

# HCAHPS Update Training

## Hospitals Self-administering the HCAHPS Survey

### Thursday, March 3, 2022

### 1:00 PM – 3:45 PM EST

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

<b>Time</b>	<b>Agenda Item</b>	<b>Presenter</b>
1:00 – 1:10 PM	Welcome & Overview	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
1:10 – 1:30 PM	HCAHPS Program Updates	Elizabeth Goldstein, PhD William Lehrman, PhD Christine Payne, PhD Yoku Shaw-Taylor, PhD Centers for Medicare & Medicaid Services (CMS)
1:30 – 1:50 PM	Updates to HCAHPS <i>Quality Assurance Guidelines (QAG) V17.0</i>	Alexandria Mullikin, BS National Committee for Quality Assurance (NCQA)
1:50 – 2:10 PM	Tips and Reminders: Survey Administration and Site Visit Preparation	Oanh Vuong, MBA NCQA
2:10 – 2:25 PM	<i>Questions &amp; Answers</i>	
2:25 – 2:35 PM	<i>Break</i>	
2:35 – 2:50 PM	Tips and Reminders: Improving the Representativeness and Accuracy of HCAHPS Survey Data	Christopher Cohea, MS HSAG
2:50 – 3:15 PM	Updates on Potential New HCAHPS Survey Content and the 2021 HCAHPS Mode Experiment	Marc Elliott, PhD RAND Corporation
3:15 – 3:30 PM	<i>Questions &amp; Answers</i>	
3:30 – 3:45 PM	Next Steps Adjourn Evaluation	Laura Giordano, RN, MBA HSAG