



2026 Hospice CAHPS Honors

PROGRAM GUIDE

01 Overview

The Hospice CAHPS Honors annual program shines a spotlight on high-performing hospice agencies that continuously deliver quality care as measured by patient and caregiver experiences. This prestigious program is based on satisfaction scores by the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) and exclusively recognizes hospice agencies that have chosen to work with MatrixCare to administer their hospice surveys.

02 Methodology

The Hospice CAHPS Honors program is a meaningful recognition of the dedication and hard work that hospice agencies put into delivering exceptional patient care. By highlighting agencies that excel in patient satisfaction and quality of care, this program not only celebrates outstanding achievement, but also sets a standard of excellence within the industry. It inspires agencies to continually prioritize the patient experience—fostering trust, compassion, and innovation in hospice services.

Award criteria were based on Hospice CAHPS survey results for an evaluation period of April 2025 through December 2025, a three-quarter period aligned with CMS's implementation of the revised CAHPS Hospice Survey in April 2025. To qualify, a hospice agency must be working with MatrixCare for Hospice CAHPS survey administration, have scored above the MatrixCare National Score for the Willingness to Recommend question (Q31), and have had at least one complete* survey returned in each of the three quarters of the evaluation period. MatrixCare identified award recipients by evaluating performance on a set of twenty-two quality indicator measures. Individual hospice performance scores were calculated using all surveys with a final survey status of complete for the evaluation period and were compared on a question-by-question basis to a national performance score calculated from survey data from all partnering hospices survey included in the MatrixCare Hospice CAHPS database.

Hospice CAHPS Honors was awarded to hospices that scored above the MatrixCare National Score on at least 17 of the evaluated questions. MatrixCare holds a special recognition, **Hospice Honors Elite**, to honor hospices scoring above the MatrixCare National Performance Score on one hundred percent, or all twenty-two, of the evaluated questions.

** For a survey to be identified as complete, the decedent/caregiver must have been eligible to be surveyed according to eligibility criteria outlined in the CAHPS® Hospice Survey Quality Assurance Guidelines. The survey must have been administered according to CAHPS® Hospice Survey protocol and returned to MatrixCare within 49 days of the initial mailing with a response to at least 50% of the questions that are applicable for all survey respondents. (Questions 1 – 4, 6 – 14, 16, 18, 20, 22, and 24 – 38).*

03 Evaluation

To qualify, a hospice agency must be working with MatrixCare for Hospice CAHPS survey administration and have had at least one complete* survey returned in each of the three quarters of the evaluation period.

For a hospice to be considered for the award, the hospice must have scored above the MatrixCare National Performance Score on the Hospice CAHPS Willingness to Recommend question (Q31). With Q31 as a qualifier for award consideration, the hospice's performance scores were evaluated for each of the remaining quality indicator measures including Q5, Q6, Q7, Q8, Q9, Q10, Q11, Q12, Q13, Q15, Q17, Q19, Q21, Q23, Q24, Q25, Q26, Q27, Q28, Q29 and Q30. Hospices were awarded one point for each quality indicator measure where their performance score was above the MatrixCare National Score.

MatrixCare is recognizing high-performing hospice agencies for their hard work and dedication only and is not ranking the superiority of these agencies.

04 Recipient list

View the full list of Hospice CAHPS Honors and Honors-Elite recipients.

2026 AWARD RECIPIENTS

05 Digital assets

Your hard work deserves to be celebrated. You can proudly showcase this achievement by using the Hospice CAHPS Honors logos below.

HONORS LOGOS

HONORS-ELITE LOGOS

06 Contact information

If you have any questions about the Hospice CAHPS Honors program or any information found in this program guide, please feel free to contact:

Lan Anh Huang

Marketing Manager, MatrixCare

lananh.huang@matrixcare.com