Introduction to HCAHPS Training
Self-training Module
Available from Monday, February 27 – Thursday, March 2, 2023

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