

HCAHPS *Quality Assurance Guidelines V15.0*

Technical Corrections and Clarifications

April 2020

Subsequent to the release of the HCAHPS *Quality Assurance Guidelines V15.0* (QAG), it has been determined that there are specific content items that require correction, addition and/or further clarification.

Mandatory Transition Statement

Correction:

The mandatory transition statement for supplemental questions has been revised for the QAG V15.0. Please note that the transition statement printed in the QAG survey administration chapters (Mail Only, page 89; Telephone Only, page 103; Mixed Mode, pages 117 and 127; and Active IVR, page 141) is incomplete. The transition statement printed in the QAG appendices (A-M) and in the Survey Instruments posted on the HCAHPS Web site is complete and accurate.

The complete mandatory transition statement is as follows:

“Questions 1-29 in this survey are from the U.S. Department of Health and Human Services (HHS) for use in quality measurement. The following questions are from [NAME OF HOSPITAL] to gather additional feedback about your hospital stay and will not be shared with HHS.”

Clarifications:

For all survey administration modes, the following alternative verbiage shown below in italics may be used to adjust the statement for use with a single supplemental item:

“*Questions 1-29 in this survey are from the U.S. Department of Health and Human Services (HHS) for use in quality measurement. The following question is from [NAME OF HOSPITAL] to gather additional feedback about your hospital stay and will not be shared with HHS.*”

When adding multiple supplemental items in the Telephone Only and IVR modes, the following alternative verbiage shown below in italics may be used:

“*The previous questions were from the U.S. Department of Health and Human Services, or HHS, for use in quality measurement. The following questions are from [NAME OF HOSPITAL] to gather additional feedback about your hospital stay and will not be shared with HHS.*”

When adding a single supplemental item in the Telephone Only and IVR modes, the following alternative verbiage shown below in italics may be used:

“*The previous questions were from the U.S. Department of Health and Human Services, or HHS, for use in quality measurement. The following question is from [NAME OF HOSPITAL] to gather additional feedback about your hospital stay and will not be shared with HHS.*”

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Optional Modified Cover Letters

Correction:

Pages 92 and 120 of the QAG V15.0 under the heading **Required for the Optional Modified Cover Letter**, fourth bullet is incomplete:

The complete statement is as follows:

- The number of minutes to complete the survey should **not** be increased if supplemental questions are added to the end of the survey