

HCAHPS Quality Assurance Guidelines V14.0

Change Matrix: Updates and Emphasis

This document is a reference tool that highlights the major changes from the HCAHPS *Quality Assurance Guidelines V13.0 to V14.0*. The HCAHPS *Quality Assurance Guidelines V14.0* (QAG) is effective with October 1, 2019 patient discharges and forward. This document is not a substitute for reviewing the QAG in its entirety. General format and minor wording revisions have occurred throughout the manual and are not included in this change matrix. Please contact HCAHPS Technical Assistance at hcahps@hcqis.org for any specific questions.

QAG V14.0 Section	Summary of Key Changes
Miscellaneous	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Revised V13.0 to V14.0 ○ Revised dates as necessary (e.g., 2018 to October 2019) ○ Updated references to V.36 and V.37 MS-DRG codes ○ CMS adoption of the 29-question HCAHPS Survey (effective October 1, 2019 patient discharges and forward) <ul style="list-style-type: none"> ▪ Updated HCAHPS Survey question number references throughout ○ Updated to HCAHPS File Specifications V4.2 (effective October 1, 2019 patient discharges and forward) ○ Revised lettering of the Appendices due to the inclusion of the German Mail Survey ○ Updated web site links ○ Updated with minor wording revisions throughout the manual
Acknowledgements	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated Official UB-04, Data Specifications Manual by permission, Copyright to reflect 2018 reference
I. Reader’s Guide	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Included reference to “New For October 2019 Discharges and Forward: CMS Adopts the 29-Question CAHPS Hospital Survey” sections added throughout the QAG V14.0 ○ Updated with minor wording revisions

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<p>II. Introduction and Overview</p>	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Included “New For October 2019 Discharges and Forward: CMS Adopts the 29-Question CAHPS Hospital Survey” section ○ Updated HCAHPS Fact Sheet reference ○ Updated NQF endorsement and OMB approval dates ○ Updated reference to the Hospital VBP program (Pain Management dimension was removed and Care Transition Dimension was added) ○ Updated HCAHPS public reporting information ○ Updated information regarding the HCAHPS composite measures <ul style="list-style-type: none"> ▪ Pain Management composite measure no longer reported beginning with July 2018 Public Report ○ Removed “Communication About Pain” from Components of the HCAHPS Survey Instrument, Composite Measures list ○ Updated the HCAHPS Development, Data Collection and Public Reporting Timeline <ul style="list-style-type: none"> ▪ Added FY 2019 IPPS Final Rule ▪ Added CY 2019 OPPS Final Rule: Removal of the Communication About Pain items ▪ Added the adoption of the 29-question HCAHPS Survey and removal of the Communication About Pain items ▪ Added the release of the German translation for Mail Only mode ▪ Updated with HCAHPS Training, podcast and public reporting dates (January, April, July, October 2019) ▪ Added OMB re-approval of HCAHPS materials with addition of the expiration date ○ Updated with minor wording revisions

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III. Program Requirements	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added German translation for Mail Only mode ○ Included a reference to the FY 2014 IPPS Final Rule in regards to requirements for Self-administering and Multi-site Hospitals ○ Updated with minor wording revisions • Emphasis: <ul style="list-style-type: none"> ○ Clarified the requirements for communicating with patients about the HCAHPS Survey ○ Clarified hospitals' responsibility for ensuring patient confidentiality ○ Updated the Hospital/Survey Vendor HCAHPS Rules of Participation to specify that all data files must be traceable throughout HCAHPS Survey administration ○ Clarified that approved organizations must continue to comply with Minimum Survey Requirements to Administer the HCAHPS Survey/Minimum Business Requirements (MBRs) to maintain approval status ○ Clarified the HCAHPS re-approval process – for HCAHPS Survey vendors without contracted client hospitals after two years of approval ○ Reconstructed/Simplified the minimum survey requirements table for <i>Survey Experience</i> (no changes in the minimum number of years of experience)
IV. Communications and Technical Support	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added guidance to forward data submission related correspondence with the QualityNet Help Desk (and associated Incident Ticket Numbers) to the HCAHPS Technical Assistance email
V. Survey Management	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Included the requirement that all data files must be traceable throughout the entire HCAHPS Survey administration process ○ Updated with minor wording revisions • Emphasis: <ul style="list-style-type: none"> ○ Expanded guidance regarding hospitals'/survey vendors' responsibility to safeguard patient confidentiality
VI. Sampling Protocol	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated Table of MS-DRG Codes and Service Line Categories to V.36 (effective October 1, 2018), and added reference to V.37 MS-DRG codes (effective October 1, 2019) ○ Added guidance to limit the use of protected health information (PHI) ○ Updated the value for R (estimated HCAHPS response rate) in the sample size calculations ○ Added guidance regarding the handling of invalid MS-DRG codes ○ Updated with minor wording revisions • Emphasis: <ul style="list-style-type: none"> ○ Clarified that hospitals/survey vendors are responsible for reviewing the list of MS-DRG codes at a minimum on an annual basis

