

HCAHPS Update Training

Hospitals Self-administering the HCAHPS Survey

Wednesday, March 1, 2023

1:00 PM – 3:45 PM EST

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

Time	Agenda Item	Presenter
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 Theresa Famolaro, MPS, MS, MBA Centers for Medicare & Medicaid Services (CMS)
1:30 – 1:50 PM	Updates to HCAHPS <i>Quality Assurance Guidelines (QAG) V18.0</i>	Alexandria Mullikin, BS National Committee for Quality Assurance (NCQA)
1:50 – 2:10 PM	Tips and Reminders: HCAHPS Survey Administration	Oanh Vuong, MBA NCQA
2:10 – 2:25 PM	<i>Questions & Answers</i>	
2:25 – 2:35 PM	<i>Break</i>	
2:35 – 2:50 PM	Updates to HCAHPS Survey Mode Adjustments, Effective January 2023	Christopher Cohea, MS HSAG
2:50 – 3:15 PM	Response Rates by Survey Mode and Patient Characteristics: Findings from the 2021 HCAHPS Mode Experiment	Marc Elliott, PhD RAND Corporation
3:15 – 3:30 PM	<i>Questions & Answers</i>	
3:30 – 3:45 PM	Next Steps Adjourn Evaluation	Laura Giordano, RN, MBA HSAG