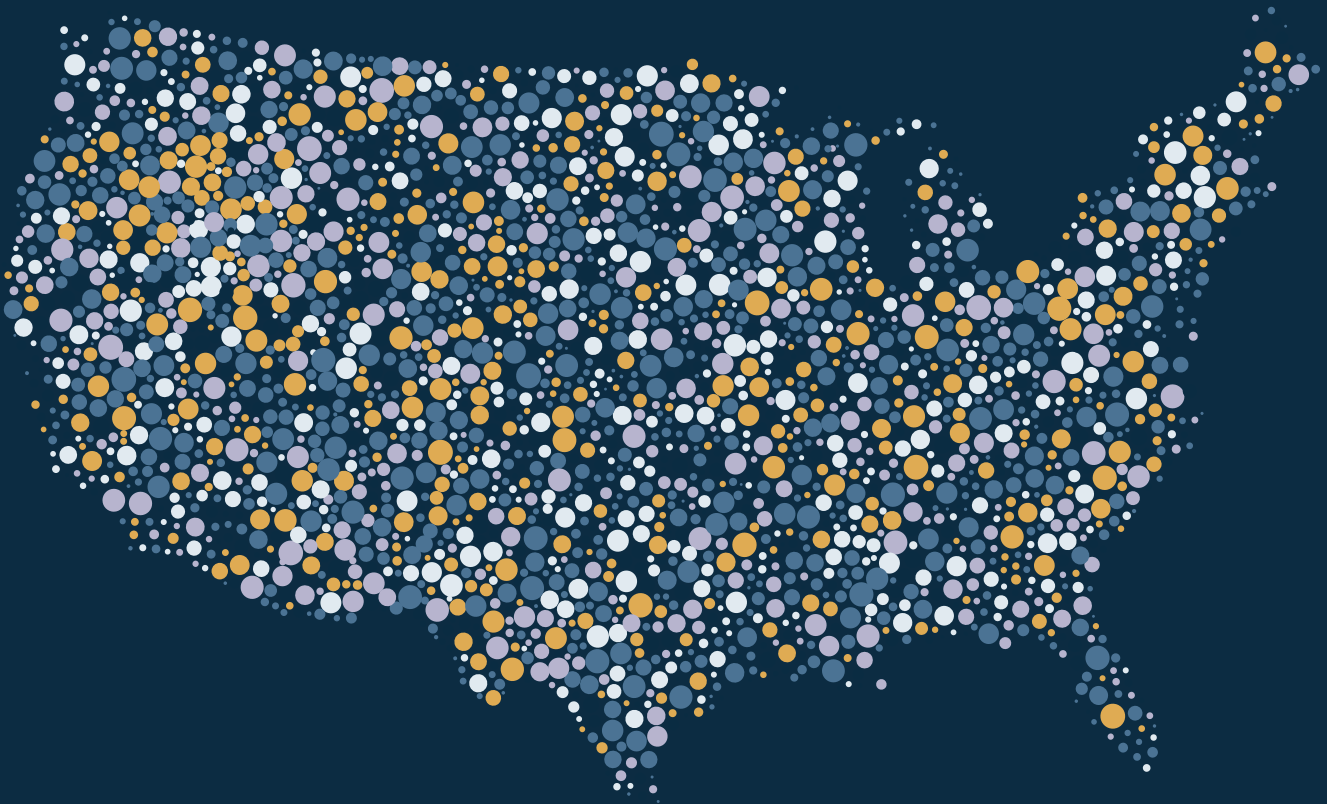




# Advanced Care Transformation Report 2022



## **Advanced Care Transformation Report: 2022**

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# INTRODUCTION AND BACKGROUND

## About C-TAC

A serious illness can be profoundly disruptive, isolating, and financially challenging, not just to patients and their families, but also to their caregivers, who are often unpaid and overburdened.

Since its founding in 2010, The Coalition to Transform Advanced Care (C-TAC) has been their champion and their advocate. Representing their interests and working with legislators, decision makers, and advocates to find common ground and craft policies that deliver more comprehensive, equitable, and consistently funded care at scale.

Founded in 2010 by Bill Novelli and Tom Koutsoumpas, social change leaders and hospice benefit visionaries, C-TAC now occupies a unique space in the healthcare ecosphere. We are a nonprofit and recognized as the voice of the patient and family impacted by serious illness. We know the players and the landscape. We understand the issues. We collaborate across political parties, silos, disciplines, and disease groups.

C-TAC is a coalition of 170 organizations that share our vision of person-centered care that meets patients' goals and honors their dignity. Together we are opening the door to a new healthcare paradigm built on greater equity, public engagement, and workforce development.

# C-TAC 2030 Moonshot Goal

The 12 million people experiencing serious illness will have a high quality of life by 2030.

## How We'll Get There

2030 will be here before we know it. And the actions we take today will make all the difference in the lives of the 12 million people experiencing serious illness – now and in the future. To achieve our goal, we are organizing around four main levers of change:

1. Public Engagement: outreach and education to consumers
2. Professional Engagement: increased clinician training to deliver improved quality of life
3. Policy Advocacy: advancing legislation and regulation that supports this goal
4. Measurement: developing new, more granular metrics to track QoL improvements

We are also focusing on programs that address psychosocial and community needs:

- Caregiving, which reduces emotional, financial, physician strain
- Faith Leadership, which connect communities with providers to improve outcomes and increase trust
- State Coalitions, which move policy and foster greater engagement at the local level

## Powering the Journey

State and Community Support for new and existing coalitions across the country is essential. They connect clinical care with nonmedical services (e.g., transportation, meal delivery, housing) to help those with serious illness and their caregivers live more independently and with greater dignity. By supporting community models, we can assist service providers to work with one another. Lastly, access to telehealth, including palliative care consultation, brings comfort to patients where they live—at home.

Policy Advocacy is rocket fuel at state and federal levels. Working with our members, we pursue policy reform on delivery systems, health equity, professional workforce improvement, and other areas that drive change throughout the country.

Partnerships with Faith-based Groups whose deep roots in their communities instill trust among their congregants and encourage them to accept counseling and care. Our Interfaith Working Group is a pillar of our Coalition and exemplifies how faith leaders can inspire the work that leads to positive social change.

# ABOUT THE 2020 ADVANCED CARE TRANSFORMATION (ACT) INDEX

## Purpose of the ACT Index

The U.S. population is aging rapidly with over 10,000 people becoming Medicare-eligible every day. By 2030, the number of Medicare enrollees is expected to double to approximately 80 million individuals – many of whom will experience serious illness in later life. To address this need as effectively as possible, we must measure and monitor the quality of serious illness care and experience over time.

The ACT Index is the way to understand the current state of experience for people with serious illness. By collecting measures across a broad spectrum of the healthcare delivery system, the Index is a way to measure the Coalition's progress toward achieving the Moonshot Goal.

Comprised of 27 publicly available measures across 4 domains of influence that impact quality of life for people with serious illness, CTAC's ACT Index is a source for members to get up-to-date information about the current care experience and identify the leading drivers that will impact outcomes. The ACT Index was developed to help individuals and leaders to understand the current experience of people facing serious illness at the state level. This evidence-based framework can be used as a catalyst for leaders to develop policy and programs that can improve the quality of life for people and families. As programs are implemented, the Index can be used to measure and evaluate performance and identify additional areas for improvement.

Each ACT Index measure was carefully selected by CTAC, invited stakeholders, and serious illness experts to capture key facets of serious illness care. Selected measures are reviewed and approved by an independent steering committee. Some of these measures are fully specified and in use in accountability programs for various entities (such as the Hospice Quality Reporting Program), while others are measures of population health that have not been tested and validated for use in payment or other accountability programs for specific populations. Specific measures selected by domain and their descriptions can be found in Appendix A.

The ACT Index measures our progress toward the 2030 Moonshot Goal. It can be used to accelerate the adoption of actions taken to improve quality of life in every community by:

- Tracking national and state measures of success
- Supporting advocacy to fill gaps where additional data and measures are needed
- Building best practices that communities can use to improve performance
- Putting data to work for people and caregivers

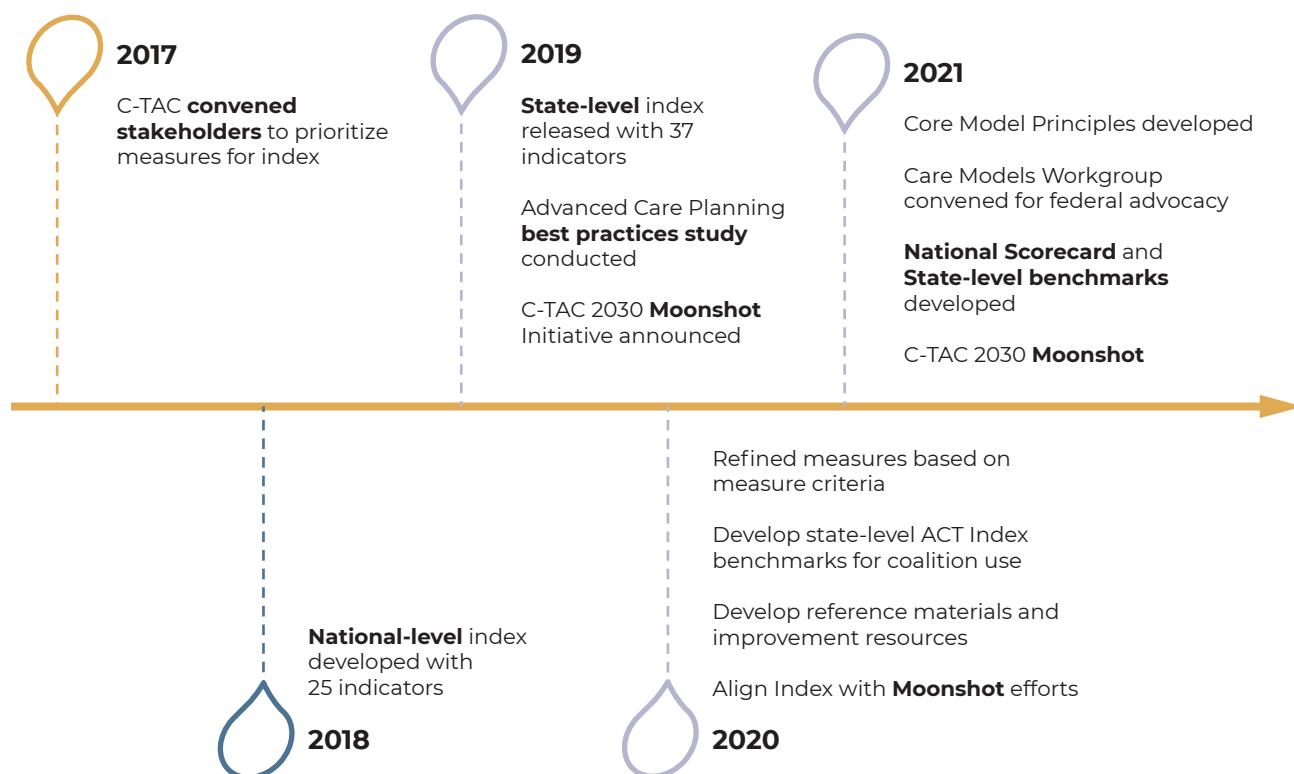
# Development Timeline

The Advanced Care Transformation Report originates from the ACT Index. Originally developed in 2017 by convening stakeholders to identify publicly available data that could be used to measure how care has been transformed for people with serious illness, the first national-level ACT index was produced in 2018. In 2019, due to feedback from additional stakeholders and organizations caring for people with serious illness, C-TAC released the State-by-State ACT Index, consisting of 37 measures.

Following the announcement of the C-TAC 2030 Moonshot Initiative in 2019, C-TAC aligned the ACT Index with the Moonshot Initiative goals of improving quality of life for people with serious illness. Measures were refined and updated to focus on the most impactful measures affecting quality of life and data were updated through 2020, giving C-TAC the ability to effectively track the change, or achievement over time on the measures selected. During this alignment, 10 measures from the original ACT Index were removed, leaving 25 measures across the 4 domains.

The updated national and state-specific scorecards in Appendices B and C reflect the revised measure set and can be used as state and federal level benchmarks for improvement across various areas, or domains. It is expected that organizations or stakeholders may only collect a subset of measures or measures in a single domain. Aggregating all measures related to experience of care and quality outcomes can provide a comprehensive view of how different levers are impacting overall experience. This Index seeks to allow different stakeholders to better understand the current landscape of help available for people with serious illness.

Figure 1. Timeline of ACT Index Development



While socializing the ACT Index scorecard and domains with stakeholders from across the country, C-TAC found that there are few measures that focus on measuring a person's quality of life or overall quality of care. The measures the healthcare system currently collects can work to track improvement but not evaluate the impact serious illness has on people in our communities. Data being systematically collected today can only be used as proxy measures for overall patient experience of care. Future iterations of this report will include a focus on experience of care measures that can truly measure our progress toward ensuring that the 12 million Americans living with serious illness experience high-quality lives.

- Communication Domain
- Caregivers and Community Domain
- Care Domain
- Cost Domain

## Goals for the Index

Use of the ACT Index and its component measures provides the public, providers, and policy-makers data to inform evidence-based decision-making and track progress over time. The ACT Index can be used to:

- Prioritize opportunities for improvement
- Set goals and measure progress
- Determine effectiveness of interventions
- Identify best practices
- Foster communication and collaboration

## Design and Methodology

The ACT Index is designed to be a balanced scorecard, focusing on all areas of the community and measures that determine the progress that different stakeholders are making based on the data they can collect. The ACT State-Level Index (Appendix B) can be used to compare performance at the local, state, and federal levels, comparing each state's performance to the federal benchmark and to other states for a given year. States can also compare their achievement in a given domain of care for a year, enabling organizations to set long and short-term goals. The ACT Change Index was designed to assess the impact of all efforts to transform advanced care over time and compare scores across each domain year over year.

The ACT Index measures were selected using the following criteria:

- Uses currently available and easily accessible data
- Can be aligned with current Centers for Medicare and Medicaid Services value-based care models
- Can be used and impacted by the community

The Index utilizes measures collected from the following publicly available sources:

- Center for Medicare Services Home Health Compare
- Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey
- America's Health Rankings
- American Time Use Survey (ATUS)/United States Census
- Long Term Services and Supports (LTSS) Scorecard
- Agency for Healthcare Research and Quality (AHRQ)
- Commonwealth Fund Interactive Dataset
- CDC WONDER
- Medicare Standard Analytic Files (SAF) S
- Dartmouth Atlas
- Behavioral Risk Factor Surveillance System (BRFSS)/Centers for Disease Control (CDC)

Many of the sources in the ACT Index provide annual updates to their data. However, dates for publication of these data vary by source. The Dartmouth Atlas data, for example, are current up to 2019 as we head into Q4 2022. Complete updates to all measures producing a state's "rank" are only possible every three years due to the lag in data availability, but data for individual domains can be reliably updated and monitored annually.

**Note:** The impact of Covid-19 across the healthcare system and measurement frameworks has yet to be fully understood, but each agency providing data has acknowledged how their results have potentially been affected or delayed by the pandemic.

## Weighting and Benchmarking Measures

The ACT Index includes 27 measures that address four domains relevant to serious illness and end-of-life care:

- Care
- Caregiving & Community
- Communication
- Cost

Index measure data are gathered from many sources including the U.S. Census and related surveys, patient and family surveys, payer claims, records on provider characteristics and performance (from the Centers for Medicare and Medicaid Services, the Center to Advance Palliative Care, and others), Centers for Disease Control statistics, and records of state policies (from AARP and others). Most measures are updated on an annual basis.

In its current published state, the ACT Index provides state and national-level data on each of the measures. The scores for individual measures are rolled into the ACT Achievement Index (single composite and grouped by domain) and trended over time using the ACT Change Index. The ACT Achievement Index assesses each state's average performance relative to the U.S. average for a given year. The ACT Change Index assesses each state's change in performance (improvement or decline) between two years: a start year and an end year.

There are many facets of the healthcare delivery system reflected across the 27 measures. No single measure would suffice as representative of the complete landscape of serious illness care, and the health system itself spans from individuals to their communities and extends to organizations and policymakers at the local and national levels. Yet, with all the selected measures captured in the index, we can rank the overall progress of each state relative to the United States average.

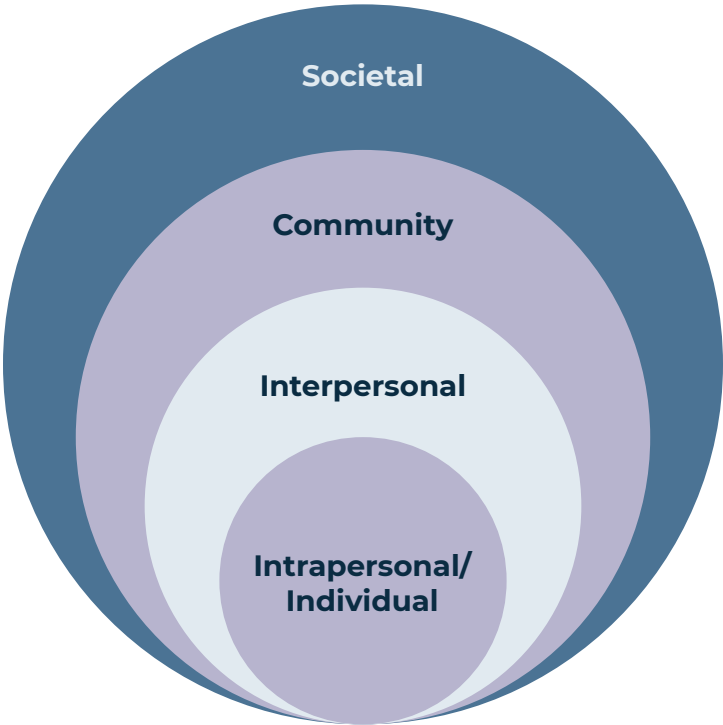
The original Achievement Index provided a total composite score and ranked each state at the highest level. The total composite score is useful for tracking the overall performance of each state, reflecting a balanced view across all 27 measures. There are issues for policymakers when attempting to drill down and better understand the progression of a state with respect to a single measure or group of related measures.

This 2020 report reflects a revision to the measures to segment them into four Index Domains, covering each area of the Socioecological Model, a way of emphasizing the interaction between, and interdependence of, factors within and across all levels of a health problem. It highlights people's interactions with their physical and socio-cultural environments.

Two key concepts of the ecological perspective help to identify intervention points for promoting health:

1. Behavior both affects, and is affected by, multiple levels of influence
2. Individual behavior both shapes, and is shaped by, the community

**Figure 2. Socioecological Model Levels of Influence to Promote Health Improvement**



The ecological perspective identified multiple levels of influence for health-related behaviors and conditions. Defined in Table 1, these levels include: (1) intrapersonal or individual factors; (2) interpersonal factors; (3) institutional or organizational factors; (4) community factors; and (5) public policy factors.

Grouping measures into the four domains begins to clarify the specific areas that policymakers are interested in engaging and increases the utility of the Index. Comparing scores by domain year over year is also meaningful due to the relationship amongst the measures within it. Many states are focusing their efforts on progress in a single domain. Progress in one domain could be muted by decline in another when seen only through the lens of the single composite score or state ranking. It is recommended that progress within domains and across time be tracked to determine the impact policy, program delivery, and investments have made over time in a community.

