

HCAHPS Update Training Survey Vendors and Multi-Sites Wednesday, February 28, 2018 1:00 PM – 3:30 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) V13.0</i>	Kris Spector, MA Consultant
1:50 – 2:25 PM	Calculation of HCAHPS Scores: from Raw Data to Publicly Reported Scores	Christopher Cohea, MS HSAG
2:25 – 2:35 PM	<i>Break</i>	
2:35 – 3:00 PM	Updated Patient-Mix Adjustment: Service Line and Gender	Marc Elliott, PhD RAND Corporation
3:00 – 3:15 PM	<i>Questions & Answers</i>	
3:15 – 3:30 PM	Next Steps Adjourn Evaluation	Laura Giordano, RN, MBA HSAG