

# HCAHPS *Quality Assurance Guidelines V16.0*

## Technical Corrections and Clarifications

June 2021

Subsequent to the release of the HCAHPS *Quality Assurance Guidelines V16.0* (QAG), it has been determined that there are specific content items that require correction to the following:

- HCAHPS Mail Survey Materials (Spanish)
- HCAHPS Mail Survey Materials (German)
- HCAHPS Telephone Script (Spanish)
- HCAHPS Active IVR Script (Spanish)

The updated documents can be found on the HCAHPS Web site, [Survey Instruments page](#). Please see below for details of the corrections. In addition, all other survey instruments have been updated with minor formatting items.

### **HCAHPS Mail Survey Materials (Spanish and German)**

#### **Correction:**

The salutation has been added to the following cover letters:

#### **HCAHPS Mail Survey Materials (Spanish)**

The Sample Follow-up Cover Letter has been updated to include the following salutation: Querido/Querida [SAMPLED PATIENT NAME]:

#### **HCAHPS Mail Survey Materials (German)**

The Sample Initial Cover Letter has been updated to include the following salutation: Sehr geehrte/r [SAMPLED PATIENT NAME]:

### **HCAHPS Telephone and Active IVR Scripts (Spanish)**

#### **Correction:**

The phrase “solicitaste responder” has been changed to “solicitado para completar” in the CALL BACK TO COMPLETE A PREVIOUSLY STARTED SURVEY section on page 3 of the HCAHPS Telephone Script (Spanish) and HCAHPS Active IVR Script (Spanish) as highlighted below:

#### **CALL BACK TO COMPLETE A PREVIOUSLY STARTED SURVEY**

START

CONFIRM PATIENT FOR A CALL BACK: Habla [INTERVIEWER NAME] y le llamo desde [DATA COLLECTION CONTRACTOR] de parte de [HOSPITAL NAME]. Deseo confirmar que estoy hablando con [SAMPLED PATIENT NAME]. Estoy llamando a la hora en que **solicitado para completar** la encuesta.

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### **Correction:**

The word “personals” has been changed to “personas” in the SPEAKING WITH SAMPLED PATIENT, INTRO section on page 4 of the HCAHPS Telephone Script (Spanish) and HCAHPS Active IVR Script (Spanish), as highlighted below:

#### **HCAHPS Telephone Script (Spanish)**

##### **SPEAKING WITH SAMPLED PATIENT**

INTRO Buenos días/Buenas tardes, me llamo [INTERVIEWER NAME], y le estoy llamando (OPTIONAL TO STATE: de [DATA COLLECTION CONTRACTOR]) de parte de [HOSPITAL NAME]. (MIXED MODE OPTIONAL TO STATE: Hace unas semanas le mandamos una encuesta sobre sus experiencias en [HOSPITAL NAME] y ahora nos gustaría hacer seguimiento.) [HOSPITAL NAME] está participando en una encuesta para obtener información sobre la atención que recibe la gente en los hospitales. Su información ayudará a mejorar la atención que ofrecen los hospitales y ayudará a otras **personas** a elegir un hospital.

#### **HCAHPS Active IVR Script (Spanish)**

##### **SPEAKING WITH SAMPLED PATIENT**

INTRO Buenos días/Buenas tardes, me llamo [INTERVIEWER NAME], y le estoy llamando (OPTIONAL TO STATE: de [DATA COLLECTION CONTRACTOR]) de parte de [HOSPITAL NAME]. [HOSPITAL NAME] está participando en una encuesta para obtener información sobre la atención que recibe la gente en los hospitales. Su información ayudará a mejorar la atención que ofrecen los hospitales y ayudará a otras **personas** a elegir un hospital.

### **Correction:**

The question “¿Podría hablar con esa persona?” has been moved from the “IF THE SAMPLED PATIENT SAYS THIS IS NOT A GOOD TIME” section to the “IF ASKED IF YOU WOULD LIKE TO SPEAK TO “SR.” OR “JR.” (PADRE O HIJO)” section on page 3 of the HCAHPS Active IVR Script (Spanish), as highlighted on the next page:

#### **HCAHPS Active IVR Script (Spanish)**

##### **INITIATING CONTACT**

IF THE SAMPLED PATIENT SAYS THIS IS NOT A GOOD TIME:

¿Si usted no tiene tiempo ahora, cuándo es un tiempo más conveniente para llamarle?

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IF ASKED IF YOU WOULD LIKE TO SPEAK TO “SR.” OR “JR.” (*PADRE O HIJO*):

Me gustaría hablar con [PATIENT NAME] que es de aproximadamente [AGE RANGE]. ¿Podría hablar con esa persona?