**Table 1. An Ecological Perspective: Levels of Influence**

Concept	Definition
<b>Intrapersonal Level</b>	Individual characteristics that influence behavior, such as knowledge, attitudes, beliefs, and personality traits
<b>Interpersonal Level</b>	Interpersonal processes and primary groups including family, friends, and peers that provide social identity, support, and role definition
<b>Community Level</b>	
Institutional Factors	Rules, regulations, policies, and informal structures, which may constrain or promote recommended behaviors
Community Factors	Social networks and norms, or standards, which exist as formal or informal among individuals, groups, and organizations
Public Policy	Local, state, and federal policies and laws that regulate or support healthy actions and practices for disease prevention, early detection, control, and management

## Applications for Use

The Index has been used in the following ways:

- AZ Hospital and Healthcare Association (AZHHA) used the Index to convene stakeholders to design a value-based care model that can be piloted by health plans in Arizona.
- Hawaii Med-QUEST Division (MQD) used the Index measures to understand the current experience of people with serious illness and develop a palliative care benefit that can be accessed by Medicaid beneficiaries at their homes or in the community.

# MEASURING CHANGE OVER TIME

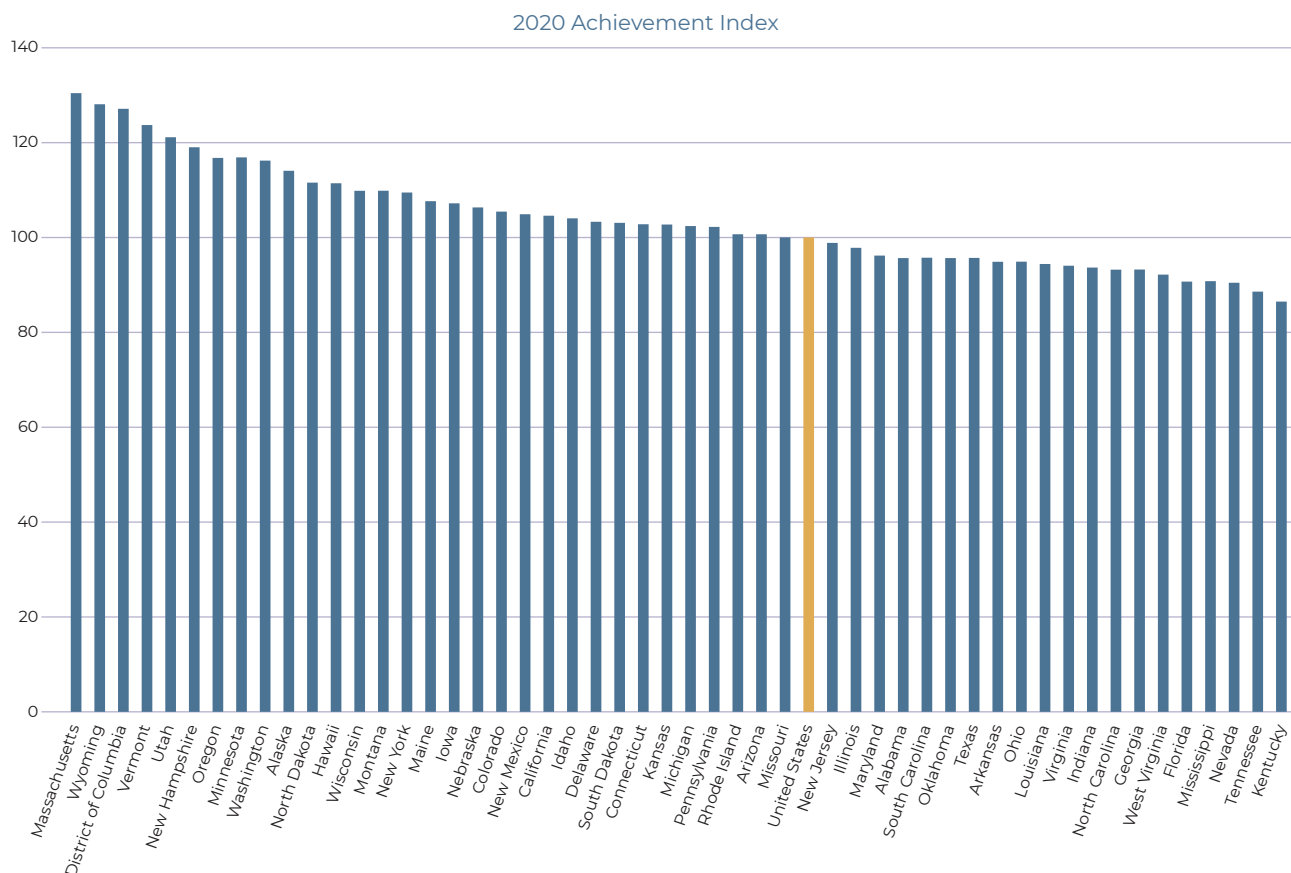
## Overall Changes by Domain

### Across All Domains

There are several ways to interpret the results of the ACT Index. The Achievement Index displays the ranked list of all states by Achievement Score and identifies the United States baseline which is always set at a value of 100. The single composite score for each state found in the 2020 Achievement Index is the highest level at which we can track the progression of the treatment of serious illnesses. At this level, the Achievement Index facilitates communication with the public and promotes awareness of the overall lived reality of caring for those with serious illness in each state.

The ACT index provides a way to aggregate all the individual domains and measures into a single composite measure that can be useful when identifying state and national trends and when drawing attention to policy issues. When evaluated at regular intervals, the ACT Index can be used for overall policy analysis, strategic planning, and resource allocation. These measures are useful when benchmarking performance of an intervention over time, where the synthesis of these complex systems aides and informs stakeholders and decision makers.

**Figure 3. Achievement Across All ACT Index Measures, by State, Compared to National Achievement**



## Across Each Domain

Grouping the measures into domains begins to disambiguate the complex, multi-dimensional picture represented by a single composite score. While the single Achievement score is easier to interpret and compare performance across states, it also obscures the areas where progress has been made or where more attention should be paid. By grouping and scoring the performance of a state across domains and displaying the measures individually, challenges associated with the scale and scope of information encapsulated by the Achievement Index score can be mitigated. Display of individual measures also allow stakeholders to identify specific policy measures or actions that could be taken to improve one or several of the measures within one domain.

To better understand the specific areas where a state is performing well, the State Transformation Scorecards (Appendix B) detail the individual measure values. These state-based reports offer a snapshot-in-time view of the values for each measure for a given year and compare those scores to the federal benchmark. These measures have been grouped by domain with the rank of the state in each domain and report the state's overall Achievement Rank in the title. For many measures, higher values indicate better performance, but for some of the measures, lower values are better (refer to Appendix A for a complete list of the measures, how to interpret them, and why they are important for the ACT Index). These reports highlight a state's performance based on the raw values for each measure compared to the national averages. With this focused view, policymakers and stakeholders across the healthcare landscape can characterize the strengths and areas of opportunity for each domain of influence captured in the report.

## Analysis by Domain

### Caregiving & Community

The Caregiving & Community Domain of the ACT Index includes the following nine measures:

- Patients who would definitely recommend home health agency to friends and family
- Family willing to recommend this hospice
- Seniors with a dedicated healthcare provider
- Caregivers (non-professional per Medicare beneficiary)
- Policies supporting working caregivers
- Community support (dollars per adult in poverty)
- Adults with food insecurity
- Home-delivered meals
- Volunteerism among adults

The Caregiving & Community domain contains measures concerned with resources, policies supporting working caregivers, attitudes towards care, and socioeconomic proxies for the burden of care on the community. By improving measures within this domain, people with serious illness and their caregivers can receive additional support in the community to secure basic physical and social needs.

**Table 2: Top and bottom 5 states in the Caregiving & Community Domain - 2020**

State	2017 Rank	2020 Rank	Change in Rank
Massachusetts	3	1	2
Wyoming	4	2	2
District of Columbia	1	3	-2
Vermont	6	4	2
New Hampshire	5	5	0
Louisiana	44	47	-3
Kentucky	49	48	1
Georgia	51	49	2
Mississippi	45	50	-5
Tennessee	50	51	-1

In the table above, the top and bottom five performers for 2020 are shown for the domain. There is strong representation from many of the top performers across all domains. Massachusetts, Vermont, and the District of Columbia made improvements by implementing policies supporting working caregivers in addition to increasing the amount of *Caregivers per Medicare beneficiary*. One such example of this is the Massachusetts Family Caregiver Support Program, providing additional help for eligible caregivers through case managers and trained specialists in caregiver support and training.

At the bottom of the table are Louisiana, Kentucky, Georgia, Mississippi, and Tennessee. These states saw declines in *Community support (dollars per adult in poverty)*, although they all trend positively when reducing *Adults with food insecurity*. Mississippi ranks lowest for supporting family caregivers and providing community supports and has demonstrated a decrease in access to caregivers, as demonstrated from the decline in *Caregivers (non-professional per Medicare beneficiary)* from 1.39 in 2017 to 0.86 in 2020.

## Care

The Care Domain of the ACT Index includes the following 5 measures:

- Home healthcare workers (per 1,000 adults)
- Hospice emotional and spiritual support
- Hospice help for pain and symptoms
- Hospice training family to care for patient
- Adults getting the help or advice they needed when they contacted their home health provider

The Care domain is built upon measures that quantify a range of interactions patients have with the healthcare system and components that gauge a patient's experience of the care received in a specific care setting. Feeling supported through the delivery

of care in clinical or home settings and integrating how well providers respond to patient needs is paramount to a positive experience of care, in addition to the clinical outcomes. The District of Columbia, New York, Minnesota, California, and Massachusetts are ranked highest in the Care domain. Two states, California and Massachusetts, have both risen through the ranks in this domain into the top five. The farthest jump in rank of any state in any one domain from 2017 to 2020 is attributed to California for efforts to make more home healthcare workers available to their residents. A 330% increase from 72.4 per 1,000 adults over the age of 75 in 2017 to 312 in 2020 may reflect the increase in access to home and community-based services, home health, and community-based palliative care services through Medicaid expansion efforts and implementation of SB 1004. In addition, the expansion of scope of practice for home health providers has also increased access to home healthcare workers. The District of Columbia has remained the highest ranked, due in part to high raw values of *Home Healthcare Workers*, and missing values which have not yet been weighted to reduce their impact.

**Table 3: Top and bottom 5 states in the Care Domain - 2020.**

State	2017 Rank	2020 Rank	Change in Rank
District of Columbia	1	1	0
New York	4	2	2
Minnesota	3	3	0
California	38	4	34
Massachusetts	16	5	11
Tennessee	39	47	-8
Georgia	49	48	1
South Dakota	51	49	2
South Carolina	46	50	-4
Florida	50	51	-1

Meanwhile, all five of the lowest ranking states have failed to positively impact the *Hospice emotional and spiritual support* measure, demonstrating that there is more to be done to improve access to and the quality of hospice services. South Dakota was the only state of this group to improve its score for *Adults getting the help or advice they needed when they contacted their home health provider*, and no longer has the lowest raw value for the measure as it did in 2017. No change in the *Hospice help for pain and symptoms* measure over this time period for South Dakota might be seen as a key area for state policy and initiatives to rise out of the lowest ranks of the Care domain. Florida needs more home healthcare workers; they report the lowest amount across the country at 50 per 1,000 adults while also having one of the highest percentage of residents aged 65 and older of any state.

## Communication

The Communication Domain of the ACT Index includes the following four measures:

- Hospital patients discharged without instructions for home recovery
- Deaths at home
- Person and family-centered care
- Medicare fee-for-service beneficiaries with advance care planning

Communication is critical for successful navigation through the health system and for ensuring that one's wishes are addressed and carried through, if possible, at the end of life. The extent to which patients and their families are involved in making decisions and feel prepared to manage their conditions is essential to improving quality of life and quality of care. Commonwealth Fund research has shown that *Person and family-centered care* that incorporates shared decision-making could make potential healthcare savings of \$9 billion over the course of 10 years. Making progress towards the Moonshot Goal is dependent upon effective communication and building systems that value not only quality and affordable healthcare but a sensitivity to the wants and needs of people and their caregivers.

**Table 4: Top and bottom 5 states in the Communication Domain -2020.**

State	2017 Rank	2020 Rank	Change in Rank
Utah	5	1	4
Mississippi	3	2	1
Hawaii	1	3	-2
Georgia	2	4	-2
Nevada	12	5	7
Idaho	47	47	0
Wisconsin	45	48	-3
Iowa	50	49	1
Kansas	49	50	-1
North Dakota	51	51	0

The states championing Advance Care Planning and delivering person and family-centered care are Utah, Mississippi, Hawaii, Georgia, and Nevada. Utah raised its *Medicare fee-for-service beneficiaries with advance care planning* from 1.4% to 5.11%, marking the highest percentage increase of any state for that measure. These efforts have been led by health systems and payers like Intermountain Healthcare, who have made advance care planning part of standard delivery of care. While Mississippi's overall achievement rank appears low, relative to the national average, it has led efforts to deliver person and family-centered care.

Although the states at the lowest performing end of the domain are poorly ranked, it is worth mentioning that they have all made improvements by increasing their *Medicare fee-for-service beneficiaries with advance care planning*, a key tenet of C-TAC's Moonshot Goal. Wisconsin, Iowa, Kansas, and North Dakota have been developing more policies supporting *Person and family-centered care*, but Idaho is one of the few states that displayed no progress during this period.

## Cost

The Cost Domain of the ACT Index includes the following nine measures:

- 30-day hospital readmissions
- Length of stay on hospice
- Hospital days in the last 2 years of life
- ICU days in the last 6 months of life
- Preventable hospitalizations
- Home health agency visits in the last 6 months of life
- Adults who went without care because of cost
- Copayments in the last 2 years of life
- Total cost of care

The measures belonging to the Cost domain are arguably a top priority for leaders of healthcare and those currently evaluating progress across the healthcare system. The exorbitant medical costs attributed to treating the seriously ill in the last two years of life have prompted efforts to create new payment arrangements and an expansion of home-based services and research into clinical models that prevent unnecessary utilization with managed care. The fact that the only measure to trend negatively across the board was *Copayments in the last 2 years of life was the only measure to trend negatively across the board, meaning that while more services are being covered by insurers, people and caregivers are also paying more out of pocket to gain access to them. Total cost of care* has risen for all states except Vermont, which continues to paint a dire picture for those whose greatest worry or primary barrier to accessing care is cost. The burden of cost for those in their last year of life is overrepresented, with the percentage of Medicare costs in the last year of life is estimated to be between 13% and 25%<sup>i</sup>.

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i. Duncan I, Ahmed T, Dove H, Maxwell TL. Medicare Cost at End of Life. Am J Hosp Palliat Care. 2019 Aug;36(8):705-710. doi: 10.1177/1049909119836204. Epub 2019 Mar 18. PMID: 30884954; PMCID: PMC6610551

**Table 5: Top and bottom 5 states in the Cost Domain - 2020.**

State	2017 Rank	2020 Rank	Change in Rank
Montana	4	1	3
Idaho	1	2	-1
North Dakota	5	3	2
Iowa	2	4	-2
Oregon	3	5	-2
Illinois	42	47	-5
Nevada	48	48	0
New York	49	49	0
Florida	50	50	0
New Jersey	51	51	0

Progress in this domain has been demonstrated across the country as well. Namely, *Length of stay on hospice* has increased uniformly and North Dakota is the standout state with the highest percentage increase from 10.84 days in 2017 to 16.5 days in 2020 (52%). Increasing length of stay on hospice has been associated with higher patient and family satisfaction, lower utilization in acute settings, and higher clinician satisfaction. *30-day hospital readmissions* has also declined. Montana boasted a 24.3% reduction from 25.9 to 19.5 per 1,000 Medicare beneficiaries and has reduced the amount *Adults who went without care because of cost* to 38.2%, helping cement it at the highest rank in the domain.

Illinois dropped five places to join Nevada, New York, Florida, and New Jersey at the lower end of the ranking, due in part by an increase in the number of *Adults who went without care because of cost*. It is noteworthy that even though Nevada, New York, Florida, and New Jersey have remained at the tail end of the ranking for this domain from 2017, they have made progress consistent with the national trends by increasing *Length of stay on hospice* and decreasing *30-day hospital readmissions*.

## National Trends

As the data are collected year over year and compiled into the ACT Index, a dynamic picture emerges, and the victories and failures are illuminated over time in the Change Index table (Appendix D). Although most measures are updated annually, publication of the Long-Term Services and Supports (LTSS) Scorecard is scheduled every three years and therefore sets the cadence for comparison of the entire ACT Index to the same frequency. Comparison of measures year over year can become unreliable due to

measures eliminated by the creators, methodological changes made to the calculation of a measure's value, and the expression of COVID-19 impacts not fully understood at the individual measure level. Nevertheless, the data will be made available as they are published by their respective agencies and catalogued in the ACT Index.

**Tables 6-9: The United States Advanced Care Transformation Report 2017 to 2020**

Care Domain	2017	2022
Home healthcare workers (per 1,000 adults aged 75+)	11	174
Hospice emotional and spiritual support	90	90
Hospice help for pain and symptoms	75	75
Hospice training family to care for patient	75	76
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	24.9%	23.8%

Cost Domain	2017	2022
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	41.0	39.8
Hospice days per decedent (last six months of life)	25.0	27.3
Hospital days (last two years of life)	14.03	14.2
Intensive care days (last six months of life)	3.59	3.5
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	49.9	49.4
Home health agency visits (last six months of life)	8.11	8.23
Adults who went without care because of cost in past year (65+)	5.08	4.7
Co-payments (last two years of life)	\$4,144	\$4,453
Total Medicare spending per decedent (last two years of life)	\$73,041	\$78,635

Communication Domain	2017	2022
Hospital patients discharged without instructions for home recovery	13%	14%
Deaths at home	29%	32%
Person- and family-centered care (composite indicator, scale 0-5.0)	2.33	3.04
Medicare fee-for-service beneficiaries with advance care planning	2.54%	4.14%

Caregiver and Community Domain	2017	2022
Patients who would definitely recommend the home health agency to friends and family	78%	78%
Family willing to recommend this hospice	84%	84%
Seniors with a dedicated healthcare provider (65+)	94.8	93.7
Caregivers (non-professional per Medicare beneficiary)	0.81	0.95
Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.22	3.17
Community support (dollars per adult in poverty 60+)	\$565	\$570
Adults with food insecurity (60+)	15.8%	13.4%
Home-delivered meals (per 100 adults 60+ with independent living difficulty)	9.1	9.0
Volunteerism among adults (65+)	26%	28%

From 2017 to 2020, the United States has improved upon several measures, including increasing *Policies supporting working caregivers* by nearly 160%, *Medicare fee-for-service beneficiaries with advance care planning* by 63%, and *Home healthcare workers per 1,000 adults 75+* by 57%. Reductions in 30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+) by 19% and Adults who went without care because of cost in past year (65+) by 18.4% have done the most to reduce costs of care for the seriously ill.

