

## Purpose

- To improve hospice visits in the last days of life (HVLDL), enhance service intensity of nursing and social work and optimize the interdisciplinary team at the bedside
- To identify patients at risk for revocation and return to curative care, prevent under- and over-utilization of visits, and balancing staffing resources

## Introduction

- Hospice patients' final days of life require timely, high-intensity interdisciplinary support
- Nationally, Centers for Medicare & Medicaid (CMS) track hospice service intensity and HVLDL by RNs and SWs in the last 7 days of life
- Challenges include timely recognition of decline, balance of staffing resources, preventing revocation risk, and under utilization of resources at the most crucial time in hospice care
- Artificial Intelligence (AI) and predictive analytics present an opportunity to support leaders and staff in addressing these potential challenges while improving the patient and family experience

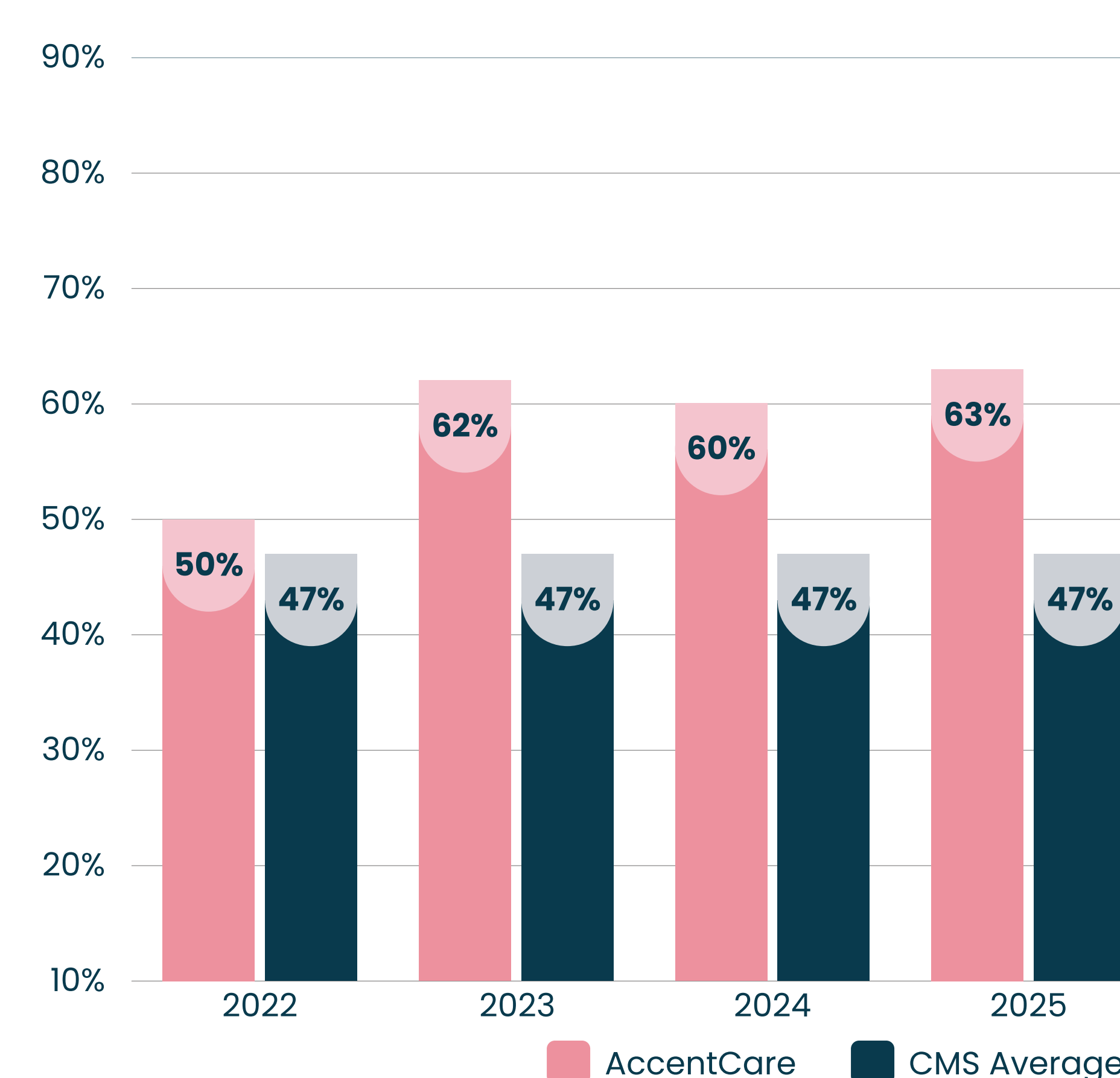
# Predictive Analytics in Hospice: Leadership Strategies for AI Integration

