

# HCAHPS Update Training Survey Vendors and Multi-sites Wednesday, February 26, 2020 1:00 PM – 4:00 PM EST

Please note that all times listed are Eastern Standard Time (EST)

## Time

<b>1:00 – 1:10 PM</b>	<b>Welcome &amp; Overview</b>	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
<b>1:10 – 1:25 PM</b>	<b>HCAHPS Program Updates</b>	Elizabeth Goldstein, PhD William Lehrman, PhD Christine Payne, PhD Yoku Shaw-Taylor, PhD Centers for Medicare & Medicaid Services (CMS)
<b>1:25 – 2:00 PM</b>	<b>Updates to HCAHPS <i>Quality Assurance Guidelines (QAG) V15.0</i></b>	Alexandria Mullikin, BS National Committee for Quality Assurance (NCQA)
<b>2:00 – 2:20 PM</b>	<b>Best Practices for Survey Administration</b>	Oanh Vuong, MBA NCQA
<b>2:20 – 2:35 PM</b>	<b>Changes to QualityNet Data File Submission</b>	Chelsea Russ, MPH HSAG
<b>2:35 – 2:45 PM</b>	<i>Questions &amp; Answers</i>	
<b>2:45 – 2:55 PM</b>	<i>Break</i>	
<b>2:55 – 3:10 PM</b>	<b>New Administrative Data Element: Total Inpatient Discharges</b>	Christopher Cohea, MS HSAG
<b>3:10 – 3:35 PM</b>	<b>Research Updates: Use of Survey Translations and Electronic Survey Modes</b>	Marc Elliott, PhD RAND Corporation
<b>3:35 – 3:45 PM</b>	<i>Questions &amp; Answers</i>	
<b>3:45 – 4:00 PM</b>	<b>Next Steps Adjourn Evaluation</b>	Laura Giordano, RN, MBA HSAG