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The quality improvement environment: Results of the 2016 AAHPM/HPNA membership needs assessment survey

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Running Head: QI Membership Survey

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Abstract

Context: The American Academy of Hospice and Palliative Medicine (AAHPM) and Hospice and Palliative Nurses Association (HPNA) convened the Measuring What Matters (MWM) initiative in 2013, which recommended ten quality performance measures; yet, little is known about the quality improvement (QI) environment and implementation of the MWM among hospices and palliative care services.

Objectives: To describe the findings of the 2016 AAHPM/HPNA Needs Assessment survey exploring the QI environment among hospice and palliative care services.

Methods: An online survey was distributed to approximately 16,500 AAHPM and HPNA members and other hospice and palliative care organizations were invited to respond. Summary data and individual write-in responses were collated and analyzed. Data analysis included generating descriptive statistics and analyzing individual write-in responses for additional information and themes.

Results: Over 1,000 responses were received. Most organizations had a designated QI leader and used an electronic medical record. Less than 50% of systems had fields for palliative care information. The top three MWM measures collected through an electronic medical record were: pain treatment (66%), screening for physical symptoms (55%) and comprehensive assessment (54%). The most common barrier to implementing QI was time constraint. Most respondents had received no training and education in how to implement QI.

Conclusions: The 2016 AAHPM/HPNA Needs Assessment survey provided important information about the QI systems and measurement environment within hospice and palliative care services. Survey insights can aid AAHPM/HPNA in developing resources to empower hospice and palliative care clinicians to make QIs that matter for their patients and families.

Keywords: quality improvement; hospice care; palliative care; quality measures; membership survey

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