The aggregated variations across the country within the Caregiver & Community domain measures of Family willing to recommend this hospice and Patients who would definitely recommend home health agency to friends and family have had a net zero impact over the last three years. Similarly, no significant changes in Hospice emotional and spiritual support or Hospice help for pain and symptoms indicate that these measures at the core of the Care domain are also in need of attention to see national change. One such way to do this would be to evaluate how hospice, home health, and other home-based providers are evaluated, utilizing patient-reported outcomes measures as a basis to determining the quality of care provided.

**Table 10: Top performers**

State	2017 Rank	2020 Rank	Change in Rank
Massachusetts	3	1	2
Wyoming	4	2	2
District of Columbia	1	3	-2
Vermont	5	4	1
Utah	6	5	1
Florida	50	47	3
Mississippi	40	48	-8
Nevada	48	49	-1
Tennessee	49	50	-1
Kentucky	51	51	0

Overall, the highest performers in the 2020 ACT Achievement Index are Massachusetts, Wyoming, the District of Columbia, Vermont, and Utah. Their scores have remained consistently high since 2017 and they have maintained and improved upon the efforts made across all four domains. The highest positive overall change in rank is visible in New York's position from 28 in 2017 to 15 in 2020, with numerous efforts taken to strengthen policies and programs supporting the community and caregivers. Within the Caregiving & Community domain we see a jump of 17 places. Within the New York 2020 Transformation Report, we see high marks compared to the national average in the *Policies supporting working caregivers (composite indicator, scale 0-9.0)* and *Community support (dollars per adult in poverty 60)* measures.

# LOOKING AHEAD TO 2030

The revised ACT Index will continue to be improved and updated over time to identify the indicators that have changed to measure progress toward the Moonshot Goal on a year-over-year basis. While the ACT Index ranks and scores provide a strong indicator toward progress across each of the four domains,

there are improvements that can be made to increase the sensitivity of the individual measures to the resulting scores and their impact. Applying a weighting scheme could be an additional refinement, as we continue to identify which variables have the most impact on quality of life and quality of care. Future revisions will be sure to consider precautions to prevent the overemphasis or distortion of results.

C-TAC now will focus on the actual metrics for the quality of a person and caregiver's experience of life and care. While there are measures that can help us set the baseline to identify the processes and policies that organizations have put in place to improve care for people with serious illness, the healthcare delivery system does not systematically measure the impact of serious illness on someone's quality of life.

Having high quality of life can only be measured by asking people how they are and what their experience has been. By focus our efforts testing and advocating for the adoption of patient reported outcomes measures across the healthcare system, we can truly start to assess our impact on the Moonshot Goal and what opportunities arise to focusing on delivering better care across communities. There are new measures being created at the federal level that could be beneficial to assess the overall performance of the movement to transform advanced care across the country. Two patient reported experience measures will soon be available from the National Coalition for Hospice and Palliative Care as a part of their palliative care [Quality Measures Project](#). They followed a rigorous development process guided by the Centers for Medicare & Medicaid Services Measures Management System (CMS MMS) and the National Quality Forum (NQF) requirements to assess the quality of care provided by asking "how much patients felt heard and understood" and "if patients got the help they wanted for their pain." These two critical dimensions to understanding patient experience of care relate to both the Communication and Care domains of the ACT Index.

C-TAC will be partnering with organizations across the healthcare landscape to advocate for and test the following *Heard and Understood* measures based on the guidance from the Quality Measures Project. The measure consists of four data elements and can be applied across settings:

**Q1:** “I felt heard and understood by this provider and team.”

**Q2:** “I felt this provider and team put my best interests first when making recommendations about my care.”

**Q3:** “I felt this provider and team saw me as a person, not just someone with a medical problem.”

**Q4:** “I felt this provider and team understood what is important to me in my life.”

In addition to this measure, C-TAC will be working to develop a prototype scorecard of measures that should be developed and used to improve quality of life for people with serious illness. These include: Caregiver out of pocket cost; Caregiver experience of care; Patient experience of pain, and Total Cost of Healthcare.

## APPENDIX A

# Measures by Domain

Table 1. Advanced Care Transformation (ACT) Index Measures by Domain, 2020

Measure Name	Source	Interpretation	Importance to the Act Index
<b>Caregiving and Community Domain</b>			
Measure 1: Patients who would definitely recommend home health agency to friends and family	CMS Home Health Compare	Higher values are better	This measure offers an assessment of patients' experience with specific home health agencies. Better patient experience may indicate better care for people with serious illness who receive home health care services.
Measure 2: Family willing to recommend this hospice	Hospice CAHPS Survey	Higher values are better	This measure offers a "global" assessment of family caregivers' experience with specific hospices. Better experience may indicate better care for hospice patients and support for their families.
Measure 3: Seniors with a dedicated healthcare provider (65+)	America's Health Rankings	Higher values are better	Having a dedicated health care provider can help seniors, including those with serious illness, prevent and manage chronic and acute conditions.
Measure 4: Caregivers (non-professional per Medicare beneficiary)	American Time Use Survey, National Census	Higher values are better	This measure assesses the number of non-professional caregivers who reported providing eldercare more than once during the past 3-4 months per Medicare beneficiary. More access to family caregivers may lead to better outcomes and greater satisfaction for those with serious illness.
Measure 5: Policies supporting working caregivers (composite indicator, scale 0-9.0)	Long Term Services and Supports (LTSS) Scorecard	Higher values are better	This measure reflects state policies that may enable people with serious illness to live in their homes longer because caregivers have more employment and financial support.
Measure 6: Community support (dollars per adult in poverty 60+)	America's Health Rankings	Higher values are better	This measure assesses Older Americans Act (OAA) expenditures captured by the Administration on Aging per adult ages 60 and older living in poverty. OAA funding may cover programs such as transportation, personal care, adult day care, homemaker assistance, case management, delivered meals, congregate meals (i.e., meals provided in community settings), physical fitness, and nutrition education programs. These services can support seniors to live independently for longer, which can lead to improved experience and better outcomes.
Measure 7: Adults with food insecurity (60+)	America's Health Rankings	Lower values are better	Food insecurity may limit activities of daily living and is associated with poorer health outcomes.

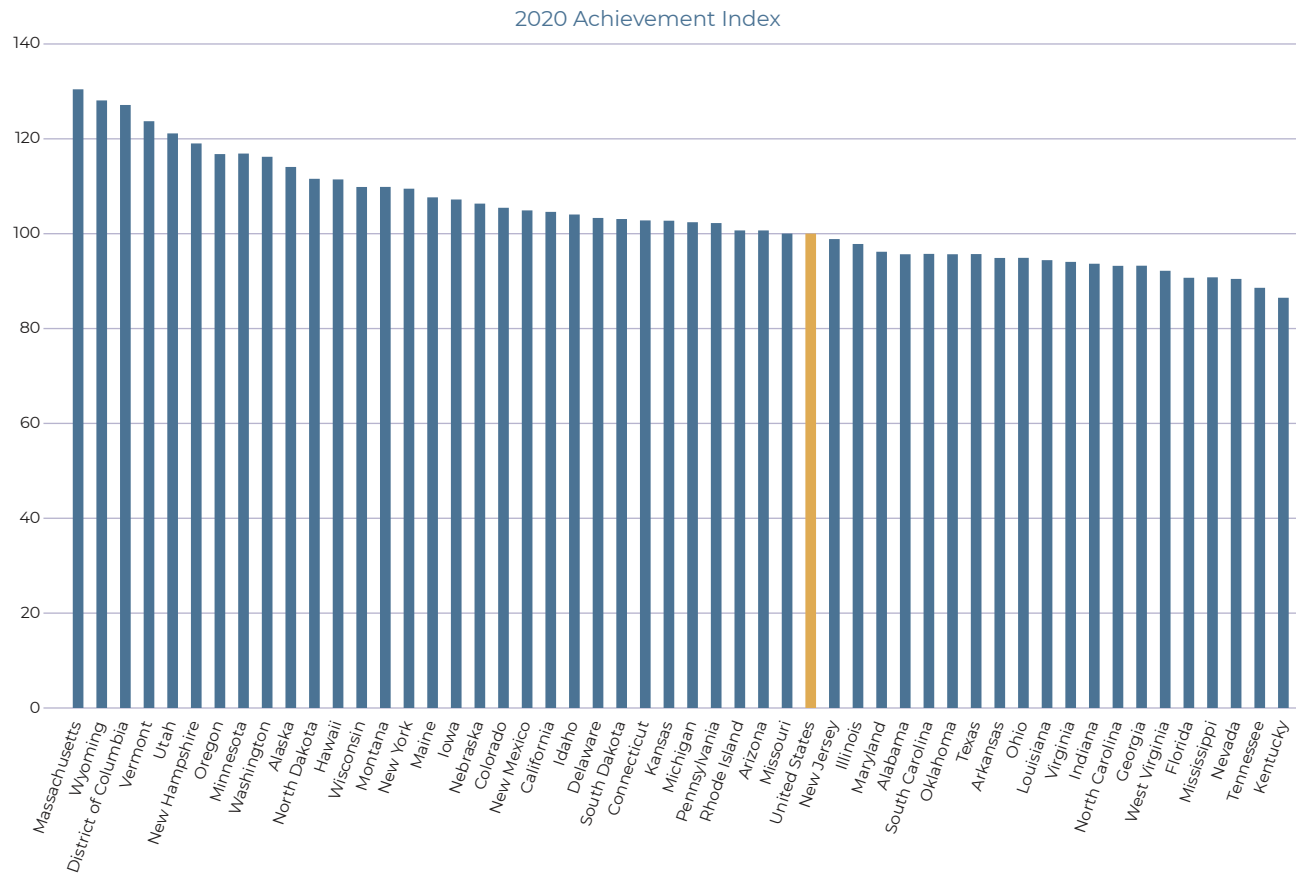
Measure Name	Source	Interpretation	Importance to the Act Index
Measure 8: Home-delivered meals (per 100 adults 60+ with independent living difficulty)	America's Health Rankings	Higher values are better	Access to healthy food through home-delivered meals can improve health outcomes and quality of life, allowing people with functional limitations to live independently.
Measure 9: Volunteerism among adults (65+)	America's Health Rankings	Higher values are better	Older adults who volunteer have better self-reported health. Volunteering also provides opportunities for positive social interactions, which can improve overall quality of life.
<b>Care Domain</b>			
Measure 10: Home healthcare workers (per 1,000 adults 75+)	America's Health Rankings	Higher values are better	Many older adults and those with chronic conditions prefer to stay in their own homes but may need assistance with daily tasks. Home healthcare workers enable people to remain at home by providing skilled nursing services. Home- and community-based services are also linked to cost savings, as they are less expensive options than institutional care.
Measure 11: Hospice emotional and spiritual support	Hospice CAHPS Survey	Higher values are better	This item is intended to assess the patient- and family-centeredness of hospice care and whether it meets the holistic needs of hospice patients, and their family caregivers. More patient- and family-centered hospice care can lead to better care and quality of life for people with serious illness.
Measure 12: Hospice help for pain and symptoms	Hospice CAHPS Survey	Higher values are better	Patients may experience high levels of pain and other unpleasant symptoms, such as trouble breathing or nausea, at the end of their lives. This item is intended to assess whether a hospice care team helped patients manage these symptoms for a better quality of life.
Measure 13: Hospice training family to care for patient	Hospice CAHPS Survey	Higher values are better	This measure assesses the percent of family caregivers who reported the hospice team always gave family members the training and information they needed to care for the patient. When family caregivers receive appropriate training on how to manage symptoms such as pain, trouble breathing, and agitation, they are more confident and better able to meet patient needs at home, even in emergency situations.
Measure 14: Adults getting the help or advice they needed when they contacted their home health provider (last two months of care)	Agency for Healthcare Research and Quality (AHRQ)	Higher values are better	Access to desired help or information from home health providers can improve care and outcomes for people with serious illness or chronic conditions.

Measure Name	Source	Interpretation	Importance to the Act Index
<b>Communication Domain</b>			
Measure 15: Hospital patients discharged without instructions for home recovery	Commonwealth Fund Interactive Dataset	Lower values are better	Hospital patients who do not receive discharge instructions for home recovery are more likely to be readmitted to the hospital within a short timeframe and have a worse care experience.
Measure 16: Deaths at home	CDC WONDER	Higher values are better	Surveys indicate that, whereas most Americans would prefer to die at home, if possible, about 60% of Americans die in acute care hospitals, 20% die in nursing homes, and only 20% die at home. More deaths at home may indicate care aligned with patient preferences.
Measure 17: Person- and family-centered care (composite indicator, scale 0-5.0)	Long Term Services and Supports (LTSS) Scorecard	Higher values are better	This measure considers state policies related to supporting family caregivers of individuals needing long-term services and supports. These policies may enable people with serious illness to live in their homes longer because family caregivers have additional protections (e.g., financial protection for spouses of Medicaid beneficiaries who receive home and community-based services).
Measure 18: Medicare fee-for-service beneficiaries with advance care planning	Medicare Standard Analytic Files (SAF)	Higher values are better	This measure captures a process that has the potential to improve the experiences of individuals and families during periods of serious illness when decision-making capacity may be impaired, and near the end of life, while reducing out-of-pocket and system-wide healthcare costs that might otherwise be incurred from unwanted or unnecessary treatment.
<b>Cost Domain</b>			
Measure 19: 30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	Commonwealth Fund Interactive Dataset	Lower values are better	Hospital readmissions can result from many reasons, such as poor communication and inadequate post-acute or follow-up care, particularly for high-risk patients and those with serious illness. Hospital readmissions within a short timeframe (e.g., 30 days) are often avoidable.
Measure 20: Hospice days per decedent (last six months of life)	Dartmouth Atlas	Higher values are better	Research indicates that hospice care in the last six months of life improves overall experience for patients with serious illness. It is also associated with lower crisis care utilization and healthcare costs.
Measure 21: Hospital days per decedent (last two years of life)	Dartmouth Atlas	Lower values are better	Research suggests that people with serious illness prefer to spend more time at home, so preventing hospitalization can help align their experiences with their preferences. Researchers have also found that more aggressive treatment for patients with chronic illness is linked to shorter life expectancy and does not necessarily improve quality of life.

Measure Name	Source	Interpretation	Importance to the Act Index
Measure 22: Intensive care days per decedent (last six months of life)	Dartmouth Atlas	Lower values are better	The hospital Intensive Care Unit (ICU) provides specialist care intended to sustain life for patients who are critically ill, but ICU care may not be appropriate for those living with serious illness when such care is unlikely to restore health and may instead lead to a protracted angst for both the patient and loved ones. Some patients prefer to focus on symptom relief, interpersonal connection, and spiritual fulfillment. ICU admissions may also be avoided by advance care planning and preventative or palliative services.
Measure 23: Preventable hospitalization (discharges per 1000 Medicare beneficiaries 65+)	America's Health Rankings	Lower values are better	Fewer hospitalizations for chronic conditions or illnesses that can be treated in outpatient settings may indicate better access to care and continuity of care, particularly for older adults or those with serious illness. This may lead to improved outcomes and cost savings.
Measure 24: Home health agency visits per decedent (last six months of life)	Dartmouth Atlas	Higher values are better	More home health agency visits per decedent may indicate better care and outcomes for people with serious illness. Home- and community-based services allow people with serious illness to stay at home for longer. They are also linked to cost savings, as they are less expensive options than institutional care.
Measure 25: Adults who went without care because of cost in past year (65+)	BRFSS Prevalence & Trends Data Tool (CDC)	Lower values are better	Access to affordable care for people with serious illness is critical to improving outcomes and overall quality of life. Delaying needed or preventive care can lead to future crisis care, declines in condition, and higher system costs.
Measure 26: Co-payments per decedent (last two years of life)	Dartmouth Atlas	Lower values are better	This measure assesses the average co-payments per decedent during the last two years of life. High medical payments can create burdens for patients and families, causing them to forgo care, miss paying other bills, or go into debt.
Measure 27: Total Medicare spending per decedent (last two years of life)	Dartmouth Atlas	Lower values are better	People with chronic illness in their last two years of life account for nearly one-third of total Medicare spending, which can be attributed to repeated hospitalizations and other crisis-driven care, such as emergency room visits. Lower total Medicare spending per decedent over the last two years of life may indicate better care and experience for people with serious illness.

## APPENDIX B

# National Achievement Index



## APPENDIX C

# State Score Cards

### The Advanced Care Transformation Report 2020: #35: Alabama

Care Domain	Alabama	United States	Communication Domain	Alabama	United States
Home healthcare workers (per 1,000 adults aged 75+)	61	174	Hospital patients discharged without instructions for home recovery	0.14	14%
Hospice emotional and spiritual support	91	90	Deaths at home	40%	32%
Hospice help for pain and symptoms	80	75	Person- and family-centered care (composite indicator, scale 0-5.0)	1.60	3.04
Hospice training family to care for patient	81	76	Medicare fee-for-service beneficiaries with advance care planning	4.89%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	27.3%	23.8%	State Rank in Communication Domain	17	
State Rank in Care Domain	44				

Cost Domain	Alabama	United States	Caregiver & Community Domain	Alabama	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	37.4	39.8	Patients who would definitely recommend the home health agency to friends and family	85%	78%
Hospice days per decedent (last six months of life)	36.4	27.3	Family willing to recommend this hospice	87%	84%
Hospital days (last two years of life)	13.6	14.2	Seniors with a dedicated healthcare provider (65+)	96.1	93.7
Intensive care days (last six months of life)	3.6	3.5	Caregivers (non-professional per Medicare beneficiary)	0.99	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	62	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	10.40	8.23	Community support (dollars per adult in poverty 60+)	\$758	\$570
Adults who went without care because of cost in past year (65+)	3.9	4.7	Adults with food insecurity (60+)	17%	13.4%
Co-payments (last two years of life)	\$4,300	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	10.6	9
Total Medicare spending per decedent (last two years of life)	\$65,397	\$78,635	Volunteerism among adults (65+)	25.4%	28%
State Rank in Cost Domain	31		State Rank in Caregiver & Community Domain	38	

## The Advanced Care Transformation Report 2020: #10: Alaska

Care Domain	Alaska	United States	Communication Domain	Alaska	United States
Home healthcare workers (per 1,000 adults aged 75+)	197	174	Hospital patients discharged without instructions for home recovery	0.13	14%
Hospice emotional and spiritual support	87	90	Deaths at home	41%	32%
Hospice help for pain and symptoms	72	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.00	3.04
Hospice training family to care for patient	72	76	Medicare fee-for-service beneficiaries with advance care planning	0.98%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	27%	23.8%	State Rank in Communication Domain	33	
State Rank in Care Domain	9				

Cost Domain	Alaska	United States	Caregiver & Community Domain	Alaska	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	18.9	39.8	Patients who would definitely recommend the home health agency to friends and family	80%	78%
Hospice days per decedent (last six months of life)	13.2	27.3	Family willing to recommend this hospice	80%	84%
Hospital days (last two years of life)	14.9	14.2	Seniors with a dedicated healthcare provider (65+)	85	93.7
Intensive care days (last six months of life)	2.3	3.5	Caregivers (non-professional per Medicare beneficiary)	0.51	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	36	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.00	3.17
Home health agency visits (last six months of life)	4.25	8.23	Community support (dollars per adult in poverty 60+)	\$2,012	\$570
Adults who went without care because of cost in past year (65+)	5.3	4.7	Adults with food insecurity (60+)	12.5%	13.4%
Co-payments (last two years of life)	\$4,773	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	24.2	9
Total Medicare spending per decedent (last two years of life)	\$74,716	\$78,635	Volunteerism among adults (65+)	35%	28%
State Rank in Cost Domain	24		State Rank in Caregiver & Community Domain	6	

