

Updated HCAHPS *Quality Assurance Guidelines* V12.0 Technical Corrections and Clarifications

June 2017

Subsequent to the release of the HCAHPS *Quality Assurance Guidelines* V12.0 (QAG V12.0), it has been determined that there are specific content items that require correction, addition and/or further clarification. These items are identified below:

➤ **HCAHPS Mail Survey (Portuguese)**

- Question 2 is missing the underline from the wording “o escutou atentamente?” in the “0” scannable version.

The correct formatting for Question 2 is shown below:

Q2. “o escutou atentamente?”

- Question 3 is missing the underline from the wording “lhe explicou as coisas” for the HCAHPS Mail Survey (Portuguese) “0” scannable version.

The correct formatting for Question 3 is shown below:

Q3. “lhe explicou as coisas”

- Question 16 is missing the comma from the wording “remédio com que” for the HCAHPS Mail Survey (Portuguese) “0” scannable version.

The correct formatting for Question 16 is shown below:

Q16. “remédio, com que”