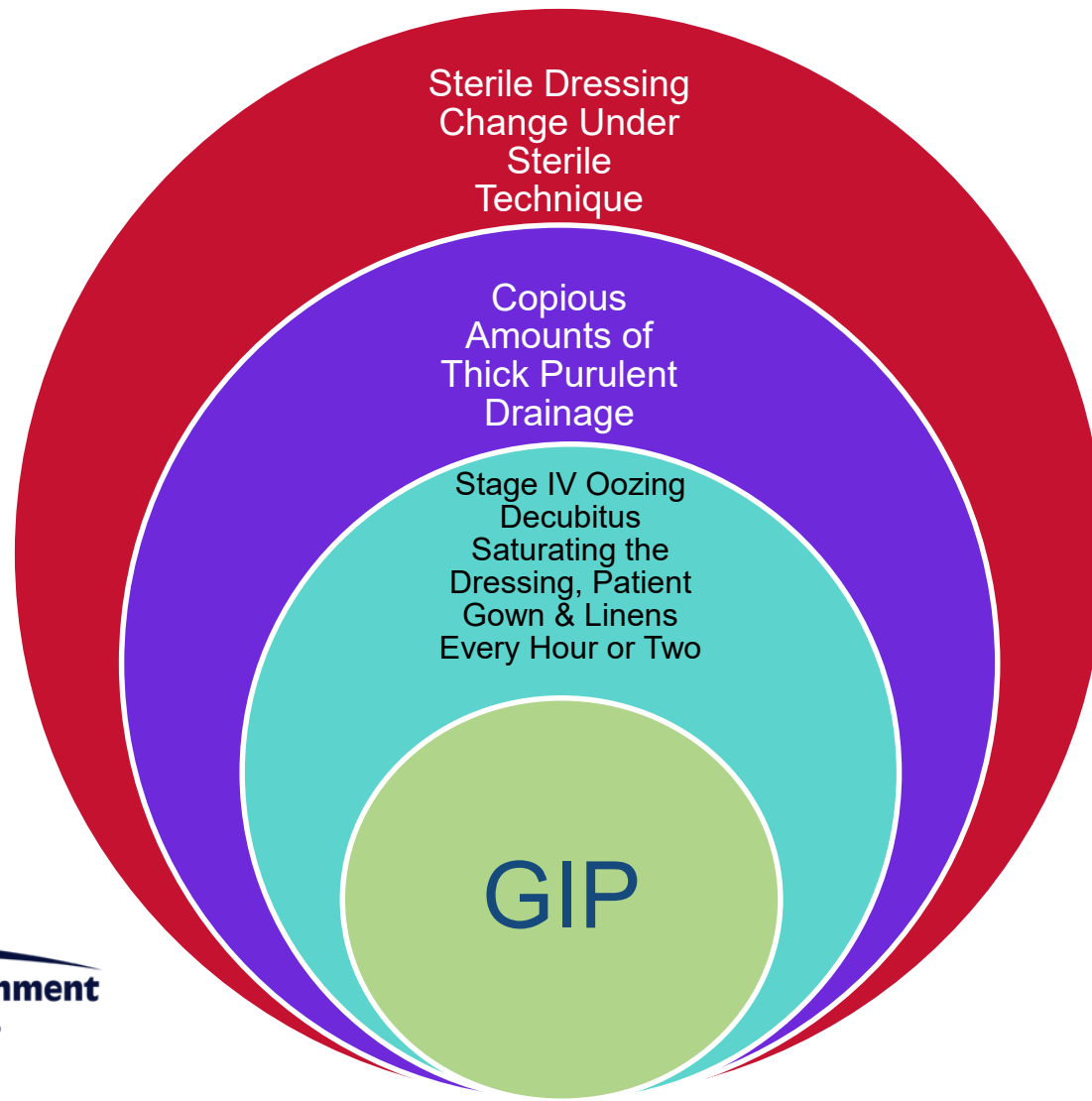
# Respiratory Disease Exacerbation



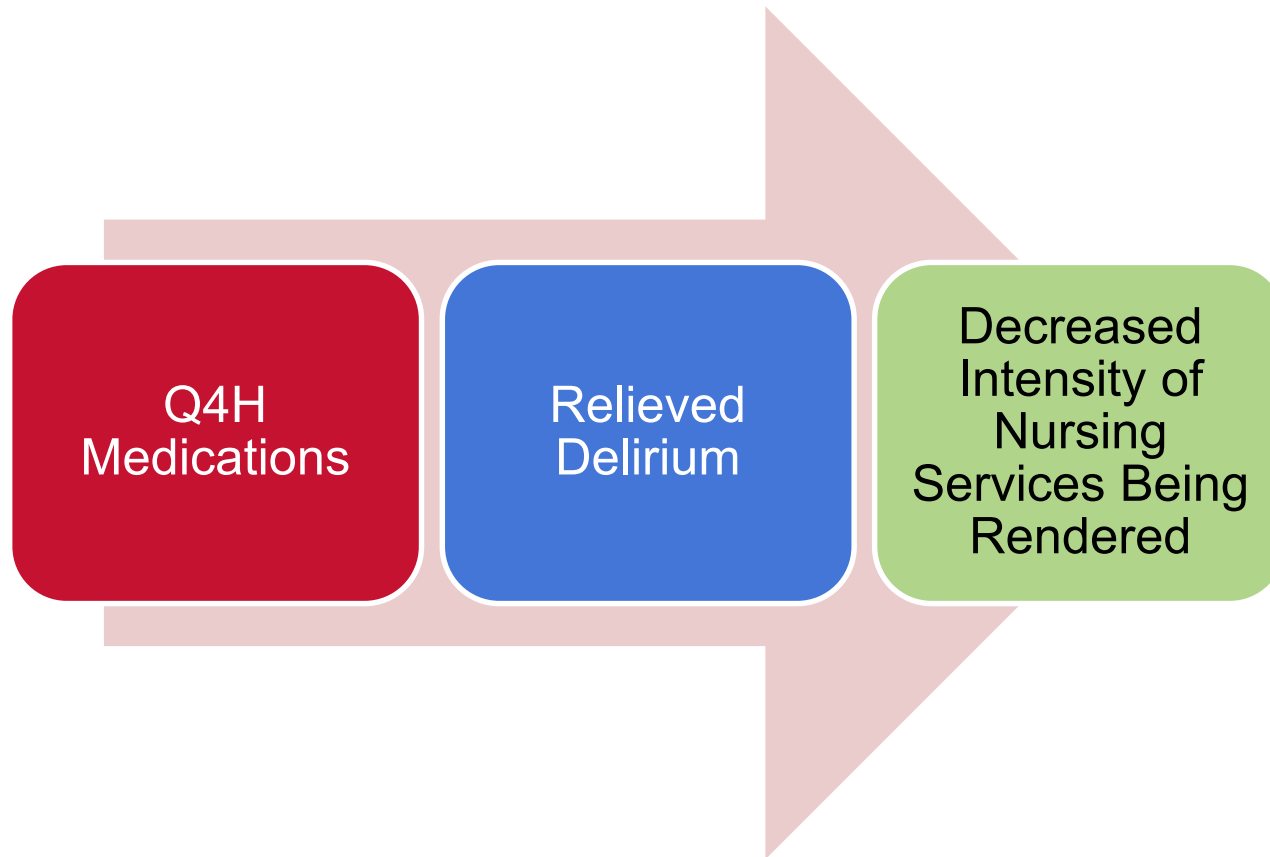
# Complex Wound Care

- A hospice patient with wound care that requires a dressing change every eight hours is a service that may require a RHC level of service
- A hospice patient with repeated complex dressing changes requiring a nurse to complete the task (and total nurse hours equal eight or more) may be indicative of a crisis that requires a CHC level of service