## The Advanced Care Transformation Report 2020: #30: Arizona

Care Domain	Arizona	United States	Communication Domain	Arizona	United States
Home healthcare workers (per 1,000 adults aged 75+)	155	174	Hospital patients discharged without instructions for home recovery	0.15	14
Hospice emotional and spiritual support	90	90	Deaths at home	37%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.10	3.04
Hospice training family to care for patient	73	76	Medicare fee-for-service beneficiaries with advance care planning	5.44%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	21.2%	23.8%	State Rank in Communication Domain	21	
State Rank in Care Domain	22				

Cost Domain	Arizona	United States	Caregiver & Community Domain	Arizona	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	24.9	39.8	Patients who would definitely recommend the home health agency to friends and family	76%	78%
Hospice days per decedent (last six months of life)	35.5	27.3	Family willing to recommend this hospice	83%	84%
Hospital days (last two years of life)	12.3	14.2	Seniors with a dedicated healthcare provider (65+)	92.7	93.7
Intensive care days (last six months of life)	4.0	3.5	Caregivers (non-professional per Medicare beneficiary)	0.89	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	36.1	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	5.55	3.17
Home health agency visits (last six months of life)	6.75	8.23	Community support (dollars per adult in poverty 60+)	\$286	\$570
Adults who went without care because of cost in past year (65+)	3.8	4.7	Adults with food insecurity (60+)	14.7%	13.4%
Co-payments (last two years of life)	\$5,529	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	5.3	9
Total Medicare spending per decedent (last two years of life)	\$77,925	\$78,635	Volunteerism among adults (65+)	25%	28%
State Rank in Cost Domain	20		State Rank in Caregiver & Community Domain	34	

## The Advanced Care Transformation Report 2020: #39: Arkansas

Care Domain	Arkansas	United States	Communication Domain	Arkansas	United States
Home healthcare workers (per 1,000 adults aged 75+)	105	174	Hospital patients discharged without instructions for home recovery	0.15	14
Hospice emotional and spiritual support	91	90	Deaths at home	31%	32%
Hospice help for pain and symptoms	79	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.50	3.04
Hospice training family to care for patient	79	76	Medicare fee-for-service beneficiaries with advance care planning	4.06%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	27.1%	23.8%	State Rank in Communication Domain	31	
State Rank in Care Domain	27				

Cost Domain	Arkansas	United States	Caregiver & Community Domain	Arkansas	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	34.3	39.8	Patients who would definitely recommend the home health agency to friends and family	83%	78%
Hospice days per decedent (last six months of life)	26.1	27.3	Family willing to recommend this hospice	87%	84%
Hospital days (last two years of life)	12.5	14.2	Seniors with a dedicated healthcare provider (65+)	94.3	93.7
Intensive care days (last six months of life)	2.6	3.5	Caregivers (non-professional per Medicare beneficiary)	0.94	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	61.8	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.00	3.17
Home health agency visits (last six months of life)	8.20	8.23	Community support (dollars per adult in poverty 60+)	\$449	\$570
Adults who went without care because of cost in past year (65+)	5.7	4.7	Adults with food insecurity (60+)	15.7%	13.4%
Co-payments (last two years of life)	\$4,193	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	11.9	9
Total Medicare spending per decedent (last two years of life)	\$66,833	\$78,635	Volunteerism among adults (65+)	28.9%	28%
State Rank in Cost Domain	35		State Rank in Caregiver & Community Domain	37	

## The Advanced Care Transformation Report 2020: #21: California

Care Domain	California	United States	Communication Domain	California	United States
Home healthcare workers (per 1,000 adults aged 75+)	312	174	Hospital patients discharged without instructions for home recovery	0.15	14
Hospice emotional and spiritual support	88	90	Deaths at home	39%	32%
Hospice help for pain and symptoms	72	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.00	3.04
Hospice training family to care for patient	72	76	Medicare fee-for-service beneficiaries with advance care planning	4.66%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	24.8%	23.8%	State Rank in Communication Domain	13	
State Rank in Care Domain	4				

Cost Domain	California	United States	Caregiver & Community Domain	California	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	30.4	39.8	Patients who would definitely recommend the home health agency to friends and family	74%	78%
Hospice days per decedent (last six months of life)	26.6	27.3	Family willing to recommend this hospice	80%	84%
Hospital days (last two years of life)	15.5	14.2	Seniors with a dedicated healthcare provider (65+)	93.6	93.7
Intensive care days (last six months of life)	4.6	3.5	Caregivers (non-professional per Medicare beneficiary)	0.70	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	36.2	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	9.60	3.17
Home health agency visits (last six months of life)	8.51	8.23	Community support (dollars per adult in poverty 60+)	\$276	\$570
Adults who went without care because of cost in past year (65+)	2.8	4.7	Adults with food insecurity (60+)	13.8%	13.4%
Co-payments (last two years of life)	\$5,220	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	4.8	9
Total Medicare spending per decedent (last two years of life)	\$102,011	\$78,635	Volunteerism among adults (65+)	23.3%	28%
State Rank in Cost Domain	38		State Rank in Caregiver & Community Domain	26	

## The Advanced Care Transformation Report 2020: #19: Colorado

Care Domain	Colorado	United States	Communication Domain	Colorado	United States
Home healthcare workers (per 1,000 adults aged 75+)	149	174	Hospital patients discharged without instructions for home recovery	0.11	14
Hospice emotional and spiritual support	91	90	Deaths at home	34%	32%
Hospice help for pain and symptoms	72	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.50	3.04
Hospice training family to care for patient	73	76	Medicare fee-for-service beneficiaries with advance care planning	2.78%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	21.1%	23.8%	State Rank in Communication Domain	23	
State Rank in Care Domain	28				

Cost Domain	Colorado	United States	Caregiver & Community Domain	Colorado	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	20.3	39.8	Patients who would definitely recommend the home health agency to friends and family	77%	78%
Hospice days per decedent (last six months of life)	31.2	27.3	Family willing to recommend this hospice	82%	84%
Hospital days (last two years of life)	10.9	14.2	Seniors with a dedicated healthcare provider (65+)	93.8	93.7
Intensive care days (last six months of life)	2.0	3.5	Caregivers (non-professional per Medicare beneficiary)	1.22	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	31.2	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.30	3.17
Home health agency visits (last six months of life)	7.00	8.23	Community support (dollars per adult in poverty 60+)	\$427	\$570
Adults who went without care because of cost in past year (65+)	4.1	4.7	Adults with food insecurity (60+)	6.6%	13.4%
Co-payments (last two years of life)	\$3,923	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	7.5	9
Total Medicare spending per decedent (last two years of life)	\$71,660	\$78,635	Volunteerism among adults (65+)	31.7%	28%
State Rank in Cost Domain	11		State Rank in Caregiver & Community Domain	32	

## The Advanced Care Transformation Report 2020: #25: Connecticut

Care Domain	Connecticut	United States	Communication Domain	Connecticut	United States
Home healthcare workers (per 1,000 adults aged 75+)	192	174	Hospital patients discharged without instructions for home recovery	0.12	14
Hospice emotional and spiritual support	88	90	Deaths at home	28%	32%
Hospice help for pain and symptoms	73	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.10	3.04
Hospice training family to care for patient	74	76	Medicare fee-for-service beneficiaries with advance care planning	4.24%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	25%	23.8%	State Rank in Communication Domain	18	
State Rank in Care Domain	11				

Cost Domain	Connecticut	United States	Caregiver & Community Domain	Connecticut	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	38.6	39.8	Patients who would definitely recommend the home health agency to friends and family	77%	78%
Hospice days per decedent (last six months of life)	20.0	27.3	Family willing to recommend this hospice	83%	84%
Hospital days (last two years of life)	16.1	14.2	Seniors with a dedicated healthcare provider (65+)	95.4	93.7
Intensive care days (last six months of life)	3.3	3.5	Caregivers (non-professional per Medicare beneficiary)	0.82	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	46.2	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	8.75	3.17
Home health agency visits (last six months of life)	11.35	8.23	Community support (dollars per adult in poverty 60+)	\$446	\$570
Adults who went without care because of cost in past year (65+)	2.3	4.7	Adults with food insecurity (60+)	13.4%	13.4%
Co-payments (last two years of life)	\$4,499	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	6.4	9
Total Medicare spending per decedent (last two years of life)	\$89,587	\$78,635	Volunteerism among adults (65+)	30.7%	28%
State Rank in Cost Domain	42		State Rank in Caregiver & Community Domain	14	

## The Advanced Care Transformation Report 2020: #23: Delaware

Care Domain	Delaware	United States	Communication Domain	Delaware	United States
Home healthcare workers (per 1,000 adults aged 75+)	120	174	Hospital patients discharged without instructions for home recovery	0.13	14
Hospice emotional and spiritual support	88	90	Deaths at home	38%	32%
Hospice help for pain and symptoms	72	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.40	3.04
Hospice training family to care for patient	73	76	Medicare fee-for-service beneficiaries with advance care planning	4.65%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	21.2%	23.8%	State Rank in Communication Domain	16	
State Rank in Care Domain	36				

Cost Domain	Delaware	United States	Caregiver & Community Domain	Delaware	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	30	39.8	Patients who would definitely recommend the home health agency to friends and family	73%	78%
Hospice days per decedent (last six months of life)	34.7	27.3	Family willing to recommend this hospice	82%	84%
Hospital days (last two years of life)	15.8	14.2	Seniors with a dedicated healthcare provider (65+)	93.7	93.7
Intensive care days (last six months of life)	3.8	3.5	Caregivers (non-professional per Medicare beneficiary)	0.65	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	47.2	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	3.00	3.17
Home health agency visits (last six months of life)	7.01	8.23	Community support (dollars per adult in poverty 60+)	\$706	\$570
Adults who went without care because of cost in past year (65+)	4.3	4.7	Adults with food insecurity (60+)	10.6%	13.4%
Co-payments (last two years of life)	\$4,582	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	15.1	9
Total Medicare spending per decedent (last two years of life)	\$83,473	\$78,635	Volunteerism among adults (65+)	32%	28%
State Rank in Cost Domain	28		State Rank in Caregiver & Community Domain	21	

## The Advanced Care Transformation Report 2020: #3: District of Columbia

Care Domain	District of Columbia	United States	Communication Domain	District of Columbia	United States
Home healthcare workers (per 1,000 adults aged 75+)	371	174	Hospital patients discharged without instructions for home recovery	0.16	14%
Hospice emotional and spiritual support	-	90	Deaths at home	29%	32%
Hospice help for pain and symptoms	-	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.20	3.04
Hospice training family to care for patient	-	76	Medicare fee-for-service beneficiaries with advance care planning	3.56%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	20.6%	23.8%	State Rank in Communication Domain	44	
State Rank in Care Domain	1				

Cost Domain	District of Columbia	United States	Caregiver & Community Domain	District of Columbia	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	35.9	39.8	Patients who would definitely recommend the home health agency to friends and family	60%	78%
Hospice days per decedent (last six months of life)	21.9	27.3	Family willing to recommend this hospice	-	84%
Hospital days (last two years of life)	17.7	14.2	Seniors with a dedicated healthcare provider (65+)	92	93.7
Intensive care days (last six months of life)	3.0	3.5	Caregivers (non-professional per Medicare beneficiary)	1.39	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	38.3	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	13.50	3.17
Home health agency visits (last six months of life)	5.03	8.23	Community support (dollars per adult in poverty 60+)	\$1,389	\$570
Adults who went without care because of cost in past year (65+)	4.8	4.7	Adults with food insecurity (60+)	20.1	13.4%
Co-payments (last two years of life)	\$4,789	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	19.7	9
Total Medicare spending per decedent (last two years of life)	\$80,439	\$78,635	Volunteerism among adults (65+)	30.4%	28%
State Rank in Cost Domain	34		State Rank in Caregiver & Community Domain	3	

## The Advanced Care Transformation Report 2020: #47: Florida

Care Domain	Florida	United States	Communication Domain	Florida	United States
Home healthcare workers (per 1,000 adults aged 75+)	50	174	Hospital patients discharged without instructions for home recovery	0.17	14
Hospice emotional and spiritual support	88	90	Deaths at home	29%	32%
Hospice help for pain and symptoms	73	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.70	3.04
Hospice training family to care for patient	70	76	Medicare fee-for-service beneficiaries with advance care planning	6.29%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.1%	23.8%	State Rank in Communication Domain	11	
State Rank in Care Domain	51				

Cost Domain	Florida	United States	Caregiver & Community Domain	Florida	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	39.9	39.8	Patients who would definitely recommend the home health agency to friends and family	78%	78%
Hospice days per decedent (last six months of life)	28.9	27.3	Family willing to recommend this hospice	83%	84%
Hospital days (last two years of life)	15.6	14.2	Seniors with a dedicated healthcare provider (65+)	93.5	93.7
Intensive care days (last six months of life)	4.7	3.5	Caregivers (non-professional per Medicare beneficiary)	0.55	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	53.6	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.60	3.17
Home health agency visits (last six months of life)	12.18	8.23	Community support (dollars per adult in poverty 60+)	\$1,307	\$570
Adults who went without care because of cost in past year (65+)	3.9	4.7	Adults with food insecurity (60+)	12.7%	13.4%
Co-payments (last two years of life)	\$5,890	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	5.6	9
Total Medicare spending per decedent (last two years of life)	\$85,021	\$78,635	Volunteerism among adults (65+)	20.3%	28%
State Rank in Cost Domain	50		State Rank in Caregiver & Community Domain	36	

## The Advanced Care Transformation Report 2020: #45: Georgia

Care Domain	Georgia	United States	Communication Domain	Georgia	United States
Home healthcare workers (per 1,000 adults aged 75+)	85	174	Hospital patients discharged without instructions for home recovery	0.15	14
Hospice emotional and spiritual support	89	90	Deaths at home	34%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.60	3.04
Hospice training family to care for patient	76	76	Medicare fee-for-service beneficiaries with advance care planning	6.72%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.7%	23.8%	State Rank in Communication Domain	4	
State Rank in Care Domain	48				

Cost Domain	Georgia	United States	Caregiver & Community Domain	Georgia	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	34	39.8	Patients who would definitely recommend the home health agency to friends and family	80%	78%
Hospice days per decedent (last six months of life)	33.5	27.3	Family willing to recommend this hospice	83%	84%
Hospital days (last two years of life)	14.2	14.2	Seniors with a dedicated healthcare provider (65+)	92.5	93.7
Intensive care days (last six months of life)	3.0	3.5	Caregivers (non-professional per Medicare beneficiary)	0.91	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	50.2	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.25	3.17
Home health agency visits (last six months of life)	8.05	8.23	Community support (dollars per adult in poverty 60+)	\$190	\$570
Adults who went without care because of cost in past year (65+)	5.4	4.7	Adults with food insecurity (60+)	16%	13.4%
Co-payments (last two years of life)	\$4,564	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	5.3	9
Total Medicare spending per decedent (last two years of life)	\$71,939	\$78,635	Volunteerism among adults (65+)	19.7%	28%
State Rank in Cost Domain	29		State Rank in Caregiver & Community Domain	49	

## The Advanced Care Transformation Report 2020: #12: Hawaii

Care Domain	Hawaii	United States	Communication Domain	Hawaii	United States
Home healthcare workers (per 1,000 adults aged 75+)	117	174	Hospital patients discharged without instructions for home recovery	0.13	14
Hospice emotional and spiritual support	92	90	Deaths at home	39%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	4.60	3.04
Hospice training family to care for patient	78	76	Medicare fee-for-service beneficiaries with advance care planning	5.69%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.3%	23.8%	State Rank in Communication Domain	3	
State Rank in Care Domain	40				

Cost Domain	Hawaii	United States	Caregiver & Community Domain	Hawaii	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	16.6	39.8	Patients who would definitely recommend the home health agency to friends and family	80%	78%
Hospice days per decedent (last six months of life)	25.8	27.3	Family willing to recommend this hospice	88%	84%
Hospital days (last two years of life)	13.7	14.2	Seniors with a dedicated healthcare provider (65+)	95.7	93.7
Intensive care days (last six months of life)	3.3	3.5	Caregivers (non-professional per Medicare beneficiary)		0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	23.3	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	5.00	3.17
Home health agency visits (last six months of life)	2.89	8.23	Community support (dollars per adult in poverty 60+)	\$608	\$570
Adults who went without care because of cost in past year (65+)	4.2	4.7	Adults with food insecurity (60+)	9.2%	13.4%
Co-payments (last two years of life)	\$3,440	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	7	9
Total Medicare spending per decedent (last two years of life)	\$72,872	\$78,635	Volunteerism among adults (65+)	20.5%	28%
State Rank in Cost Domain	12		State Rank in Caregiver & Community Domain	25	

## The Advanced Care Transformation Report 2020: #22: Idaho

Care Domain	Idaho	United States	Communication Domain	Idaho	United States
Home healthcare workers (per 1,000 adults aged 75+)	158	174	Hospital patients discharged without instructions for home recovery	0.11	14
Hospice emotional and spiritual support	93	90	Deaths at home	41%	32%
Hospice help for pain and symptoms	77	75	Person- and family-centered care (composite indicator, scale 0-5.0)	0.50	3.04
Hospice training family to care for patient	77	76	Medicare fee-for-service beneficiaries with advance care planning	2.10%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	24.6%	23.8%	State Rank in Communication Domain	47	
State Rank in Care Domain	16				

Cost Domain	Idaho	United States	Caregiver & Community Domain	Idaho	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	17.6	39.8	Patients who would definitely recommend the home health agency to friends and family	80%	78%
Hospice days per decedent (last six months of life)	31.9	27.3	Family willing to recommend this hospice	86%	84%
Hospital days (last two years of life)	8.8	14.2	Seniors with a dedicated healthcare provider (65+)	91.3	93.7
Intensive care days (last six months of life)	1.5	3.5	Caregivers (non-professional per Medicare beneficiary)	1.51	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	32.3	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	8.81	8.23	Community support (dollars per adult in poverty 60+)	\$260	\$570
Adults who went without care because of cost in past year (65+)	3.8	4.7	Adults with food insecurity (60+)	8%	13.4%
Co-payments (last two years of life)	\$2,664	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	9.7	9
Total Medicare spending per decedent (last two years of life)	\$60,996	\$78,635	Volunteerism among adults (65+)	30.5%	28%
State Rank in Cost Domain	2		State Rank in Caregiver & Community Domain	33	

## The Advanced Care Transformation Report 2020: #33: Illinois

Care Domain	Illinois	United States	Communication Domain	Illinois	United States
Home healthcare workers (per 1,000 adults aged 75+)	138	174	Hospital patients discharged without instructions for home recovery	14	14
Hospice emotional and spiritual support	91	90	Deaths at home	31%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.93	3.04
Hospice training family to care for patient	77	76	Medicare fee-for-service beneficiaries with advance care planning	3.17%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.7%	23.8%	State Rank in Communication Domain	24	
State Rank in Care Domain	29				