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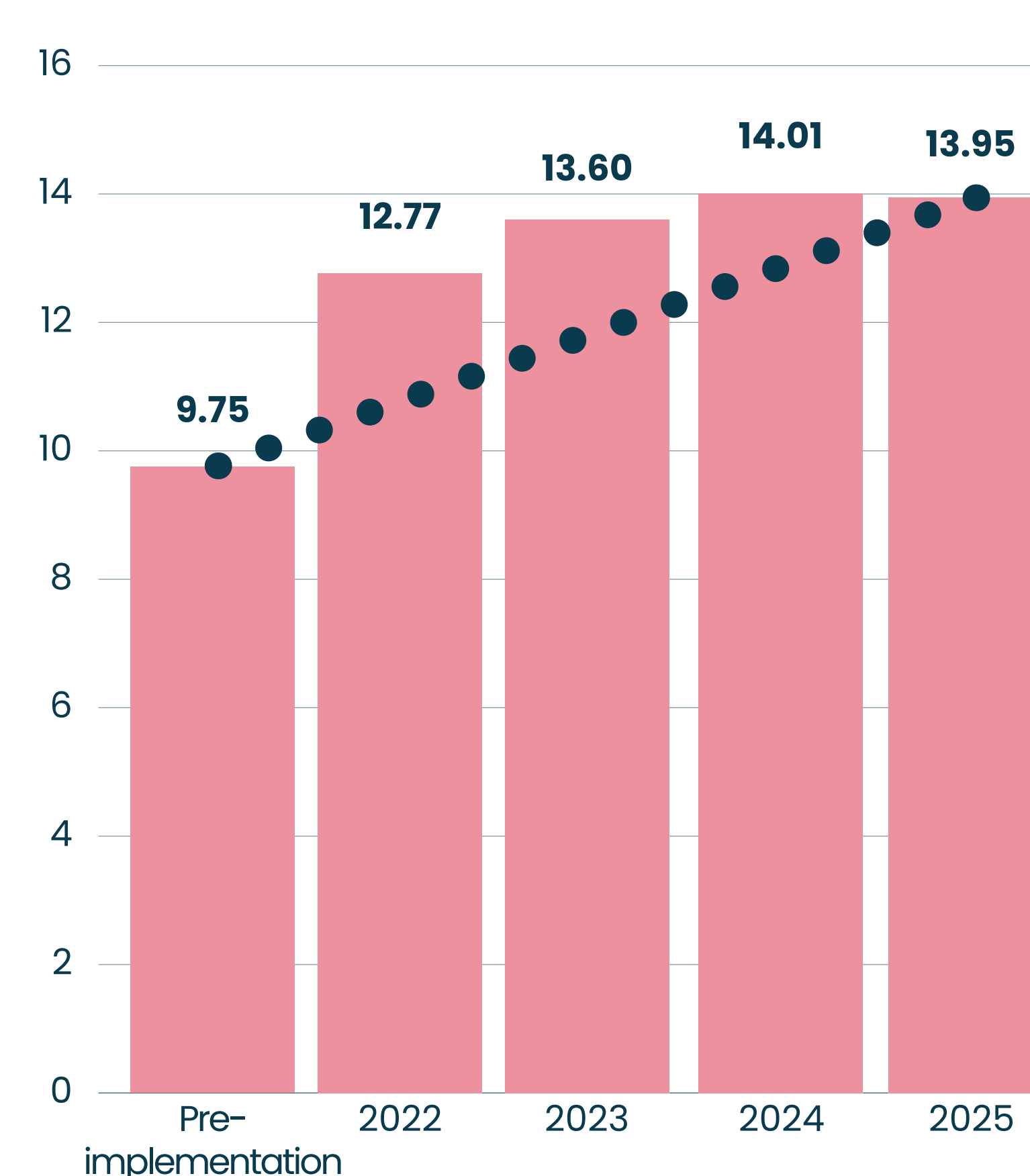
## Background

- Hospice care presents unique challenges for nurse leaders in balancing clinical excellence, regulatory compliance, and compassionate support for patients and families.
- The final days of life require timely, high-intensity interdisciplinary support, with the Centers for Medicare & Medicaid Services (CMS) tracking visit intensity by nurses and social workers in the last seven days of life.
- Timely recognition of patient decline remains difficult, leading to gaps in service delivery, staff strain, and risks such as extended length of stay or revocation when patients return to curative care.
- By embedding AI-driven insights into interdisciplinary team (IDT) workflows, leaders aimed to enhance regulatory compliance, prevent under- and over-utilization of services, and improve family experience at the bedside.

Hospice Visits Last 7 Days by RN/SW



Service intensity add-on



## Outcomes

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 Increased compliance with CMS recommendations for HVLDL
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 Improved service intensity add-on
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 Reduce delays in response to patient and family needs
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 Improved staff workflows and efficiencies
- 
 Reduced revocations

## Implementation

- An AI generated predictive analytics dashboard was implemented to assist with prediction of patients' declines.
- Leadership integrated this tool into daily reviews with staff to anticipate and implement increased visit frequencies of RNs and SWs in addition to other interdisciplinary team members.
- Add-on visits were prescheduled when declines are identified to meet patient and family needs.
- Leadership oversight provided to scheduling and compliance tracking, staff workload balancing, and proactive communication with families.

## Leadership Implications

- Establishes a model for other organizations seeking to integrate technology for better regulatory compliance and patient outcomes.
- Highlights the future of nurse leader competency in digital transformation and predictive analytics.