# Complex Wound Care



# Agitation &/or Delirium



# Agitation &/or Delirium

- Possible GIP Documentation

Behavior

Delusions

Medications

Name, Route, Dose, Frequency

Other Interventions

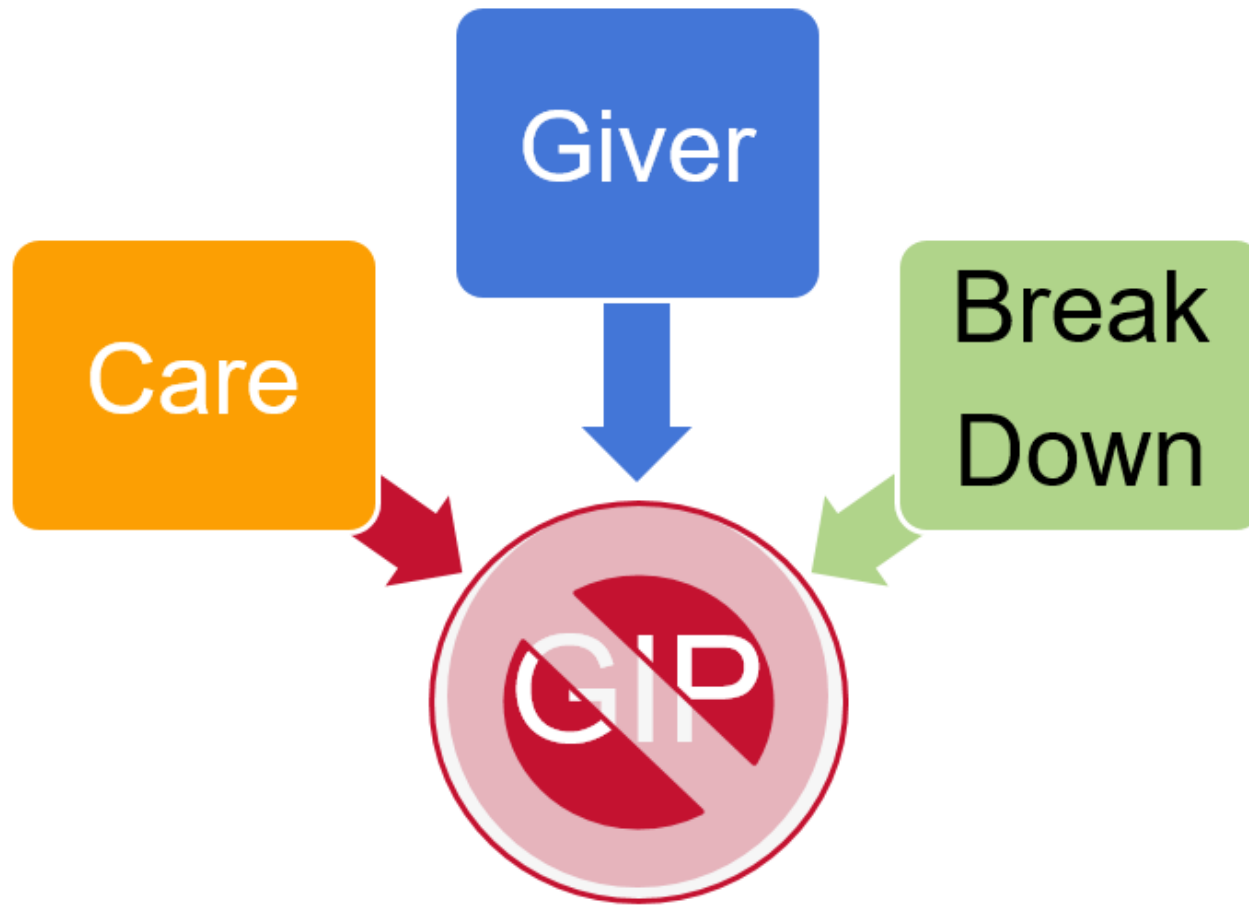
Aroma, Music, Mental Health, Physical Therapies

