

HCAHPS Update Training

Hospitals Self-administering the HCAHPS Survey

Thursday, March 2, 2017

1:00 PM – 4:00 PM EST

Please note that all times listed are Eastern Standard Time (EST)

| Time | Agenda Item | Presenter |
|----------------|---|--|
| 1:00 – 1:10 PM | Welcome & Overview | Laura Giordano, RN, MBA Health Services Advisory Group (HSAG) |
| 1:10 – 1:25 PM | HCAHPS Program Updates | Elizabeth Goldstein, PhD William Lehrman, PhD Christine Payne, PhD Centers for Medicare & Medicaid Services (CMS) |
| 1:25 – 1:50 PM | Updates to HCAHPS <i>Quality Assurance Guidelines (QAG) V12.0</i> | Kris Spector, MA Consultant |
| 1:50 – 2:00 PM | Guidelines for Hospital Studies, Projects and Other Surveys Concurrent with the HCAHPS Survey | William Lehrman, PhD CMS |
| 2:00 – 2:35 PM | Additional Data Quality Checks | Christopher Cohea, MS HSAG |
| 2:35 – 2:45 PM | <i>Break</i> | |
| 2:45 – 3:15 PM | HCAHPS Response Rates: Trends and Strategies | Marc Elliott, PhD RAND Corporation |
| 3:15 – 3:35 PM | New HCAHPS Mode Adjustments | Marc Elliott, PhD RAND Corporation |
| 3:35 – 3:45 PM | <i>Questions & Answers</i> | |
| 3:45 – 4:00 PM | Next Steps Adjourn Evaluation | |