Cost Domain	Illinois	United States	Caregiver & Community Domain	Illinois	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	40.2	39.8	Patients who would definitely recommend the home health agency to friends and family	74%	78%
Hospice days per decedent (last six months of life)	24.0	27.3	Family willing to recommend this hospice	84%	84%
Hospital days (last two years of life)	14.7	14.2	Seniors with a dedicated healthcare provider (65+)	93.5	93.7
Intensive care days (last six months of life)	3.7	3.5	Caregivers (non-professional per Medicare beneficiary)	1.06	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	54.8	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	5.85	3.17
Home health agency visits (last six months of life)	7.28	8.23	Community support (dollars per adult in poverty 60+)	\$372	\$570
Adults who went without care because of cost in past year (65+)	6	4.7	Adults with food insecurity (60+)	12.9%	13.4%
Co-payments (last two years of life)	\$4,777	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	10.9	9
Total Medicare spending per decedent (last two years of life)	\$80,888	\$78,635	Volunteerism among adults (65+)	27.8%	28%
State Rank in Cost Domain	47		State Rank in Caregiver & Community Domain	22	

## The Advanced Care Transformation Report 2020: #43: Indiana

Care Domain	Indiana	United States	Communication Domain	Indiana	United States
Home healthcare workers (per 1,000 adults aged 75+)	119	174	Hospital patients discharged without instructions for home recovery	13	14
Hospice emotional and spiritual support	90	90	Deaths at home	31%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	1.50	3.04
Hospice training family to care for patient	75	76	Medicare fee-for-service beneficiaries with advance care planning	3.47%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.5%	23.8%	State Rank in Communication Domain	45	
State Rank in Care Domain	34				

Cost Domain	Indiana	United States	Caregiver & Community Domain	Indiana	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	33.9	39.8	Patients who would definitely recommend the home health agency to friends and family	74%	78%
Hospice days per decedent (last six months of life)	26.8	27.3	Family willing to recommend this hospice	84%	84%
Hospital days (last two years of life)	12.4	14.2	Seniors with a dedicated healthcare provider (65+)	94.1	93.7
Intensive care days (last six months of life)	3.4	3.5	Caregivers (non-professional per Medicare beneficiary)	1.02	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	56.8	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.30	3.17
Home health agency visits (last six months of life)	5.78	8.23	Community support (dollars per adult in poverty 60+)	\$436	\$570
Adults who went without care because of cost in past year (65+)	3.6	4.7	Adults with food insecurity (60+)	12.3%	13.4%
Co-payments (last two years of life)	\$3,811	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	3.8	9
Total Medicare spending per decedent (last two years of life)	\$71,547	\$78,635	Volunteerism among adults (65+)	35.2%	28%
State Rank in Cost Domain	21		State Rank in Caregiver & Community Domain	43	

## The Advanced Care Transformation Report 2020: #17: Iowa

Care Domain	Iowa	United States
Home healthcare workers (per 1,000 adults aged 75+)	140	174
Hospice emotional and spiritual support	92	90
Hospice help for pain and symptoms	76	75
Hospice training family to care for patient	76	76
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	26.4%	23.8%
State Rank in Care Domain	18	

Communication Measures	Iowa	United States
Hospital patients discharged without instructions for home recovery	11	14
Deaths at home	25%	32%
Person- and family-centered care (composite indicator, scale 0-5.0)	2.00	3.04
Medicare fee-for-service beneficiaries with advance care planning	1.15%	4.14%
State Rank in Communication Domain	49	

Cost Domain	Iowa	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	24.8	39.8
Hospice days per decedent (last six months of life)	25.4	27.3
Hospital days (last two years of life)	10.8	14.2
Intensive care days (last six months of life)	2.1	3.5
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	48.9	49.4
Home health agency visits (last six months of life)	3.66	8.23
Adults who went without care because of cost in past year (65+)	2.9	4.7
Co-payments (last two years of life)	\$3,164	\$4,453
Total Medicare spending per decedent (last two years of life)	\$59,803	\$78,635
State Rank in Cost Domain	4	

Caregiver & Community Domain	Iowa	United States
Patients who would definitely recommend the home health agency to friends and family	80%	78%
Family willing to recommend this hospice	88%	84%
Seniors with a dedicated healthcare provider (65+)	95.4	93.7
Caregivers (non-professional per Medicare beneficiary)	1.92	0.95
Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.60	3.17
Community support (dollars per adult in poverty 60+)	\$592	\$570
Adults with food insecurity (60+)	12.1%	13.4%
Home-delivered meals (per 100 adults 60+ with independent living difficulty)	11.1	9
Volunteerism among adults (65+)	36.9%	28%
State Rank in Caregiver & Community Domain	18	



## The Advanced Care Transformation Report 2020: #26: Kansas

Care Domain	Kansas	United States	Communication Domain	Kansas	United States
Home healthcare workers (per 1,000 adults aged 75+)	147	174	Hospital patients discharged without instructions for home recovery	12	14
Hospice emotional and spiritual support	91	90	Deaths at home	28%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	1.50	3.04
Hospice training family to care for patient	75	76	Medicare fee-for-service beneficiaries with advance care planning	1.55%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	24.3%	23.8%	State Rank in Communication Domain	50	
State Rank in Care Domain	19				

Cost Domain	Kansas	United States	Caregiver & Community Domain	Kansas	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	31.4	39.8	Patients who would definitely recommend the home health agency to friends and family	81%	78%
Hospice days per decedent (last six months of life)	27.5	27.3	Family willing to recommend this hospice	85%	84%
Hospital days (last two years of life)	11.8	14.2	Seniors with a dedicated healthcare provider (65+)	93.5	93.7
Intensive care days (last six months of life)	2.7	3.5	Caregivers (non-professional per Medicare beneficiary)	1.57	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	51.3	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.60	3.17
Home health agency visits (last six months of life)	6.03	8.23	Community support (dollars per adult in poverty 60+)	\$432	\$570
Adults who went without care because of cost in past year (65+)	2.8	4.7	Adults with food insecurity (60+)	12.5%	13.4%
Co-payments (last two years of life)	\$3,823	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	13.6	9
Total Medicare spending per decedent (last two years of life)	\$67,710	\$78,635	Volunteerism among adults (65+)	36%	28%
State Rank in Cost Domain	18		State Rank in Caregiver & Community Domain	20	

## The Advanced Care Transformation Report 2020: #51: Kentucky

Care Domain	Kentucky	United States	Communication Domain	Kentucky	United States
Home healthcare workers (per 1,000 adults aged 75+)	69	174	Hospital patients discharged without instructions for home recovery	14	14
Hospice emotional and spiritual support	92	90	Deaths at home	32%	32%
Hospice help for pain and symptoms	80	75	Person- and family-centered care (composite indicator, scale 0-5.0)	1.50	3.04
Hospice training family to care for patient	80	76	Medicare fee-for-service beneficiaries with advance care planning	4.30%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	25.9%	23.8%	State Rank in Communication Domain	36	
State Rank in Care Domain	46				

Cost Domain	Kentucky	United States	Caregiver & Community Domain	Kentucky	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	40	39.8	Patients who would definitely recommend the home health agency to friends and family	84	78%
Hospice days per decedent (last six months of life)	19.6	27.3	Family willing to recommend this hospice	90	84%
Hospital days (last two years of life)	14.0	14.2	Seniors with a dedicated healthcare provider (65+)	94	93.7
Intensive care days (last six months of life)	3.6	3.5	Caregivers (non-professional per Medicare beneficiary)	1.33	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	76.6	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.30	3.17
Home health agency visits (last six months of life)	7.89	8.23	Community support (dollars per adult in poverty 60+)	\$231	\$570
Adults who went without care because of cost in past year (65+)	4.3	4.7	Adults with food insecurity (60+)	14.8%	13.4%
Co-payments (last two years of life)	\$3,731	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	4.4	9
Total Medicare spending per decedent (last two years of life)	\$67,200	\$78,635	Volunteerism among adults (65+)	18.9%	28%
State Rank in Cost Domain	44		State Rank in Caregiver & Community Domain	48	

## The Advanced Care Transformation Report 2020: #41: Louisiana

Care Domain	Louisiana	United States	Communication Domain	Louisiana	United States
Home healthcare workers (per 1,000 adults aged 75+)	160	174	Hospital patients discharged without instructions for home recovery	14	14
Hospice emotional and spiritual support	90	90	Deaths at home	36%	32%
Hospice help for pain and symptoms	79	75	Person- and family-centered care (composite indicator, scale 0-5.0)	4.90	3.04
Hospice training family to care for patient	82	76	Medicare fee-for-service beneficiaries with advance care planning	3.17%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	26.8%	23.8%	State Rank in Communication Domain	7	
State Rank in Care Domain	15				

Cost Domain	Louisiana	United States	Caregiver & Community Domain	Louisiana	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	37.6	39.8	Patients who would definitely recommend the home health agency to friends and family	83%	78%
Hospice days per decedent (last six months of life)	33.9	27.3	Family willing to recommend this hospice	87%	84%
Hospital days (last two years of life)	13.3	14.2	Seniors with a dedicated healthcare provider (65+)	92.9	93.7
Intensive care days (last six months of life)	3.7	3.5	Caregivers (non-professional per Medicare beneficiary)	0.72	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	65.8	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	10.47	8.23	Community support (dollars per adult in poverty 60+)	\$389	\$570
Adults who went without care because of cost in past year (65+)	5.4	4.7	Adults with food insecurity (60+)	19.8%	13.4%
Co-payments (last two years of life)	\$3,874	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	13.5	9
Total Medicare spending per decedent (last two years of life)	\$73,800	\$78,635	Volunteerism among adults (65+)	22%	28%
State Rank in Cost Domain	41		State Rank in Caregiver & Community Domain	47	

## The Advanced Care Transformation Report 2020: #16: Maine

Care Domain	Maine	United States	Communication Domain	Maine	United States
Home healthcare workers (per 1,000 adults aged 75+)	184	174	Hospital patients discharged without instructions for home recovery	11	14
Hospice emotional and spiritual support	92	90	Deaths at home	34%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.50	3.04
Hospice training family to care for patient	76	76	Medicare fee-for-service beneficiaries with advance care planning	1.84%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	23.9%	23.8%	State Rank in Communication Domain	42	
State Rank in Care Domain	14				

Cost Domain	Maine	United States	Caregiver & Community Domain	Maine	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	23.8	39.8	Patients who would definitely recommend the home health agency to friends and family	88%	78%
Hospice days per decedent (last six months of life)	27.8	27.3	Family willing to recommend this hospice	87%	84%
Hospital days (last two years of life)	12.1	14.2	Seniors with a dedicated healthcare provider (65+)	94.5	93.7
Intensive care days (last six months of life)	1.7	3.5	Caregivers (non-professional per Medicare beneficiary)	1.15	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	49.4	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	5.05	3.17
Home health agency visits (last six months of life)	6.56	8.23	Community support (dollars per adult in poverty 60+)	\$315	\$570
Adults who went without care because of cost in past year (65+)	3.1	4.7	Adults with food insecurity (60+)	15.5%	13.4%
Co-payments (last two years of life)	\$2,847	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	10.7	9
Total Medicare spending per decedent (last two years of life)	\$65,082	\$78,635	Volunteerism among adults (65+)	33.7%	28%
State Rank in Cost Domain	10		State Rank in Caregiver & Community Domain	23	

## The Advanced Care Transformation Report 2020: #34: Maryland

Care Domain	Maryland	United States	Communication Domain	Maryland	United States
Home healthcare workers (per 1,000 adults aged 75+)	111	174	Hospital patients discharged without instructions for home recovery	14	14
Hospice emotional and spiritual support	90	90	Deaths at home	31%	32%
Hospice help for pain and symptoms	73	75	Person- and family-centered care (composite indicator, scale 0-5.0)	1.50	3.04
Hospice training family to care for patient	73	76	Medicare fee-for-service beneficiaries with advance care planning	4.89%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	20.4%	23.8%	State Rank in Communication Domain	39	
State Rank in Care Domain	42				

Cost Domain	Maryland	United States	Caregiver & Community Domain	Maryland	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	32.6	39.8	Patients who would definitely recommend the home health agency to friends and family	75%	78%
Hospice days per decedent (last six months of life)	24.3	27.3	Family willing to recommend this hospice	86%	84%
Hospital days (last two years of life)	16.1	14.2	Seniors with a dedicated healthcare provider (65+)	96.5	93.7
Intensive care days (last six months of life)	2.2	3.5	Caregivers (non-professional per Medicare beneficiary)	0.75	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	46.7	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	5.10	3.17
Home health agency visits (last six months of life)	7.24	8.23	Community support (dollars per adult in poverty 60+)	\$331	\$570
Adults who went without care because of cost in past year (65+)	3.6	4.7	Adults with food insecurity (60+)	11.7%	13.4%
Co-payments (last two years of life)	\$5,134	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	3.8	9
Total Medicare spending per decedent (last two years of life)	\$92,558	\$78,635	Volunteerism among adults (65+)	38.2%	28%
State Rank in Cost Domain	32		State Rank in Caregiver & Community Domain	31	

## The Advanced Care Transformation Report 2020: #1: Massachusetts

Care Domain	Massachusetts	United States	Communication Domain	Massachusetts	United States
Home healthcare workers (per 1,000 adults aged 75+)	297	174	Hospital patients discharged without instructions for home recovery	11	14
Hospice emotional and spiritual support	90	90	Deaths at home	27%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.10	3.04
Hospice training family to care for patient	79	76	Medicare fee-for-service beneficiaries with advance care planning	3.49%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	24.3%	23.8%	State Rank in Communication Domain	26	
State Rank in Care Domain	5				

Cost Domain	Massachusetts	United States	Caregiver & Community Domain	Massachusetts	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	41.1	39.8	Patients who would definitely recommend the home health agency to friends and family	77%	78%
Hospice days per decedent (last six months of life)	26.6	27.3	Family willing to recommend this hospice	85%	84%
Hospital days (last two years of life)	15.9	14.2	Seniors with a dedicated healthcare provider (65+)	96.6	93.7
Intensive care days (last six months of life)	2.2	3.5	Caregivers (non-professional per Medicare beneficiary)	1.23	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	54.3	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	8.50	3.17
Home health agency visits (last six months of life)	10.42	8.23	Community support (dollars per adult in poverty 60+)	\$3,050	\$570
Adults who went without care because of cost in past year (65+)	4.3	4.7	Adults with food insecurity (60+)	11.4%	13.4%
Co-payments (last two years of life)	\$3,996	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	22.9	9
Total Medicare spending per decedent (last two years of life)	\$91,116	\$78,635	Volunteerism among adults (65+)	30.1%	28%
State Rank in Cost Domain	40		State Rank in Caregiver & Community Domain	1	

## The Advanced Care Transformation Report 2020: #27: Michigan

Care Domain	Michigan	United States	Communication Domain	Michigan	United States
Home healthcare workers (per 1,000 adults aged 75+)	116	174	Hospital patients discharged without instructions for home recovery	12	14
Hospice emotional and spiritual support	91	90	Deaths at home	35%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.50	3.04
Hospice training family to care for patient	75	76	Medicare fee-for-service beneficiaries with advance care planning	3.69%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	20.6%	23.8%	State Rank in Communication Domain	32	
State Rank in Care Domain	41				

Cost Domain	Michigan	United States	Caregiver & Community Domain	Michigan	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	41	39.8	Patients who would definitely recommend the home health agency to friends and family	75%	78%
Hospice days per decedent (last six months of life)	29.5	27.3	Family willing to recommend this hospice	85%	84%
Hospital days (last two years of life)	14.5	14.2	Seniors with a dedicated healthcare provider (65+)	95.1	93.7
Intensive care days (last six months of life)	3.6	3.5	Caregivers (non-professional per Medicare beneficiary)	1.34	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	55.4	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	3.60	3.17
Home health agency visits (last six months of life)	6.81	8.23	Community support (dollars per adult in poverty 60+)	\$384	\$570
Adults who went without care because of cost in past year (65+)	3.7	4.7	Adults with food insecurity (60+)	12.6%	13.4%
Co-payments (last two years of life)	\$4,131	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	16.6	9
Total Medicare spending per decedent (last two years of life)	\$74,944	\$78,635	Volunteerism among adults (65+)	26.1%	28%
State Rank in Cost Domain	27		State Rank in Caregiver & Community Domain	16	

## The Advanced Care Transformation Report 2020: #8: Minnesota

Care Domain	Minnesota	United States	Communication Domain	Minnesota	United States
Home healthcare workers (per 1,000 adults aged 75+)	371	174	Hospital patients discharged without instructions for home recovery	11	14
Hospice emotional and spiritual support	92	90	Deaths at home	30%	32%
Hospice help for pain and symptoms	73	75	Person- and family-centered care (composite indicator, scale 0-5.0)	5.00	3.04
Hospice training family to care for patient	74	76	Medicare fee-for-service beneficiaries with advance care planning	1.00%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	21%	23.8%	State Rank in Communication Domain	25	
State Rank in Care Domain	3				

Cost Domain	Minnesota	United States	Caregiver & Community Domain	Minnesota	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	30.1	39.8	Patients who would definitely recommend the home health agency to friends and family	77%	78%
Hospice days per decedent (last six months of life)	29.9	27.3	Family willing to recommend this hospice	86%	84%
Hospital days (last two years of life)	12.0	14.2	Seniors with a dedicated healthcare provider (65+)	91.9	93.7
Intensive care days (last six months of life)	1.7	3.5	Caregivers (non-professional per Medicare beneficiary)	1.27	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	36.6	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	5.75	3.17
Home health agency visits (last six months of life)	4.88	8.23	Community support (dollars per adult in poverty 60+)	\$299	\$570
Adults who went without care because of cost in past year (65+)	2.9	4.7	Adults with food insecurity (60+)	8.9%	13.4%
Co-payments (last two years of life)	\$3,103	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	7.1	9
Total Medicare spending per decedent (last two years of life)	\$71,873	\$78,635	Volunteerism among adults (65+)	43.3%	28%
State Rank in Cost Domain	7		State Rank in Caregiver & Community Domain	13	

## The Advanced Care Transformation Report 2020: #48: Mississippi

Care Domain	Mississippi	United States	Communication Domain	Mississippi	United States
Home healthcare workers (per 1,000 adults aged 75+)	72	174	Hospital patients discharged without instructions for home recovery	16	14
Hospice emotional and spiritual support	91	90	Deaths at home	33%	32%
Hospice help for pain and symptoms	79	75	Person- and family-centered care (composite indicator, scale 0-5.0)	5.50	3.04
Hospice training family to care for patient	80	76	Medicare fee-for-service beneficiaries with advance care planning	5.07%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	26.2%	23.8%	State Rank in Communication Domain	2	
State Rank in Care Domain	43				

Cost Domain	Mississippi	United States	Caregiver & Community Domain	Mississippi	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	37.6	39.8	Patients who would definitely recommend the home health agency to friends and family	85%	78%
Hospice days per decedent (last six months of life)	31.8	27.3	Family willing to recommend this hospice	88%	84%
Hospital days (last two years of life)	13.4	14.2	Seniors with a dedicated healthcare provider (65+)	93.6	93.7
Intensive care days (last six months of life)	3.0	3.5	Caregivers (non-professional per Medicare beneficiary)	0.91	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	70.2	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	10.92	8.23	Community support (dollars per adult in poverty 60+)	\$191	\$570
Adults who went without care because of cost in past year (65+)	5.8	4.7	Adults with food insecurity (60+)	17.7%	13.4%
Co-payments (last two years of life)	\$3,907	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	8	9
Total Medicare spending per decedent (last two years of life)	\$68,930	\$78,635	Volunteerism among adults (65+)	20.2%	28%
State Rank in Cost Domain	43		State Rank in Caregiver & Community Domain	50	