Patient Response to Therapies and/or Treatments

# Imminent Death

- It is **not** the specific phrase “Imminent death” or any other specific diagnosis that validates admission to GIP level of care
- Symptoms and condition of the patient along with the intensity of care delivery support **GIP** level of care services

# Care Giver Break Down



# Hospice Nursing Documentation

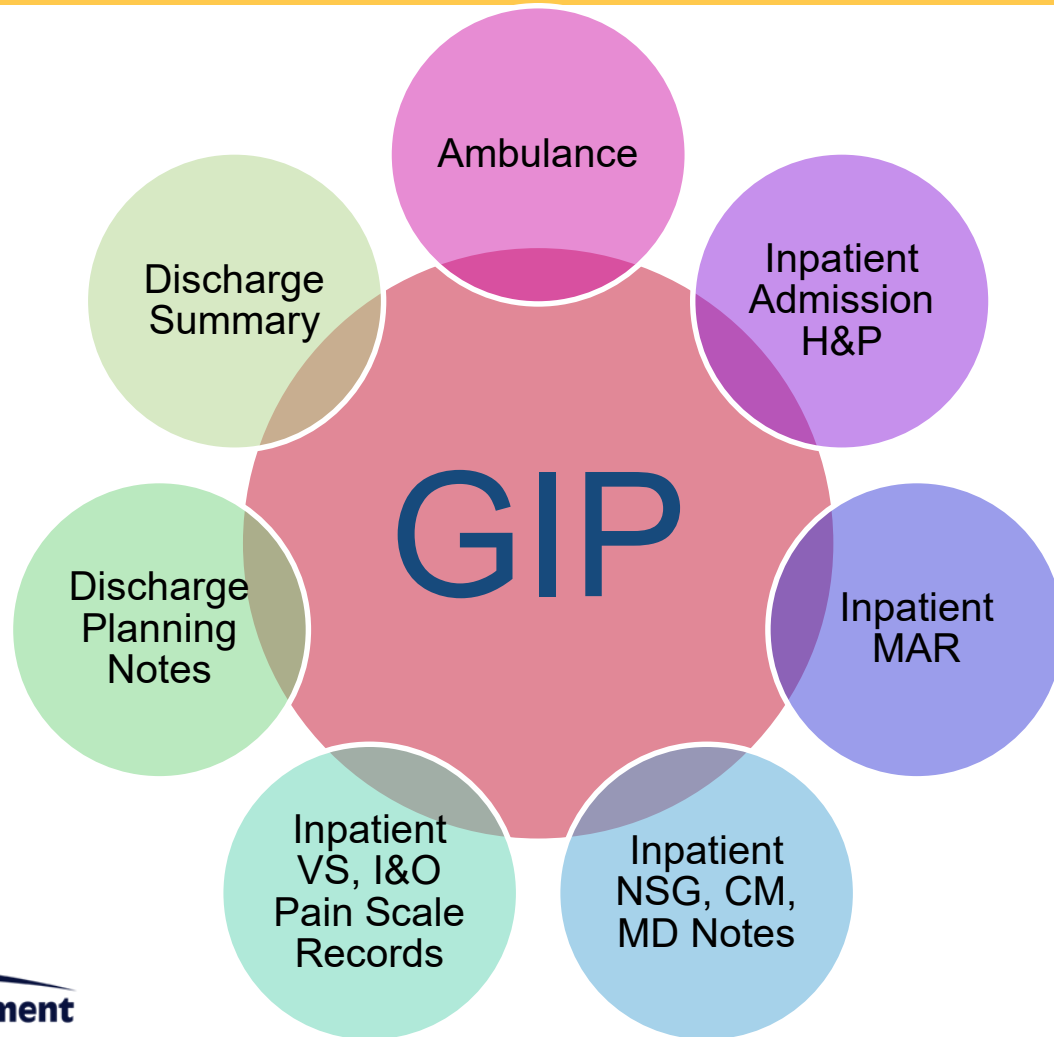
- Hospice nursing documentation
  - Specific
  - Objective
  - Measureable
  - Support the trajectory of decline related to the terminal diagnosis

