

# HCAHPS *Quality Assurance Guidelines V14.0*

## Technical Corrections and Clarifications

April 2019

Subsequent to the release of the HCAHPS *Quality Assurance Guidelines V14.0* (QAG V14.0, effective with October 1, 2019 and forward discharges), it has been determined that there are specific content items that require correction, addition and/or further clarification. The HCAHPS Survey instruments have been updated to include the mandatory transition statement (Appendices A-M) and to revise the verbiage in question 29 (Appendices H-M). These items are identified below:

### **Mandatory Transition Statement**

The mandatory transition statement must be placed in the survey immediately before the supplemental question(s) to indicate a transition from the HCAHPS questions to the hospital-specific supplemental question(s).

If adding one hospital-specific supplemental question, the statement should read: “This next question is from [NAME OF HOSPITAL] and is not part of the official survey.”

If adding more than one hospital-specific supplemental question, the statement should read: “These next questions are from [NAME OF HOSPITAL] and are not part of the official survey.”

The transition statement has been added to the HCAHPS Survey instruments for all modes and language translations. Please see the table below for a summary of the translations:

<b>Language</b>	<b>Mandatory Transition Statement for All Modes</b>
English	[This next question is]/[These next questions are] from [NAME OF HOSPITAL] and [is/are] not part of the official survey.
Spanish	[La siguiente pregunta es]/[Las siguientes preguntas son] de [NAME OF HOSPITAL] y [no es/no son] parte de la encuesta oficial.
Chinese	[下一個問題是]/[接下來的問題是]來自[NAME OF HOSPITAL], 不[是/是]本官方問卷調查的一部分。
Russian	[Следующий вопрос]/[Следующие вопросы] — от больницы [NAME OF HOSPITAL]. [Он не входит/Они не входят] в официальный опрос.
Vietnamese	[Câu hỏi tiếp theo là]/[Các câu hỏi tiếp theo là] từ [NAME OF HOSPITAL] và không phải [là/là] một phần của cuộc thăm dò ý kiến chính thức.
Portuguese	[Esta próxima pergunta é]/[Estas próximas perguntas são] do [NAME OF HOSPITAL] e não [é/são] parte do estudo oficial.
German	[Diese nächste Frage stammt]/[Diese nächsten Fragen stammen] direkt von [NAME OF HOSPITAL] und [ist/sind] nicht Teil der offiziellen Umfrage.

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### Question 29 - Telephone Script

Question 29 in the HCAHPS Telephone Script (English, Spanish, Chinese, and Russian) should ask the respondent to listen to all **eight** response choices. Please see the table below for the language translations for this question:

Language	Question 29 Telephone Script
English	What language do you mainly speak at home? Please listen to all eight response choices before you answer. Would you say that you <u>mainly</u> speak...
Spanish	¿Principalmente qué idioma habla en casa? Por favor escuche todas las ocho opciones de respuesta antes de responder. ¿Diría que habla <u>principalmente</u> ...?
Chinese	您在家說的主要語言是什麼？請先聽完所有八個選擇再做回答。您會說您主要講...
Russian	На каком языке вы в основном говорите дома? Прежде чем ответить, пожалуйста, прослушайте все восемь вариантов ответа. Вы бы сказали, что в <u>основном</u> разговариваете на...

### Question 29 - Active Interactive Voice Response (IVR) Script

Question 29 in the HCAHPS IVR Script (English and Spanish) should include the **German** language. Please see the table below for the language translations for this question:

Language	Question 29 IVR Script
English	What language do you mainly speak at home? Would you say that you <u>mainly</u> speak English, Spanish, Chinese, Russian, Vietnamese, Portuguese, German, or some other language?
Spanish	¿Por favor escuche todas las siete opciones de respuesta antes de responder. ¿Diría que en casa habla <u>principalmente</u> en inglés, español, chino, ruso, vietnamita, portugués, alemán, o en algún otro idioma?