

# Introduction to HCAHPS Training

## Tuesday, February 28, 2017

### 12:00 – 4:00 PM EST

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

<b>Time</b>	<b>Agenda Item</b>	<b>Presenter</b>
12:00 – 12:10 PM	Welcome & Overview	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
12:10 – 12:25 PM	Background of the HCAHPS Survey	Elizabeth Goldstein, PhD William Lehrman, PhD Christine Payne, PhD Centers for Medicare & Medicaid Services (CMS)
12:25 – 12:35 PM	Participation & Program Requirements	Elizabeth Parmer, MS, BSN, RN HSAG
12:35 – 12:55 PM	Sampling Protocol	Chris Cohea, MS HSAG
12:55 – 1:35 PM	Survey Administration	Kris Spector, MA Consultant Natalie Omar, MHA National Committee for Quality Assurance (NCQA)
1:35 – 1:40 PM	<i>Questions &amp; Answers</i>	
1:40 – 2:00 PM	<i>Break</i>	
2:00 – 2:30 PM	Data Coding & Preparation	Oanh Vuong, MBA NCQA
2:30 – 2:45 PM	HCAHPS Data Submission via the QualityNet Secure Portal	Marina Whitmore, BBM HSAG
2:45 – 2:55 PM	Data Quality Checks	Chris Cohea, MS HSAG
2:55 – 3:10 PM	Data Adjustment & Public Reporting	William Lehrman, PhD CMS
3:10 – 3:20 PM	Exceptions Request & Discrepancy Report	Marina Whitmore, BBM HSAG
3:20 – 3:35 PM	Oversight Activities	William Lehrman, PhD CMS
3:35 – 3:45 PM	<i>Questions &amp; Answers</i>	
3:45 – 4:00 PM	Next Steps Adjourn Evaluation	