## Measurable Objectives

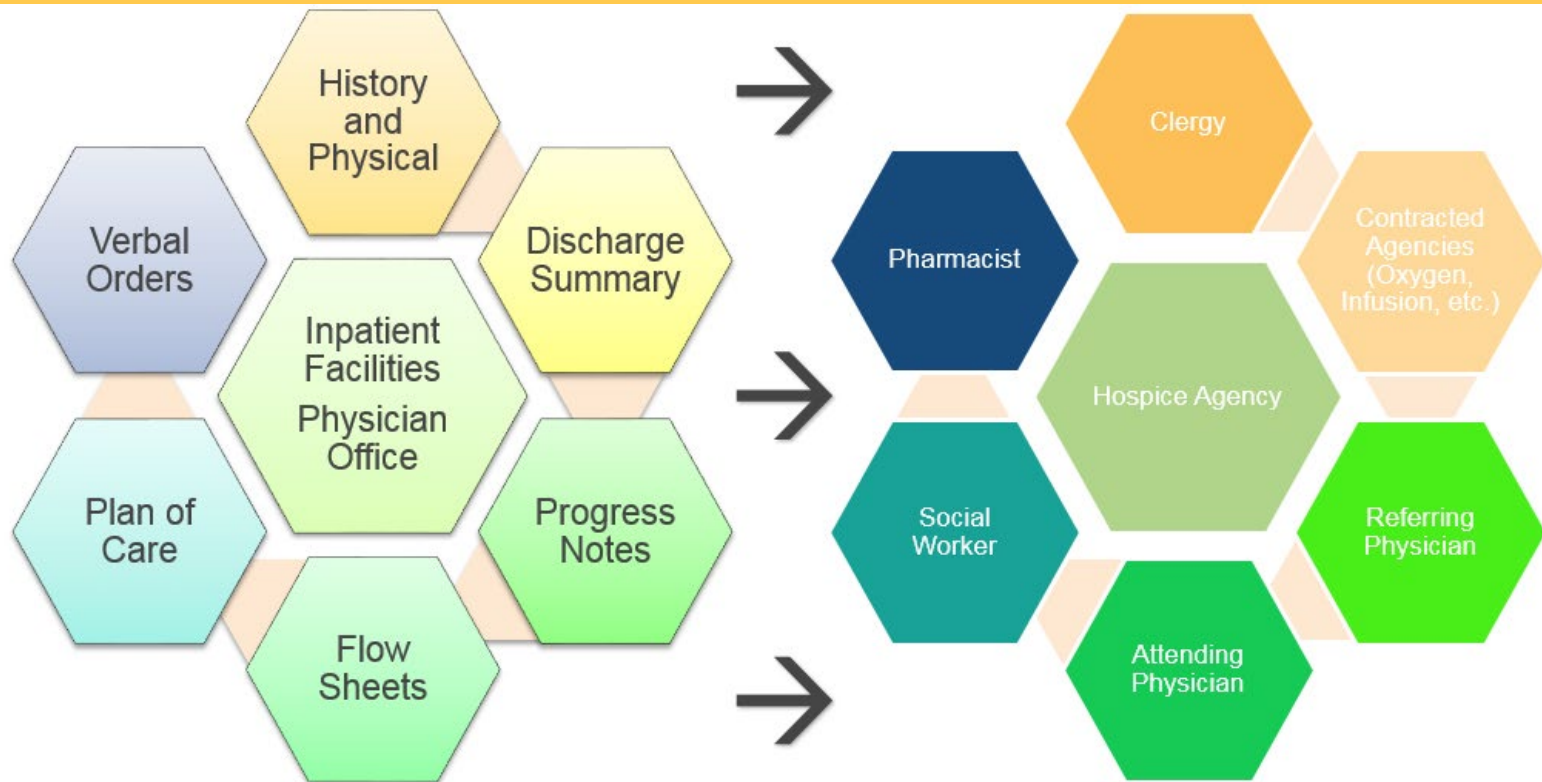
- ✓ Weights
- ✓ Mid arm circumference
- ✓ Abdominal girths
- ✓ Food and fluid intake
- ✓ Signs and symptoms
- ✓ Diagnostic studies
- ✓ Lab values