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VII. Mail Only Survey Administration	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Included “New For October 2019 Discharges and Forward: CMS Adopts the 29-Question CAHPS Hospital Survey” section ○ Included references to the German Mail Survey ○ Updated question numbers in the copyright statement and in other references to HCAHPS questions ○ Added requirement that any supplemental questions must be placed at the end of the HCAHPS Survey and be preceded by a mandatory transition statement ○ Included examples of additional transition statements that may be placed after the mandatory transition statement ○ Added requirement that OMB expiration date must include on front page of the questionnaire and in the OMB Paperwork Reduction Act language ○ Updated with minor wording revisions • Emphasis: <ul style="list-style-type: none"> ○ Clarified survey administration time period is <i>42 calendar days</i> ○ Clarified that any internal codes printed on HCAHPS Survey questionnaires must not contain any patient identifiers ○ Clarified that quality control activities for printing and mailing processes must be conducted on an ongoing and continuous basis throughout the survey administration period
VIII. Telephone Only Survey Administration	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Included “New For October 2019 Discharges and Forward: CMS Adopts the 29-Question CAHPS Hospital Survey” section ○ Updated question numbers in the copyright statement and in other references to HCAHPS questions ○ Added requirement that any supplemental questions must be placed at the end of the HCAHPS Survey and be preceded by a mandatory transition statement ○ Included examples of additional transition statements that may be placed after the mandatory transition statement ○ Added procedural and coding guidance for reaching a “screening” number ○ Updated with minor wording revisions • Emphasis: <ul style="list-style-type: none"> ○ Clarified survey administration time period is <i>42 calendar days</i> ○ Clarified that hospitals/survey vendors must monitor at least 10 percent (on an ongoing and continuous basis throughout the survey administration period) of all HCAHPS interviews
IX. Mixed Mode Survey Administration	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Included “New For October 2019 Discharges and Forward: CMS Adopts the 29-Question CAHPS Hospital Survey” section ○ See Mail Only and Telephone Only Survey Administration ○ Updated with minor wording revisions

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X. Active Interactive Voice Response (IVR) Survey Administration	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Included “New For October 2019 Discharges and Forward: CMS Adopts the 29-Question CAHPS Hospital Survey” section ○ See Telephone Only Survey Administration ○ Updated with minor wording revisions
XI. Data Specifications and Coding	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Included “New For October 2019 Discharges and Forward: CMS Adopts the 29-Question CAHPS Hospital Survey” section ○ Updated question numbers in the skip pattern directions, definition of a completed survey (also updated the denominator used in the Percentage Complete calculation), and in other references to HCAHPS questions ○ Included references to the German Mail Survey ○ Updated with minor wording revisions • Emphasis: <ul style="list-style-type: none"> ○ Clarified that if the patient’s information is received from the hospital with discharge dates that are beyond the 42 calendar day initial contact period, these patients must NOT be included in the HCAHPS Survey sample and the Patient Administrative Data Record must not be included
XII. Data Preparation and Submission	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated dates in the HCAHPS Survey vendor authorization process examples ○ Added guidance to forward data submission related correspondence with the QualityNet Help Desk and associated Incident Ticket Numbers to the HCAHPS Technical Assistance email ○ Updated with minor wording revisions
XIII. Oversight Activities	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added a requirement that all data files must be made available for review during HCAHPS oversight activities and be transparent and easily reproducible ○ Updated with minor wording revisions
XIV. Data Reporting	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated public reporting period table of the HCAHPS Survey Results ○ Updated the HCAHPS measures (Pain Management composite no longer publicly reported) ○ Revised “Overall Rating” to “Hospital Rating” ○ Updated with minor wording revisions
XV. Exception Request / Discrepancy Report Processes	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added strong recommendation that survey vendors notify their client hospital when submitting a Discrepancy Report • Emphasis: <ul style="list-style-type: none"> ○ Clarified detailed information that must be submitted in a Discrepancy Report ○ Clarified Discrepancy Report review process language