## The Advanced Care Transformation Report 2020: #31: Missouri

Care Domain	Missouri	United States	Communication Domain	Missouri	United States
Home healthcare workers (per 1,000 adults aged 75+)	198	174	Hospital patients discharged without instructions for home recovery	13	14
Hospice emotional and spiritual support	92	90	Deaths at home	33%	32%
Hospice help for pain and symptoms	76	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.80	3.04
Hospice training family to care for patient	78	76	Medicare fee-for-service beneficiaries with advance care planning	1.59%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.9%	23.8%	State Rank in Communication Domain	43	
State Rank in Care Domain	13				

Cost Domain	Missouri	United States	Caregiver & Community Domain	Missouri	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	36.7	39.8	Patients who would definitely recommend the home health agency to friends and family	81%	78%
Hospice days per decedent (last six months of life)	28.5	27.3	Family willing to recommend this hospice	85%	84%
Hospital days (last two years of life)	13.3	14.2	Seniors with a dedicated healthcare provider (65+)	94.2	93.7
Intensive care days (last six months of life)	3.5	3.5	Caregivers (non-professional per Medicare beneficiary)	0.86	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	56.6	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	4.75	8.23	Community support (dollars per adult in poverty 60+)	\$515	\$570
Adults who went without care because of cost in past year (65+)	4.1	4.7	Adults with food insecurity (60+)	11.8%	13.4%
Co-payments (last two years of life)	\$3,538	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	18	9
Total Medicare spending per decedent (last two years of life)	\$68,687	\$78,635	Volunteerism among adults (65+)	26.7%	28%
State Rank in Cost Domain	23		State Rank in Caregiver & Community Domain	30	

## The Advanced Care Transformation Report 2020: #14: Montana

Care Domain	Montana	United States	Communication Domain	Montana	United States
Home healthcare workers (per 1,000 adults aged 75+)	107	174	Hospital patients discharged without instructions for home recovery	13	14
Hospice emotional and spiritual support	91	90	Deaths at home	33%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.80	3.04
Hospice training family to care for patient	75	76	Medicare fee-for-service beneficiaries with advance care planning	1.72%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	24.8%	23.8%	State Rank in Communication Domain	41	
State Rank in Care Domain	33				

Cost Domain	Montana	United States	Caregiver & Community Domain	Montana	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	19.6	39.8	Patients who would definitely recommend the home health agency to friends and family	80%	78%
Hospice days per decedent (last six months of life)	22.8	27.3	Family willing to recommend this hospice	85%	84%
Hospital days (last two years of life)	10.7	14.2	Seniors with a dedicated healthcare provider (65+)	87.9	93.7
Intensive care days (last six months of life)	1.9	3.5	Caregivers (non-professional per Medicare beneficiary)	0.29	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	41.1	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	3.19	8.23	Community support (dollars per adult in poverty 60+)	\$849	\$570
Adults who went without care because of cost in past year (65+)	3.4	4.7	Adults with food insecurity (60+)	9.6%	13.4%
Co-payments (last two years of life)	\$2,474	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	24.2	9
Total Medicare spending per decedent (last two years of life)	\$57,873	\$78,635	Volunteerism among adults (65+)	35.1%	28%
State Rank in Cost Domain	1		State Rank in Caregiver & Community Domain	17	

## The Advanced Care Transformation Report 2020: #18: Nebraska

Care Domain	Nebraska	United States	Communication Domain	Nebraska	United States
Home healthcare workers (per 1,000 adults aged 75+)	108	174	Hospital patients discharged without instructions for home recovery	11	14
Hospice emotional and spiritual support	91	90	Deaths at home	25%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.70	3.04
Hospice training family to care for patient	74	76	Medicare fee-for-service beneficiaries with advance care planning	3.86%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.6%	23.8%	State Rank in Communication Domain	20	
State Rank in Care Domain	39				

Cost Domain	Nebraska	United States	Caregiver & Community Domain	Nebraska	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	27.1	39.8	Patients who would definitely recommend the home health agency to friends and family	80%	78%
Hospice days per decedent (last six months of life)	25.8	27.3	Family willing to recommend this hospice	85%	84%
Hospital days (last two years of life)	12.2	14.2	Seniors with a dedicated healthcare provider (65+)	93.6	93.7
Intensive care days (last six months of life)	2.9	3.5	Caregivers (non-professional per Medicare beneficiary)	0.84	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	48.3	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	5.13	8.23	Community support (dollars per adult in poverty 60+)	\$975	\$570
Adults who went without care because of cost in past year (65+)	3.1	4.7	Adults with food insecurity (60+)	11.4%	13.4%
Co-payments (last two years of life)	\$3,748	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	14.7	9
Total Medicare spending per decedent (last two years of life)	\$69,407	\$78,635	Volunteerism among adults (65+)	35.5%	28%
State Rank in Cost Domain	16		State Rank in Caregiver & Community Domain	24	

## The Advanced Care Transformation Report 2020: #49: Nevada

Care Domain	Nevada	United States	Communication Domain	Nevada	United States
Home healthcare workers (per 1,000 adults aged 75+)	92	174	Hospital patients discharged without instructions for home recovery	17	14
Hospice emotional and spiritual support	90	90	Deaths at home	36%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.80	3.04
Hospice training family to care for patient	75	76	Medicare fee-for-service beneficiaries with advance care planning	7.29%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	26.1%	23.8%	State Rank in Communication Domain	5	
State Rank in Care Domain	35				

Cost Domain	Nevada	United States	Caregiver & Community Domain	Nevada	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	35.5	39.8	Patients who would definitely recommend the home health agency to friends and family	75%	78%
Hospice days per decedent (last six months of life)	26.8	27.3	Family willing to recommend this hospice	84%	84%
Hospital days (last two years of life)	14.8	14.2	Seniors with a dedicated healthcare provider (65+)	90	93.7
Intensive care days (last six months of life)	4.0	3.5	Caregivers (non-professional per Medicare beneficiary)	0.29	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	42.2	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	3.00	3.17
Home health agency visits (last six months of life)	11.37	8.23	Community support (dollars per adult in poverty 60+)	\$201	\$570
Adults who went without care because of cost in past year (65+)	4.6	4.7	Adults with food insecurity (60+)	17.5%	13.4%
Co-payments (last two years of life)	\$5,740	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	11.4	9
Total Medicare spending per decedent (last two years of life)	\$88,912	\$78,635	Volunteerism among adults (65+)	24.1%	28%
State Rank in Cost Domain	48		State Rank in Caregiver & Community Domain	46	

## The Advanced Care Transformation Report 2020: #6: New Hampshire

Care Domain	New Hampshire	United States	Communication Domain	New Hampshire	United States
Home healthcare workers (per 1,000 adults aged 75+)	127	174	Hospital patients discharged without instructions for home recovery	11	14
Hospice emotional and spiritual support	91	90	Deaths at home	33%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.40	3.04
Hospice training family to care for patient	73	76	Medicare fee-for-service beneficiaries with advance care planning	1.16%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	25.7%	23.8%	State Rank in Communication Domain	35	
State Rank in Care Domain	20				

Cost Domain	New Hampshire	United States	Caregiver & Community Domain	New Hampshire	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	28	39.8	Patients who would definitely recommend the home health agency to friends and family	85%	78%
Hospice days per decedent (last six months of life)	26.9	27.3	Family willing to recommend this hospice	87%	84%
Hospital days (last two years of life)	13.5	14.2	Seniors with a dedicated healthcare provider (65+)	95.6	93.7
Intensive care days (last six months of life)	2.3	3.5	Caregivers (non-professional per Medicare beneficiary)	0.63	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	47.1	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.00	3.17
Home health agency visits (last six months of life)	7.21	8.23	Community support (dollars per adult in poverty 60+)	\$1,659	\$570
Adults who went without care because of cost in past year (65+)	4.7	4.7	Adults with food insecurity (60+)	10.7%	13.4%
Co-payments (last two years of life)	\$3,220	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	40.4	9
Total Medicare spending per decedent (last two years of life)	\$75,114	\$78,635	Volunteerism among adults (65+)	32.3%	28%
State Rank in Cost Domain	19		State Rank in Caregiver & Community Domain	5	

## The Advanced Care Transformation Report 2020: #32: New Jersey

Care Domain	New Jersey	United States	Communication Domain	New Jersey	United States
Home healthcare workers (per 1,000 adults aged 75+)	132	174	Hospital patients discharged without instructions for home recovery	17	14
Hospice emotional and spiritual support	89	90	Deaths at home	29%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.80	3.04
Hospice training family to care for patient	76	76	Medicare fee-for-service beneficiaries with advance care planning	5.42%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	23.7%	23.8%	State Rank in Communication Domain	22	
State Rank in Care Domain	26				

Cost Domain	New Jersey	United States	Caregiver & Community Domain	New Jersey	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	38.1	39.8	Patients who would definitely recommend the home health agency to friends and family	76%	78%
Hospice days per decedent (last six months of life)	22.9	27.3	Family willing to recommend this hospice	82%	84%
Hospital days (last two years of life)	17.8	14.2	Seniors with a dedicated healthcare provider (65+)	94	93.7
Intensive care days (last six months of life)	5.7	3.5	Caregivers (non-professional per Medicare beneficiary)	0.67	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	49.6	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	9.85	3.17
Home health agency visits (last six months of life)	6.09	8.23	Community support (dollars per adult in poverty 60+)	\$576	\$570
Adults who went without care because of cost in past year (65+)	4.9	4.7	Adults with food insecurity (60+)	9.8%	13.4%
Co-payments (last two years of life)	\$5,810	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	7.6	9
Total Medicare spending per decedent (last two years of life)	\$96,319	\$78,635	Volunteerism among adults (65+)	21.9%	28%
State Rank in Cost Domain	51		State Rank in Caregiver & Community Domain	12	

## The Advanced Care Transformation Report 2020: #20: New Mexico

Care Domain	New Mexico	United States	Communication Domain	New Mexico	United States
Home healthcare workers (per 1,000 adults aged 75+)	227	174	Hospital patients discharged without instructions for home recovery	16	14
Hospice emotional and spiritual support	90	90	Deaths at home	43%	32%
Hospice help for pain and symptoms	77	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.53	3.04
Hospice training family to care for patient	76	76	Medicare fee-for-service beneficiaries with advance care planning	1.70%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	23.8%	23.8%	State Rank in Communication Domain	38	
State Rank in Care Domain	8				

Cost Domain	New Mexico	United States	Caregiver & Community Domain	New Mexico	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	21.5	39.8	Patients who would definitely recommend the home health agency to friends and family	79	78%
Hospice days per decedent (last six months of life)	29.8	27.3	Family willing to recommend this hospice	85	84%
Hospital days (last two years of life)	11.7	14.2	Seniors with a dedicated healthcare provider (65+)	89.1	93.7
Intensive care days (last six months of life)	3.2	3.5	Caregivers (non-professional per Medicare beneficiary)	0.58	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	39.5	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	4.80	3.17
Home health agency visits (last six months of life)	8.28	8.23	Community support (dollars per adult in poverty 60+)	\$460	\$570
Adults who went without care because of cost in past year (65+)	3.2	4.7	Adults with food insecurity (60+)	17.7%	13.4%
Co-payments (last two years of life)	\$3,553	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	13.5	9
Total Medicare spending per decedent (last two years of life)	\$68,506	\$78,635	Volunteerism among adults (65+)	30.5%	28%
State Rank in Cost Domain	17		State Rank in Caregiver & Community Domain	28	

## The Advanced Care Transformation Report 2020: #15: New York

Care Domain	New York	United States	Communication Domain	New York	United States
Home healthcare workers (per 1,000 adults aged 75+)	398	174	Hospital patients discharged without instructions for home recovery	15	14
Hospice emotional and spiritual support	90	90	Deaths at home	28%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.49	3.04
Hospice training family to care for patient	78	76	Medicare fee-for-service beneficiaries with advance care planning	5.52%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	24.5%	23.8%	State Rank in Communication Domain	15	
State Rank in Care Domain	2				

Cost Domain	New York	United States	Caregiver & Community Domain	New York	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	37.3	39.8	Patients who would definitely recommend the home health agency to friends and family	73%	78%
Hospice days per decedent (last six months of life)	13.1	27.3	Family willing to recommend this hospice	86%	84%
Hospital days (last two years of life)	19.9	14.2	Seniors with a dedicated healthcare provider (65+)	93.1	93.7
Intensive care days (last six months of life)	2.9	3.5	Caregivers (non-professional per Medicare beneficiary)	0.85	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	46.8	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	9.10	3.17
Home health agency visits (last six months of life)	6.85	8.23	Community support (dollars per adult in poverty 60+)	\$973	\$570
Adults who went without care because of cost in past year (65+)	5.6	4.7	Adults with food insecurity (60+)	12.1%	13.4%
Co-payments (last two years of life)	\$5,313	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	10.3	9
Total Medicare spending per decedent (last two years of life)	\$95,660	\$78,635	Volunteerism among adults (65+)	22.2%	28%
State Rank in Cost Domain	49		State Rank in Caregiver & Community Domain	8	

## The Advanced Care Transformation Report 2020: #44: North Carolina

Care Domain	North Carolina	United States	Communication Domain	North Carolina	United States
Home healthcare workers (per 1,000 adults aged 75+)	106	174	Hospital patients discharged without instructions for home recovery	13	14
Hospice emotional and spiritual support	91	90	Deaths at home	33%	32%
Hospice help for pain and symptoms	78	75	Person- and family-centered care (composite indicator, scale 0-5.0)	1.50	3.04
Hospice training family to care for patient	79	76	Medicare fee-for-service beneficiaries with advance care planning	4.82%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	21.1%	23.8%	State Rank in Communication Domain	37	
State Rank in Care Domain	45				

Cost Domain	North Carolina	United States	Caregiver & Community Domain	North Carolina	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	30.9	39.8	Patients who would definitely recommend the home health agency to friends and family	82%	78%
Hospice days per decedent (last six months of life)	28.1	27.3	Family willing to recommend this hospice	89%	84%
Hospital days (last two years of life)	13.1	14.2	Seniors with a dedicated healthcare provider (65+)	96.3	93.7
Intensive care days (last six months of life)	3.3	3.5	Caregivers (non-professional per Medicare beneficiary)	1.11	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	49	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	7.17	8.23	Community support (dollars per adult in poverty 60+)	\$328	\$570
Adults who went without care because of cost in past year (65+)	4.4	4.7	Adults with food insecurity (60+)	17.8%	13.4%
Co-payments (last two years of life)	\$3,760	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	6.3	9
Total Medicare spending per decedent (last two years of life)	\$66,303	\$78,635	Volunteerism among adults (65+)	32.7%	28%
State Rank in Cost Domain	22		State Rank in Caregiver & Community Domain	44	

## The Advanced Care Transformation Report 2020: #11: North Dakota

Care Domain	North Dakota	United States	Communication Domain	North Dakota	United States
Home healthcare workers (per 1,000 adults aged 75+)	180	174	Hospital patients discharged without instructions for home recovery	13	14
Hospice emotional and spiritual support	91	90	Deaths at home	20%	32%
Hospice help for pain and symptoms	72	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.00	3.04
Hospice training family to care for patient	78	76	Medicare fee-for-service beneficiaries with advance care planning	0.59%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	19.1%	23.8%	State Rank in Communication Domain	51	
State Rank in Care Domain	25				

Cost Domain	North Dakota	United States	Caregiver & Community Domain	North Dakota	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	27.4	39.8	Patients who would definitely recommend the home health agency to friends and family	81%	78%
Hospice days per decedent (last six months of life)	16.5	27.3	Family willing to recommend this hospice	86%	84%
Hospital days (last two years of life)	11.6	14.2	Seniors with a dedicated healthcare provider (65+)	90.5	93.7
Intensive care days (last six months of life)	1.5	3.5	Caregivers (non-professional per Medicare beneficiary)	0.96	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	49.1	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	1.81	8.23	Community support (dollars per adult in poverty 60+)	\$905	\$570
Adults who went without care because of cost in past year (65+)	2.8	4.7	Adults with food insecurity (60+)	8.4%	13.4%
Co-payments (last two years of life)	\$2,948	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	25.7	9
Total Medicare spending per decedent (last two years of life)	\$55,876	\$78,635	Volunteerism among adults (65+)	38.7%	28%
State Rank in Cost Domain	3		State Rank in Caregiver & Community Domain	10	

## The Advanced Care Transformation Report 2020: #40: Ohio

Care Domain	Ohio	United States	Communication Domain	Ohio	United States
Home healthcare workers (per 1,000 adults aged 75+)	149	174	Hospital patients discharged without instructions for home recovery	11	14
Hospice emotional and spiritual support	91	90	Deaths at home	28%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.10	3.04
Hospice training family to care for patient	74	76	Medicare fee-for-service beneficiaries with advance care planning	2.72%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.9%	23.8%	State Rank in Communication Domain	34	
State Rank in Care Domain	21				

Cost Domain	Ohio	United States	Caregiver & Community Domain	Ohio	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	38.8	39.8	Patients who would definitely recommend the home health agency to friends and family	74%	78%
Hospice days per decedent (last six months of life)	30.9	27.3	Family willing to recommend this hospice	84%	84%
Hospital days (last two years of life)	13.0	14.2	Seniors with a dedicated healthcare provider (65+)	93.7	93.7
Intensive care days (last six months of life)	3.6	3.5	Caregivers (non-professional per Medicare beneficiary)	1.15	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	57	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.30	3.17
Home health agency visits (last six months of life)	8.03	8.23	Community support (dollars per adult in poverty 60+)	\$332	\$570
Adults who went without care because of cost in past year (65+)	4.2	4.7	Adults with food insecurity (60+)	12.9%	13.4%
Co-payments (last two years of life)	\$4,047	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	10.3	9
Total Medicare spending per decedent (last two years of life)	\$74,576	\$78,635	Volunteerism among adults (65+)	30.3%	28%
State Rank in Cost Domain	33		State Rank in Caregiver & Community Domain	39	

## The Advanced Care Transformation Report 2020: #37: Oklahoma

Care Domain	Oklahoma	United States	Communication Domain	Oklahoma	United States
Home healthcare workers (per 1,000 adults aged 75+)	81	174	Hospital patients discharged without instructions for home recovery	14	14
Hospice emotional and spiritual support	90	90	Deaths at home	34%	32%
Hospice help for pain and symptoms	77	75	Person- and family-centered care (composite indicator, scale 0-5.0)	4.20	3.04
Hospice training family to care for patient	77	76	Medicare fee-for-service beneficiaries with advance care planning	3.76%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	28%	23.8%	State Rank in Communication Domain	8	
State Rank in Care Domain	32				

