

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	