# Documentation Collaboration



# Documentation Collaboration



Accurate, objective, organized documentation indicating who was responsible for and providing medical record information should include signature sheets for all facilities, agencies and offices in an effort to support the level of care provided to the patient

# To Ask a Question Using the Question Box

The screenshot shows the GoToWebinar interface with the following sections:

- Attendee List (2 | Max 201)**: Includes tabs for Attendees (1) and Staff (1). A dropdown menu shows "NAMES - ALPHABETICALLY" with a list containing "Corena Bahr (Me)". A search bar is at the bottom.
- Audio**: Shows "Audio Mode" with radio buttons for "Use Telephone" and "Use Mic & Speakers" (selected). A volume control bar shows "MUTED" and a volume icon. A link for "Audio Setup" is present.
- Talking**: Shows "Talking: Suzie Smith".
- Questions**: Contains a "Questions Log" with a sample question and answer:
  - Q: Is there a volume discount?
  - A: Yes! We will send you more info after the event.Below the log is a text input field containing "Yes" and a "Send" button.
- Webinar Now**: Displays "Webinar ID: 731-938-951" and the "GoToWebinar™" logo.

Two red arrows are overlaid on the interface:

- A red arrow points from the text "Type questions here" to the text input field in the Questions section.
- A red arrow points from the text "Then click Send" to the "Send" button in the Questions section.

# Hospice Resources



# CMS Hospice Resources

- [CMS website, Hospice Center](#)
- [CMS website, Transmittals](#)
- [CMS website, Internet-Only Manuals](#)
  - *Medicare Benefit Policy Manual* (Publication 100-02)
    - Chapter 9 (Hospice Coverage)
  - *Medicare Claims Processing Manual* (Publication 100-04)
    - Chapter 11 (Hospice Billing)
  - *Code of Federal Regulations*
    - [Part 418 Hospice Care](#)

# National Government Services Website Hospice Resources

- [Go to our website](#)

- Log in or enter as a guest
- Select I am a...HH+H for the Home Health and Hospice Portal
- Select the state in which you bill
- Hospice Job Aids  
Click the Education Mega Tab, then click the Job Aids & Manuals link on the right-hand side
- Hospice Policy Articles  
Click the Medical Policy & Review Mega Tab, then click the Policy Education Topics link on the left-hand side
- Hospice Payment Rates  
Click the Claims & Appeals Mega Tab, then click the Fee Schedules and Pricers link on the left-hand side