Cost Domain	Oklahoma	United States	Caregiver & Community Domain	Oklahoma	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	35.5	39.8	Patients who would definitely recommend the home health agency to friends and family	81%	78%
Hospice days per decedent (last six months of life)	33.4	27.3	Family willing to recommend this hospice	84%	84%
Hospital days (last two years of life)	12.8	14.2	Seniors with a dedicated healthcare provider (65+)	94.1	93.7
Intensive care days (last six months of life)	3.5	3.5	Caregivers (non-professional per Medicare beneficiary)	1.35	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	59.9	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.30	3.17
Home health agency visits (last six months of life)	11.94	8.23	Community support (dollars per adult in poverty 60+)	\$262	\$570
Adults who went without care because of cost in past year (65+)	4.8	4.7	Adults with food insecurity (60+)	15.7%	13.4%
Co-payments (last two years of life)	\$3,771	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	6.7	9
Total Medicare spending per decedent (last two years of life)	\$71,719	\$78,635	Volunteerism among adults (65+)	33%	28%
State Rank in Cost Domain	36		State Rank in Caregiver & Community Domain	40	

## The Advanced Care Transformation Report 2020: #7: Oregon

Care Domain	Oregon	United States	Communication Domain	Oregon	United States
Home healthcare workers (per 1,000 adults aged 75+)	159	174	Hospital patients discharged without instructions for home recovery	11	14
Hospice emotional and spiritual support	92	90	Deaths at home	43%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	4.00	3.04
Hospice training family to care for patient	75	76	Medicare fee-for-service beneficiaries with advance care planning	2.31%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	24.2%	23.8%	State Rank in Communication Domain	12	
State Rank in Care Domain	17				

Cost Domain	Oregon	United States	Caregiver & Community Domain	Oregon	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	19.9	39.8	Patients who would definitely recommend the home health agency to friends and family	76%	78%
Hospice days per decedent (last six months of life)	28.2	27.3	Family willing to recommend this hospice	86%	84%
Hospital days (last two years of life)	10.8	14.2	Seniors with a dedicated healthcare provider (65+)	91.6	93.7
Intensive care days (last six months of life)	1.8	3.5	Caregivers (non-professional per Medicare beneficiary)	0.84	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	33.9	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	9.30	3.17
Home health agency visits (last six months of life)	5.62	8.23	Community support (dollars per adult in poverty 60+)	\$368	\$570
Adults who went without care because of cost in past year (65+)	4	4.7	Adults with food insecurity (60+)	11.1%	13.4%
Co-payments (last two years of life)	\$3,464	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	11.1	9
Total Medicare spending per decedent (last two years of life)	\$65,955	\$78,635	Volunteerism among adults (65+)	36.5%	28%
State Rank in Cost Domain	5		State Rank in Caregiver & Community Domain	11	

## The Advanced Care Transformation Report 2020: #28: Pennsylvania

Care Domain	Pennsylvania	United States	Communication Domain	Pennsylvania	United States
Home healthcare workers (per 1,000 adults aged 75+)	212	174	Hospital patients discharged without instructions for home recovery	12	14
Hospice emotional and spiritual support	91	90	Deaths at home	29%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.70	3.04
Hospice training family to care for patient	75	76	Medicare fee-for-service beneficiaries with advance care planning	2.66%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	21.9%	23.8%	State Rank in Communication Domain	29	
State Rank in Care Domain	12				

Cost Domain	Pennsylvania	United States	Caregiver & Community Domain	Pennsylvania	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	36.1	39.8	Patients who would definitely recommend the home health agency to friends and family	79%	78%
Hospice days per decedent (last six months of life)	24.0	27.3	Family willing to recommend this hospice	85%	84%
Hospital days (last two years of life)	14.4	14.2	Seniors with a dedicated healthcare provider (65+)	95.3	93.7
Intensive care days (last six months of life)	3.9	3.5	Caregivers (non-professional per Medicare beneficiary)	0.95	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	51.7	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	3.10	3.17
Home health agency visits (last six months of life)	7.89	8.23	Community support (dollars per adult in poverty 60+)	\$1,120	\$570
Adults who went without care because of cost in past year (65+)	4.2	4.7	Adults with food insecurity (60+)	14.7%	13.4%
Co-payments (last two years of life)	\$4,249	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	8.1	9
Total Medicare spending per decedent (last two years of life)	\$76,402	\$78,635	Volunteerism among adults (65+)	32.8%	28%
State Rank in Cost Domain	37		State Rank in Caregiver & Community Domain	19	

## The Advanced Care Transformation Report 2020: #29: Rhode Island

Care Domain	Rhode Island	United States	Communication Domain	Rhode Island	United States
Home healthcare workers (per 1,000 adults aged 75+)	123	174	Hospital patients discharged without instructions for home recovery	13	14
Hospice emotional and spiritual support	90	90	Deaths at home	26%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.10	3.04
Hospice training family to care for patient	78	76	Medicare fee-for-service beneficiaries with advance care planning	4.43%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	26.1%	23.8%	State Rank in Communication Domain	27	
State Rank in Care Domain	24				

Cost Domain	Rhode Island	United States	Caregiver & Community Domain	Rhode Island	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	35.9	39.8	Patients who would definitely recommend the home health agency to friends and family	79%	78%
Hospice days per decedent (last six months of life)	26.1	27.3	Family willing to recommend this hospice	84%	84%
Hospital days (last two years of life)	14.4	14.2	Seniors with a dedicated healthcare provider (65+)	96.1	93.7
Intensive care days (last six months of life)	2.3	3.5	Caregivers (non-professional per Medicare beneficiary)	0.69	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	54	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	8.50	3.17
Home health agency visits (last six months of life)	10.22	8.23	Community support (dollars per adult in poverty 60+)	\$224	\$570
Adults who went without care because of cost in past year (65+)	3.1	4.7	Adults with food insecurity (60+)	13.9%	13.4%
Co-payments (last two years of life)	\$4,037	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	5.8	9
Total Medicare spending per decedent (last two years of life)	\$81,614	\$78,635	Volunteerism among adults (65+)	28.4%	28%
State Rank in Cost Domain	30		State Rank in Caregiver & Community Domain	27	

## The Advanced Care Transformation Report 2020: #36: South Carolina

Care Domain	South Carolina	United States	Communication Domain	South Carolina	United States
Home healthcare workers (per 1,000 adults aged 75+)	91	174	Hospital patients discharged without instructions for home recovery	14	14
Hospice emotional and spiritual support	90	90	Deaths at home	37%	32%
Hospice help for pain and symptoms	77	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.61	3.04
Hospice training family to care for patient	78	76	Medicare fee-for-service beneficiaries with advance care planning	5.20%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	19.5%	23.8%	State Rank in Communication Domain	10	
State Rank in Care Domain	50				

Cost Domain	South Carolina	United States	Caregiver & Community Domain	South Carolina	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	28.3	39.8	Patients who would definitely recommend the home health agency to friends and family	83%	78%
Hospice days per decedent (last six months of life)	34.2	27.3	Family willing to recommend this hospice	86%	84%
Hospital days (last two years of life)	13.5	14.2	Seniors with a dedicated healthcare provider (65+)	94.5	93.7
Intensive care days (last six months of life)	3.2	3.5	Caregivers (non-professional per Medicare beneficiary)	0.70	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	45.6	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.00	3.17
Home health agency visits (last six months of life)	8.00	8.23	Community support (dollars per adult in poverty 60+)	\$235	\$570
Adults who went without care because of cost in past year (65+)	5	4.7	Adults with food insecurity (60+)	15.8%	13.4%
Co-payments (last two years of life)	\$4,412	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	8.1	9
Total Medicare spending per decedent (last two years of life)	\$69,907	\$78,635	Volunteerism among adults (65+)	31.9%	28%
State Rank in Cost Domain	25		State Rank in Caregiver & Community Domain	45	

## The Advanced Care Transformation Report 2020: #24: South Dakota

Care Domain	South Dakota	United States	Communication Domain	South Dakota	United States
Home healthcare workers (per 1,000 adults aged 75+)	84	174	Hospital patients discharged without instructions for home recovery	12	14
Hospice emotional and spiritual support	90	90	Deaths at home	20%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.70	3.04
Hospice training family to care for patient	75	76	Medicare fee-for-service beneficiaries with advance care planning	2.44%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	21.3%	23.8%	State Rank in Communication Domain	46	
State Rank in Care Domain	49				

Cost Domain	South Dakota	United States	Caregiver & Community Domain	South Dakota	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	25.3	39.8	Patients who would definitely recommend the home health agency to friends and family	83%	78%
Hospice days per decedent (last six months of life)	18.9	27.3	Family willing to recommend this hospice	86%	84%
Hospital days (last two years of life)	10.9	14.2	Seniors with a dedicated healthcare provider (65+)	91.9	93.7
Intensive care days (last six months of life)	2.0	3.5	Caregivers (non-professional per Medicare beneficiary)	0.64	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	50.5	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	2.55	8.23	Community support (dollars per adult in poverty 60+)	\$812	\$570
Adults who went without care because of cost in past year (65+)	3	4.7	Adults with food insecurity (60+)	13.6%	13.4%
Co-payments (last two years of life)	\$2,706	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	14.6	9
Total Medicare spending per decedent (last two years of life)	\$58,863	\$78,635	Volunteerism among adults (65+)	36.8%	28%
State Rank in Cost Domain	6		State Rank in Caregiver & Community Domain	29	

## The Advanced Care Transformation Report 2020: #50: Tennessee

Care Domain	Tennessee	United States	Communication Domain	Tennessee	United States
Home healthcare workers (per 1,000 adults aged 75+)	64	174	Hospital patients discharged without instructions for home recovery	15	14
Hospice emotional and spiritual support	90	90	Deaths at home	34%	32%
Hospice help for pain and symptoms	77	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.80	3.04
Hospice training family to care for patient	78	76	Medicare fee-for-service beneficiaries with advance care planning	5.47%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	26.2%	23.8%	State Rank in Communication Domain	14	
State Rank in Care Domain	47				

Cost Domain	Tennessee	United States	Caregiver & Community Domain	Tennessee	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	34.4	39.8	Patients who would definitely recommend the home health agency to friends and family	82%	78%
Hospice days per decedent (last six months of life)	26.0	27.3	Family willing to recommend this hospice	86%	84%
Hospital days (last two years of life)	13.4	14.2	Seniors with a dedicated healthcare provider (65+)	94.8	93.7
Intensive care days (last six months of life)	3.4	3.5	Caregivers (non-professional per Medicare beneficiary)	0.82	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	59.3	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	9.87	8.23	Community support (dollars per adult in poverty 60+)	\$218	\$570
Adults who went without care because of cost in past year (65+)	4.8	4.7	Adults with food insecurity (60+)	14.6%	13.4%
Co-payments (last two years of life)	\$4,382	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	3.8	9
Total Medicare spending per decedent (last two years of life)	\$68,314	\$78,635	Volunteerism among adults (65+)	27.6%	28%
State Rank in Cost Domain	39		State Rank in Caregiver & Community Domain	51	

## The Advanced Care Transformation Report 2020: #38: Texas

Care Domain	Texas	United States	Communication Domain	Texas	United States
Home healthcare workers (per 1,000 adults aged 75+)	216	174	Hospital patients discharged without instructions for home recovery	14	14
Hospice emotional and spiritual support	89	90	Deaths at home	34%	32%
Hospice help for pain and symptoms	75	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.90	3.04
Hospice training family to care for patient	76	76	Medicare fee-for-service beneficiaries with advance care planning	5.29%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	26.2%	23.8%	State Rank in Communication Domain	6	
State Rank in Care Domain	6				

Cost Domain	Texas	United States	Caregiver & Community Domain	Texas	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	33.4	39.8	Patients who would definitely recommend the home health agency to friends and family	79%	78%
Hospice days per decedent (last six months of life)	33.6	27.3	Family willing to recommend this hospice	82%	84%
Hospital days (last two years of life)	13.7	14.2	Seniors with a dedicated healthcare provider (65+)	91.6	93.7
Intensive care days (last six months of life)	3.9	3.5	Caregivers (non-professional per Medicare beneficiary)	1.12	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	53.2	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.80	3.17
Home health agency visits (last six months of life)	11.75	8.23	Community support (dollars per adult in poverty 60+)	\$189	\$570
Adults who went without care because of cost in past year (65+)	5.2	4.7	Adults with food insecurity (60+)	17.9%	13.4%
Co-payments (last two years of life)	\$5,033	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	9	9
Total Medicare spending per decedent (last two years of life)	\$85,046	\$78,635	Volunteerism among adults (65+)	27.5%	28%
State Rank in Cost Domain	45		State Rank in Caregiver & Community Domain	42	

## The Advanced Care Transformation Report 2020: #5: Utah

Care Domain	Utah	United States	Communication Domain	Utah	United States
Home healthcare workers (per 1,000 adults aged 75+)	119	174	Hospital patients discharged without instructions for home recovery	11	14
Hospice emotional and spiritual support	91	90	Deaths at home	46%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.10	3.04
Hospice training family to care for patient	76	76	Medicare fee-for-service beneficiaries with advance care planning	5.11%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.2%	23.8%	State Rank in Communication Domain	1	
State Rank in Care Domain	37				

Cost Domain	Utah	United States	Caregiver & Community Domain	Utah	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	18	39.8	Patients who would definitely recommend the home health agency to friends and family	78	78%
Hospice days per decedent (last six months of life)	39.8	27.3	Family willing to recommend this hospice	85	84%
Hospital days (last two years of life)	8.0	14.2	Seniors with a dedicated healthcare provider (65+)	92.5	93.7
Intensive care days (last six months of life)	1.7	3.5	Caregivers (non-professional per Medicare beneficiary)	2.31	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	27.9	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	1.00	3.17
Home health agency visits (last six months of life)	13.37	8.23	Community support (dollars per adult in poverty 60+)	\$746	\$570
Adults who went without care because of cost in past year (65+)	4	4.7	Adults with food insecurity (60+)	10.4%	13.4%
Co-payments (last two years of life)	\$3,352	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	17.6	9
Total Medicare spending per decedent (last two years of life)	\$68,070	\$78,635	Volunteerism among adults (65+)	44.6%	28%
State Rank in Cost Domain	9		State Rank in Caregiver & Community Domain	7	

## The Advanced Care Transformation Report 2020: #4: Vermont

Care Domain	Vermont	United States	Communication Domain	Vermont	United States
Home healthcare workers (per 1,000 adults aged 75+)	190	174	Hospital patients discharged without instructions for home recovery	9%	14%
Hospice emotional and spiritual support	90	90	Deaths at home	34%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.07	3.04
Hospice training family to care for patient	77	76	Medicare fee-for-service beneficiaries with advance care planning	0.68%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	30.6%	23.8%	State Rank in Communication Domain	30	
State Rank in Care Domain	7				

Cost Domain	Vermont	United States	Caregiver & Community Domain	Vermont	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	24.5	39.8	Patients who would definitely recommend the home health agency to friends and family	84%	78%
Hospice days per decedent (last six months of life)	26.1	27.3	Family willing to recommend this hospice	90%	84%
Hospital days (last two years of life)	13.0	14.2	Seniors with a dedicated healthcare provider (65+)	94.4	93.7
Intensive care days (last six months of life)	1.3	3.5	Caregivers (non-professional per Medicare beneficiary)	0.81	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	39.4	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	6.50	3.17
Home health agency visits (last six months of life)	8.33	8.23	Community support (dollars per adult in poverty 60+)	\$1,163	\$570
Adults who went without care because of cost in past year (65+)	3.9	4.7	Adults with food insecurity (60+)	10.3%	13.4%
Co-payments (last two years of life)	\$3,234	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	30.4	9
Total Medicare spending per decedent (last two years of life)	\$62,791	\$78,635	Volunteerism among adults (65+)	33.6%	28%
State Rank in Cost Domain	14		State Rank in Caregiver & Community Domain	4	

## The Advanced Care Transformation Report 2020: #42: Virginia

Care Domain	Virginia	United States	Communication Domain	Virginia	United States
Home healthcare workers (per 1,000 adults aged 75+)	114	174	Hospital patients discharged without instructions for home recovery	14	14
Hospice emotional and spiritual support	90	90	Deaths at home	36%	32%
Hospice help for pain and symptoms	74	75	Person- and family-centered care (composite indicator, scale 0-5.0)	1.50	3.04
Hospice training family to care for patient	76	76	Medicare fee-for-service beneficiaries with advance care planning	3.93%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	22.6%	23.8%	State Rank in Communication Domain	40	
State Rank in Care Domain	38				

Cost Domain	Virginia	United States	Caregiver & Community Domain	Virginia	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	29.7	39.8	Patients who would definitely recommend the home health agency to friends and family	78%	78%
Hospice days per decedent (last six months of life)	28.0	27.3	Family willing to recommend this hospice	83%	84%
Hospital days (last two years of life)	13.8	14.2	Seniors with a dedicated healthcare provider (65+)	93.6	93.7
Intensive care days (last six months of life)	3.9	3.5	Caregivers (non-professional per Medicare beneficiary)	1.33	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	42.8	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	8.09	8.23	Community support (dollars per adult in poverty 60+)	\$306	\$570
Adults who went without care because of cost in past year (65+)	3.8	4.7	Adults with food insecurity (60+)	9.7%	13.4%
Co-payments (last two years of life)	\$4,388	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	4.7	9
Total Medicare spending per decedent (last two years of life)	\$69,456	\$78,635	Volunteerism among adults (65+)	33.5%	28%
State Rank in Cost Domain	26		State Rank in Caregiver & Community Domain	41	

## The Advanced Care Transformation Report 2020: #9: Washington

Care Domain	Washington	United States	Communication Domain	Washington	United States
Home healthcare workers (per 1,000 adults aged 75+)	145	174	Hospital patients discharged without instructions for home recovery	12	14
Hospice emotional and spiritual support	91	90	Deaths at home	39%	32%
Hospice help for pain and symptoms	73	75	Person- and family-centered care (composite indicator, scale 0-5.0)	4.30	3.04
Hospice training family to care for patient	74	76	Medicare fee-for-service beneficiaries with advance care planning	3.48%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	23%	23.8%	State Rank in Communication Domain	9	
State Rank in Care Domain	23				

Cost Domain	Washington	United States	Caregiver & Community Domain	Washington	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	21.5	39.8	Patients who would definitely recommend the home health agency to friends and family	77%	78%
Hospice days per decedent (last six months of life)	24.1	27.3	Family willing to recommend this hospice	87%	84%
Hospital days (last two years of life)	12.5	14.2	Seniors with a dedicated healthcare provider (65+)	93.4	93.7
Intensive care days (last six months of life)	2.3	3.5	Caregivers (non-professional per Medicare beneficiary)	1.39	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	32.7	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	10.25	3.17
Home health agency visits (last six months of life)	5.65	8.23	Community support (dollars per adult in poverty 60+)	\$260	\$570
Adults who went without care because of cost in past year (65+)	4.1	4.7	Adults with food insecurity (60+)	10.6%	13.4%
Co-payments (last two years of life)	\$3,458	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	6.3	9
Total Medicare spending per decedent (last two years of life)	\$68,343	\$78,635	Volunteerism among adults (65+)	36.8%	28%
State Rank in Cost Domain	13		State Rank in Caregiver & Community Domain	9	

