

**Introduction to HCAHPS Training
Self-training Module
Available from Monday, February 28 –
Thursday, March 3, 2022**

Agenda Items

Welcome & Overview
Background of the HCAHPS Survey
Participation & Program Requirements
Sampling Protocol
Survey Administration
Data Coding & Preparation
HCAHPS Data Submission via the Hospital Quality Reporting (HQR) System
Data Quality Checks
Data Adjustment & Public Reporting
Exception Requests & Discrepancy Reports
Oversight Activities
Next Steps
Evaluation