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XVI. Data Quality Checks	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added a requirement that all data files must be traceable throughout the entire HCAHPS Survey administration process ○ Updated with minor wording revisions

Appendices	
QAG V14.0 Section	Summary of Key Changes
Appendices A – G HCAHPS Survey Mail Materials	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Revised for removal of the HCAHPS pain items (Questions 12-14) and updated the copyright statement accordingly ○ Added the mandatory transition statement in all language translations (must precede supplemental questions) ○ Updated the OMB Paperwork Reduction Act language: <ul style="list-style-type: none"> ▪ Updated to Questions 1-22 ▪ Updated from 8 to 7 minutes ▪ Updated to include an expiration date ○ Included the OMB expiration date on the front page of the questionnaire ○ Added mail materials in German translation: Appendix G – HCAHPS Mail Survey (German)
Appendices H – K HCAHPS Survey Telephone Scripts	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Revised for removal of the HCAHPS pain items (Questions 12-14) and updated the copyright statement accordingly ○ Updated the referenced number of questions and estimated time required to complete these questions ○ Revised verbiage in Question 29 for number of response choices to include the German language ○ Added the mandatory transition statement in all language translations (must precede supplemental questions) ○ Updated with minor wording revisions
Appendices L – M HCAHPS Survey IVR Scripts	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Revised for removal of the HCAHPS pain items (Questions 12-14) and updated the copyright statement accordingly ○ Updated the referenced number of questions and estimated time required to complete these questions ○ Revised verbiage in Question 29 to include the German language option ○ Added the mandatory transition statement in all language translations (must precede supplemental questions) ○ Updated with minor wording revisions

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Appendix N Interviewing Guidelines	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated with minor wording revisions
Appendix O Frequently Asked Questions (FAQ)	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Revised numbering for the HCAHPS Survey questions (purpose of the survey question) ○ Updated the estimated time required to complete the survey ○ Updated with minor wording revisions
Appendix P Sample Frame File Layout	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated references to V.36 and V.37 MS-DRG codes ○ Added Admission Source “F = Transfer from Hospice Facility” ○ Added Discharge Status “9 = Admitted As an Inpatient to This Hospital” ○ Added <i>Patient Preferred Language</i> field ○ Added <i>Patient Telephone Number 2</i> field ○ Updated with minor wording revisions • Emphasis: <ul style="list-style-type: none"> ○ Clarified that Patient Date of Birth is required for HCAHPS eligibility verification
Appendix Q Data File Structure Version 4.2	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated references to V.36 and V.37 MS-DRG codes ○ Revised for removal of the HCAHPS pain items (Questions 12-14) ○ Added Admission Source “F = Transfer from Hospice Facility” ○ Added Discharge Status “9 = Admitted As an Inpatient to This Hospital” ○ Added Survey Language “7 = German” ○ Updated with minor wording revisions
Appendix R XML File Specifications Version 4.2	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated references to V.36 and V.37 MS-DRG codes ○ Revised for removal of the HCAHPS pain items (Questions 12-14) ○ Added Admission Source “F = Transfer from Hospice Facility” ○ Added Discharge Status “9 = Admitted As an Inpatient to This Hospital” ○ Added Survey Language “7 = German” ○ Updated with minor wording revisions
Appendix S Quality Assurance Plan (QAP) Outline	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated with minor wording revisions
Appendices T – V Participation Forms	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Revised forms to align with updates to Minimum Business Requirements ○ Updated with minor wording revisions
Appendix W Exception Request Form	<ul style="list-style-type: none"> • No changes

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Appendix X Discrepancy Report Form	<ul style="list-style-type: none"> • No changes
Appendix Y Attestation Statement Form	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added participation in HCAHPS Update Training to the list of survey activities
Appendix Z Use of HCAHPS with Other Hospital Inpatient Surveys	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Removed Communication About Pain question examples ○ Updated with minor wording revisions