## The Advanced Care Transformation Report 2020: #46: West Virginia

Care Domain	West Virginia	United States	Communication Domain	West Virginia	United States
Home healthcare workers (per 1,000 adults aged 75+)	100	174	Hospital patients discharged without instructions for home recovery	14	14
Hospice emotional and spiritual support	91	90	Deaths at home	33%	32%
Hospice help for pain and symptoms	78	75	Person- and family-centered care (composite indicator, scale 0-5.0)	3.10	3.04
Hospice training family to care for patient	76	76	Medicare fee-for-service beneficiaries with advance care planning	3.03%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	26.1%	23.8%	State Rank in Communication Domain	28	
State Rank in Care Domain	30				

Cost Domain	West Virginia	United States	Caregiver & Community Domain	West Virginia	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	43.4	39.8	Patients who would definitely recommend the home health agency to friends and family	85%	78%
Hospice days per decedent (last six months of life)	22.2	27.3	Family willing to recommend this hospice	89%	84%
Hospital days (last two years of life)	14.9	14.2	Seniors with a dedicated healthcare provider (65+)	94	93.7
Intensive care days (last six months of life)	4.5	3.5	Caregivers (non-professional per Medicare beneficiary)	1.68	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	75	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Home health agency visits (last six months of life)	8.07	8.23	Community support (dollars per adult in poverty 60+)	\$348	\$570
Adults who went without care because of cost in past year (65+)	4.5	4.7	Adults with food insecurity (60+)	17.8%	13.4%
Co-payments (last two years of life)	\$3,712	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	10.8	9
Total Medicare spending per decedent (last two years of life)	\$66,905	\$78,635	Volunteerism among adults (65+)	31%	28%
State Rank in Cost Domain	46		State Rank in Caregiver & Community Domain	35	

## The Advanced Care Transformation Report 2020: #13: Wisconsin

Care Domain	Wisconsin	United States	Communication Domain	Wisconsin	United States
Home healthcare workers (per 1,000 adults aged 75+)	234	174	Hospital patients discharged without instructions for home recovery	10	14
Hospice emotional and spiritual support	92	90	Deaths at home	29%	32%
Hospice help for pain and symptoms	73	75	Person- and family-centered care (composite indicator, scale 0-5.0)	2.68	3.04
Hospice training family to care for patient	71	76	Medicare fee-for-service beneficiaries with advance care planning	0.76%	4.14%
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	21.9%	23.8%	State Rank in Communication Domain	48	
State Rank in Care Domain	10				

Cost Domain	Wisconsin	United States	Caregiver & Community Domain	Wisconsin	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	28.1	39.8	Patients who would definitely recommend the home health agency to friends and family	77%	78%
Hospice days per decedent (last six months of life)	31.9	27.3	Family willing to recommend this hospice	84%	84%
Hospital days (last two years of life)	12.0	14.2	Seniors with a dedicated healthcare provider (65+)	94.5	93.7
Intensive care days (last six months of life)	1.8	3.5	Caregivers (non-professional per Medicare beneficiary)	0.91	0.95
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	45	49.4	Policies supporting working caregivers (composite indicator, scale 0-9.0)	3.60	3.17
Home health agency visits (last six months of life)	4.74	8.23	Community support (dollars per adult in poverty 60+)	\$501	\$570
Adults who went without care because of cost in past year (65+)	3.3	4.7	Adults with food insecurity (60+)	10.2%	13.4%
Co-payments (last two years of life)	\$3,021	\$4,453	Home-delivered meals (per 100 adults 60+ with independent living difficulty)	14.1	9
Total Medicare spending per decedent (last two years of life)	\$65,460	\$78,635	Volunteerism among adults (65+)	37.1%	28%
State Rank in Cost Domain	8		State Rank in Caregiver & Community Domain	15	

## The Advanced Care Transformation Report 2020: #2: Wyoming

Care Domain	Wyoming	United States
Home healthcare workers (per 1,000 adults aged 75+)	96	174
Hospice emotional and spiritual support	92	90
Hospice help for pain and symptoms	80	75
Hospice training family to care for patient	78	76
Adults getting the help needed when they contacted their home health provider (last 2 months of care)	26.6%	23.8%
State Rank in Care Domain	31	

Communication Domain	Wyoming	United States
Hospital patients discharged without instructions for home recovery	11	14
Deaths at home	33%	32%
Person- and family-centered care (composite indicator, scale 0-5.0)	4.30	3.04
Medicare fee-for-service beneficiaries with advance care planning	1.65%	4.14%
State Rank in Communication Domain	19	

Cost Domain	Wyoming	United States
30-day hospital readmissions (per 1,000 Medicare beneficiaries 65+)	21.2	39.8
Hospice days per decedent (last six months of life)	12.1	27.3
Hospital days (last two years of life)	10.7	14.2
Intensive care days (last six months of life)	1.6	3.5
Preventable hospitalization (per 1000 Medicare beneficiaries 65+)	43.1	49.4
Home health agency visits (last six months of life)	4.43	8.23
Adults who went without care because of cost in past year (65+)	4.2	4.7
Co-payments (last two years of life)	\$3,278	\$4,453
Total Medicare spending per decedent (last two years of life)	\$65,706	\$78,635
State Rank in Cost Domain	15	

Caregiver & Community Domain	Wyoming	United States
Patients who would definitely recommend the home health agency to friends and family	81%	78%
Family willing to recommend this hospice	92%	84%
Seniors with a dedicated healthcare provider (65+)	87.1	93.7
Caregivers (non-professional per Medicare beneficiary)	2.48	0.95
Policies supporting working caregivers (composite indicator, scale 0-9.0)	0.00	3.17
Community support (dollars per adult in poverty 60+)	\$1,756	\$570
Adults with food insecurity (60+)	11.5%	13.4%
Home-delivered meals (per 100 adults 60+ with independent living difficulty)	40.3	9
Volunteerism among adults (65+)	32.6%	28%
State Rank in Caregiver & Community Domain	2	

## APPENDIX D

# Federal Change Index

State Advanced Care Transformation (ACT) Index by Domain and Change Over Time, 2017 to 2020

State	Domain	2017 Rank	2020 Rank	Change in Rank
Alabama	Caregiving and Community Care	33	38	-5
	Communication	45	44	1
	Cost	22	17	5
		36	31	5
	<b>Overall Achievement</b>	<b>39</b>	<b>35</b>	<b>4</b>
Alaska	Caregiving and Community Care	2	6	-4
	Communication	2	9	-7
	Cost	34	33	1
		21	24	-3
	<b>Overall Achievement</b>	<b>2</b>	<b>10</b>	<b>-8</b>
Arizona	Caregiving and Community Care	46	34	12
	Communication	25	22	3
	Cost	19	21	-2
		24	20	4
	<b>Overall Achievement</b>	<b>36</b>	<b>30</b>	<b>6</b>
Arkansas	Caregiving and Community Care	11	21	-10
	Communication	42	36	6
	Cost	28	16	12
		32	28	4
	<b>Overall Achievement</b>	<b>19</b>	<b>23</b>	<b>-4</b>
California	Caregiving and Community Care	17	26	-9
	Communication	38	4	34
	Cost	6	13	-7
		40	38	2
	<b>Overall Achievement</b>	<b>22</b>	<b>21</b>	<b>1</b>
Colorado	Caregiving and Community Care	29	32	-3
	Communication	19	28	-9
	Cost	13	23	-10
		12	11	1
	<b>Overall Achievement</b>	<b>16</b>	<b>19</b>	<b>-3</b>

State	Domain	2017 Rank	2020 Rank	Change in Rank
Connecticut	Caregiving and Community Care	9	14	-5
	Care	15	11	4
	Communication	35	18	17
	Cost	44	42	2
	<b>Overall Achievement</b>	<b>24</b>	<b>25</b>	<b>-1</b>
Delaware	Caregiving and Community Care	11	21	-10
	Care	42	36	6
	Communication	28	16	12
	Cost	32	28	4
	<b>Overall Achievement</b>	<b>19</b>	<b>23</b>	<b>-4</b>
District of Columbia	Caregiving and Community Care	1	3	-2
	Care	1	1	0
	Communication	24	44	-20
	Cost	30	34	-4
	<b>Overall Achievement</b>	<b>1</b>	<b>3</b>	<b>-2</b>
Florida	Caregiving and Community Care	42	36	6
	Care	50	51	-1
	Communication	18	11	7
	Cost	50	50	0
	<b>Overall Achievement</b>	<b>50</b>	<b>47</b>	<b>3</b>
Georgia	Caregiving and Community Care	51	49	2
	Care	49	48	1
	Communication	2	4	-2
	Cost	26	29	-3
	<b>Overall Achievement</b>	<b>37</b>	<b>45</b>	<b>-8</b>
Hawaii	Caregiving and Community Care	23	25	-2
	Care	43	40	3
	Communication	1	3	-2
	Cost	11	12	-1
	<b>Overall Achievement</b>	<b>10</b>	<b>12</b>	<b>-2</b>
Idaho	Caregiving and Community Care	41	33	8
	Care	13	16	-3
	Communication	47	47	0
	Cost	1	2	-1
	<b>Overall Achievement</b>	<b>27</b>	<b>22</b>	<b>5</b>

State	Domain	2017 Rank	2020 Rank	Change in Rank
Illinois	Caregiving and Community Care	31	22	9
	Care	30	29	1
	Communication	11	24	-13
	Cost	42	47	-5
	<b>Overall Achievement</b>	<b>32</b>	<b>33</b>	<b>-1</b>
Indiana	Caregiving and Community Care	35	43	-8
	Care	29	34	-5
	Communication	41	45	-4
	Cost	23	21	2
	<b>Overall Achievement</b>	<b>34</b>	<b>43</b>	<b>-9</b>
Iowa	Caregiving and Community Care	24	18	6
	Care	26	18	8
	Communication	50	49	1
	Cost	2	4	-2
	<b>Overall Achievement</b>	<b>25</b>	<b>17</b>	<b>8</b>
Kansas	Caregiving and Community Care	16	20	-4
	Care	14	19	-5
	Communication	49	50	-1
	Cost	18	18	0
	<b>Overall Achievement</b>	<b>21</b>	<b>26</b>	<b>-5</b>
Kentucky	Caregiving and Community Care	49	48	1
	Care	44	46	-2
	Communication	37	36	1
	Cost	47	44	3
	<b>Overall Achievement</b>	<b>51</b>	<b>51</b>	<b>0</b>
Louisiana	Caregiving and Community Care	44	47	-3
	Care	8	15	-7
	Communication	8	7	1
	Cost	43	41	2
	<b>Overall Achievement</b>	<b>41</b>	<b>41</b>	<b>0</b>
Maine	Caregiving and Community Care	22	23	-1
	Care	10	14	-4
	Communication	33	42	-9
	Cost	8	10	-2
	<b>Overall Achievement</b>	<b>12</b>	<b>16</b>	<b>-4</b>

State	Domain	2017 Rank	2020 Rank	Change in Rank
Maryland	Caregiving and Community Care	38	31	7
	Care	48	42	6
	Communication	29	39	-10
	Cost	28	32	-4
	<b>Overall Achievement</b>	<b>43</b>	<b>34</b>	<b>9</b>
Massachusetts	Caregiving and Community Care	3	1	2
	Care	16	5	11
	Communication	10	26	-16
	Cost	38	40	-2
	<b>Overall Achievement</b>	<b>3</b>	<b>1</b>	<b>2</b>
Michigan	Caregiving and Community Care	27	16	11
	Care	34	41	-7
	Communication	36	32	4
	Cost	37	27	10
	<b>Overall Achievement</b>	<b>33</b>	<b>27</b>	<b>6</b>
Minnesota	Caregiving and Community Care	15	13	2
	Care	3	3	0
	Communication	32	25	7
	Cost	7	7	0
	<b>Overall Achievement</b>	<b>9</b>	<b>8</b>	<b>1</b>
Mississippi	Caregiving and Community Care	45	50	-5
	Care	23	43	-20
	Communication	3	2	1
	Cost	41	43	-2
	<b>Overall Achievement</b>	<b>40</b>	<b>48</b>	<b>-8</b>
Missouri	Caregiving and Community Care	28	30	-2
	Care	18	13	5
	Communication	48	43	5
	Cost	20	23	-3
	<b>Overall Achievement</b>	<b>31</b>	<b>31</b>	<b>0</b>
Montana	Caregiving and Community Care	21	17	4
	Care	35	33	2
	Communication	46	41	5
	Cost	4	1	3
	<b>Overall Achievement</b>	<b>14</b>	<b>14</b>	<b>0</b>

State	Domain	2017 Rank	2020 Rank	Change in Rank
Nebraska	Caregiving and Community Care	20	24	-4
	Care	47	39	8
	Communication	20	20	0
	Cost	15	16	-1
	<b>Overall Achievement</b>	<b>13</b>	<b>18</b>	<b>-5</b>
Nevada	Caregiving and Community Care	40	46	-6
	Care	33	35	-2
	Communication	12	5	7
	Cost	48	48	0
	<b>Overall Achievement</b>	<b>48</b>	<b>49</b>	<b>-1</b>
New Hampshire	Caregiving and Community Care	5	5	0
	Care	27	20	7
	Communication	25	35	-10
	Cost	16	19	-3
	<b>Overall Achievement</b>	<b>6</b>	<b>6</b>	<b>0</b>
New Jersey	Caregiving and Community Care	12	12	0
	Care	41	26	15
	Communication	23	22	1
	Cost	51	51	0
	<b>Overall Achievement</b>	<b>29</b>	<b>32</b>	<b>-3</b>
New Mexico	Caregiving and Community Care	30	28	2
	Care	5	8	-3
	Communication	40	38	2
	Cost	22	17	5
	<b>Overall Achievement</b>	<b>26</b>	<b>20</b>	<b>6</b>
New York	Caregiving and Community Care	25	8	17
	Care	4	2	2
	Communication	15	15	0
	Cost	49	49	0
	<b>Overall Achievement</b>	<b>28</b>	<b>15</b>	<b>13</b>
North Carolina	Caregiving and Community Care	47	44	3
	Care	28	45	-17
	Communication	30	37	-7
	Cost	25	22	3
	<b>Overall Achievement</b>	<b>46</b>	<b>44</b>	<b>2</b>

State	Domain	2017 Rank	2020 Rank	Change in Rank
North Dakota	Caregiving and Community Care	13	10	3
	Care	36	25	11
	Communication	51	51	0
	Cost	5	3	2
	<b>Overall Achievement</b>	<b>18</b>	<b>11</b>	<b>7</b>
Ohio	Caregiving and Community Care	37	39	-2
	Care	20	21	-1
	Communication	39	34	5
	Cost	33	33	0
	<b>Overall Achievement</b>	<b>44</b>	<b>40</b>	<b>4</b>
Oklahoma	Caregiving and Community Care	34	40	-6
	Care	21	32	-11
	Communication	14	8	6
	Cost	34	36	-2
	<b>Overall Achievement</b>	<b>35</b>	<b>37</b>	<b>-2</b>
Oregon	Caregiving and Community Care	8	11	-3
	Care	22	17	5
	Communication	21	12	9
	Cost	3	5	-2
	<b>Overall Achievement</b>	<b>8</b>	<b>7</b>	<b>1</b>
Pennsylvania	Caregiving and Community Care	14	19	-5
	Care	17	12	5
	Communication	27	29	-2
	Cost	35	37	-2
	<b>Overall Achievement</b>	<b>20</b>	<b>28</b>	<b>-8</b>
Rhode Island	Caregiving and Community Care	19	27	-8
	Care	32	24	8
	Communication	26	27	-1
	Cost	31	30	1
	<b>Overall Achievement</b>	<b>23</b>	<b>29</b>	<b>-6</b>
South Carolina	Caregiving and Community Care	43	45	-2
	Care	46	50	-4
	Communication	7	10	-3
	Cost	19	25	-6
	<b>Overall Achievement</b>	<b>30</b>	<b>36</b>	<b>-6</b>

State	Domain	2017 Rank	2020 Rank	Change in Rank
South Dakota	Caregiving and Community Care	18	29	-11
	Care	51	49	2
	Communication	42	46	-4
	Cost	9	6	3
	<b>Overall Achievement</b>	<b>17</b>	<b>24</b>	<b>-7</b>
Tennessee	Caregiving and Community Care	50	51	-1
	Care	39	47	-8
	Communication	16	14	2
	Cost	39	39	0
	<b>Overall Achievement</b>	<b>49</b>	<b>50</b>	<b>-1</b>
Texas	Caregiving and Community Care	48	42	6
	Care	6	6	0
	Communication	4	6	-2
	Cost	45	45	0
	<b>Overall Achievement</b>	<b>42</b>	<b>38</b>	<b>4</b>
Utah	Caregiving and Community Care	7	7	0
	Care	40	37	3
	Communication	5	1	4
	Cost	6	9	-3
	<b>Overall Achievement</b>	<b>5</b>	<b>5</b>	<b>0</b>
Vermont	Caregiving and Community Care	6	4	2
	Care	7	7	0
	Communication	43	30	13
	Cost	13	14	-1
	<b>Overall Achievement</b>	<b>7</b>	<b>4</b>	<b>3</b>
Virginia	Caregiving and Community Care	36	41	-5
	Care	24	38	-14
	Communication	31	40	-9
	Cost	29	26	3
	<b>Overall Achievement</b>	<b>38</b>	<b>42</b>	<b>-4</b>
Washington	Caregiving and Community Care	26	9	17
	Care	37	23	14
	Communication	9	9	0
	Cost	14	13	1
	<b>Overall Achievement</b>	<b>15</b>	<b>9</b>	<b>6</b>

State	Domain	2017 Rank	2020 Rank	Change in Rank
West Virginia	Caregiving and Community Care	32	35	-3
	Communication	11	30	-19
	Cost	38	28	10
		46	46	0
	<b>Overall Achievement</b>	<b>47</b>	<b>46</b>	<b>1</b>
Wisconsin	Caregiving and Community Care	10	15	-5
	Communication	9	10	-1
	Cost	45	48	-3
		10	8	2
	<b>Overall Achievement</b>	<b>11</b>	<b>13</b>	<b>-2</b>
Wyoming	Caregiving and Community Care	4	2	2
	Communication	31	31	0
	Cost	17	19	-2
		17	15	2
	<b>Overall Achievement</b>	<b>4</b>	<b>2</b>	<b>2</b>

# Endnote



A serious illness can be profoundly disruptive, isolating and financially challenging, not just to patients and their families, but to their caregivers, who are often unpaid and overburdened.

Since its founding in 2010, The Coalition to Transform Advanced Care (C-TAC) has been their champion and their advocate. Representing their interests and working with legislators, decision makers, and advocates to find common ground and craft policies that deliver more comprehensive, equitable, and consistently funded care at scale.

Founded in 2010 by Bill Novelli and Tom Koutsoumpas, social change leaders and hospice benefit visionaries, C-TAC now occupies a unique space in the healthcare ecosphere. We are a nonprofit and recognized as the voice of the patient and family impacted by serious illness. We know the players and the landscape. We understand the issues. We collaborate across political parties, silos, disciplines, and disease groups.

Which earns us the ear—and trust—of everyone from industry changemakers to policy makers to families.

C-TAC is a coalition of 170 organizations that share our vision of person-centered care that meets patients' goals and honors their dignity. Together we are opening the door to a new healthcare paradigm built on greater equity, public engagement, and workforce development.

**Coalition to Transform Advanced Care (C-TAC)**

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