

HCAHPS Update Training Survey Vendors and Multi-Sites Wednesday, March 2, 2022 1:00 PM – 3:45 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 – 1:30 PM | HCAHPS Program Updates | Elizabeth Goldstein, PhD William Lehrman, PhD Christine Payne, PhD Yoku Shaw-Taylor, PhD Centers for Medicare & Medicaid Services (CMS) |
| 1:30 – 1:50 PM | Updates to HCAHPS <i>Quality Assurance Guidelines (QAG) V17.0</i> | Alexandria Mullikin, BS National Committee for Quality Assurance (NCQA) |
| 1:50 – 2:10 PM | Tips and Reminders: Survey Administration and Site Visit Preparation | Oanh Vuong, MBA NCQA |
| 2:10 – 2:25 PM | <i>Questions & Answers</i> | |
| 2:25 – 2:35 PM | <i>Break</i> | |
| 2:35 – 2:50 PM | Tips and Reminders: Improving the Representativeness and Accuracy of HCAHPS Survey Data | Christopher Cohea, MS HSAG |
| 2:50 – 3:15 PM | Updates on Potential New HCAHPS Survey Content and the 2021 HCAHPS Mode Experiment | Marc Elliott, PhD RAND Corporation |
| 3:15 – 3:30 PM | <i>Questions & Answers</i> | |
| 3:30 – 3:45 PM | Next Steps Adjourn Evaluation | Laura Giordano, RN, MBA HSAG |