# SAVE THE DATE

## September 23–24, 2020



## 2020 Home Health and Hospice Medicare Summit: Understanding Medicare as a Whole

*Save the date and learn more about  
this unique learning opportunity!*

**Dates:** September 23–24, 2020

**Cost:** \$169 early bird price until 5/31/2020

\$189 until 9/9/2020; \$250 after 9/9/2020

**Venue:** Rio Conferencing Center

3700 W Flamingo Road

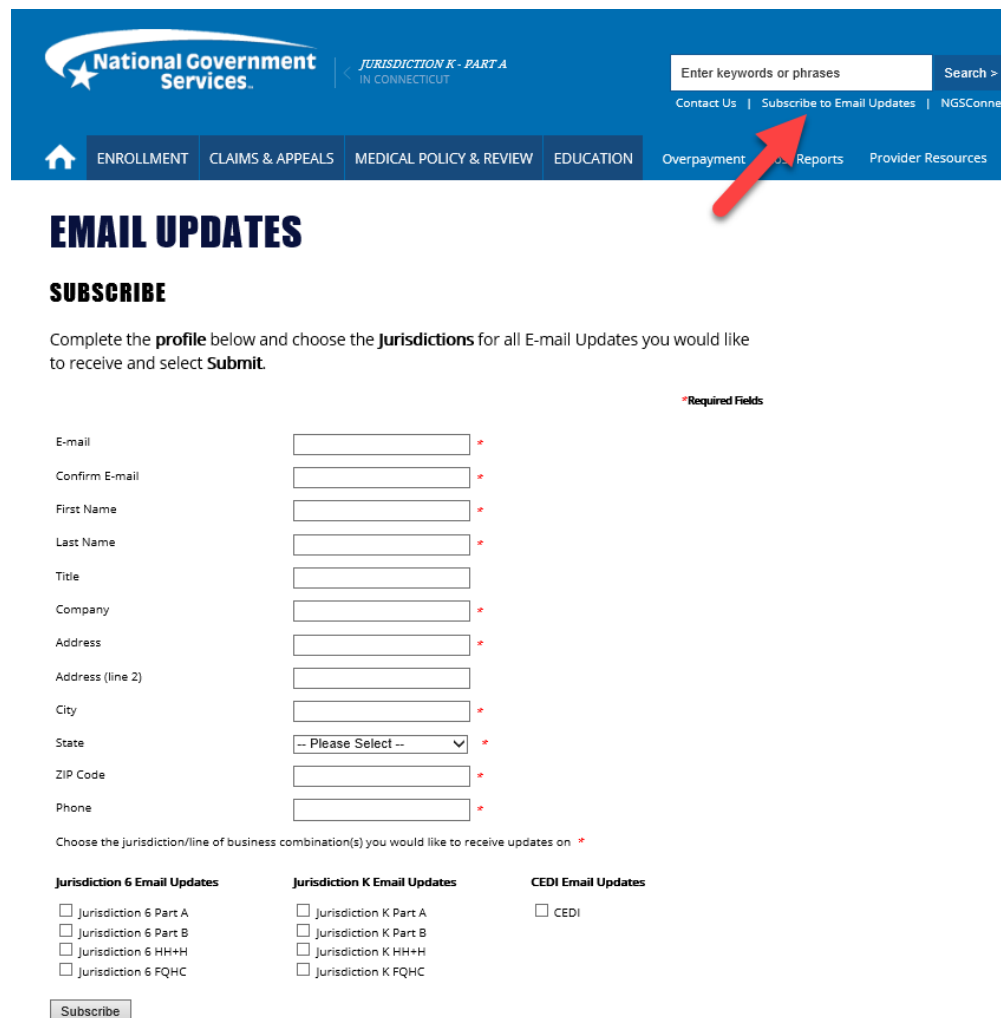
Las Vegas, NV 89103

Registration open 4/1/2020

Details available on our website event calendar

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# Medicare University

- Interactive online system available 24/7
- Educational opportunities available
  - Computer-based training courses
  - Teleconferences, webinars, live seminars/face-to-face training
- Self-report attendance
- [Website](#)

# Medicare University Self-Reporting Instructions

- Log on to National Government Services' [Medicare University](#)
  - Topic = Hospice: Hospice Resolution Tuesday Admission Thru Discharge
  - Medicare University Credits (MUCs) = 1.0
  - Catalog Number =
  - Course Code =
  - Visit our website for step-by-step self-reporting instructions.
  - Click on the Education tab, then the Medicare University Course List tab, click on the Get Credit link. This will open the Get Credit for Completed Courses web page.

# Continuing Education Credits

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# Contact Us

- For future hospice questions or issues
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- Questions?

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