

2024 HCAHPS Training

Day 1: Tuesday, May 7, 2024
1:00 PM – 4:00 PM EDT

Please note that all times listed are Eastern Daylight Time (EDT)

Time	Agenda Item	Presenter
1:00 – 1:10 PM	Welcome & Overview	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
1:10 – 1:25 PM	HCAHPS Program Updates	William Lehrman, PhD Elizabeth Goldstein, PhD Theresa Famolaro, MPS, MS, MBA Centers for Medicare & Medicaid Services (CMS)
1:25 – 2:15 PM	Changes to Updated HCAHPS Survey Content and New Modes of Survey Administration	Ali Mullikin, BS National Committee for Quality Assurance (NCQA)
2:15 – 2:30 PM	<i>Questions & Answers</i>	
2:30 – 2:45 PM	<i>Break</i>	
2:45 – 3:00 PM	Changes to Updated HCAHPS Survey Content and New Modes of Survey Administration (<i>cont'd</i>)	Ali Mullikin, BS NCQA
3:00 – 3:30 PM	Sampling, Data Specifications and Submission	Oanh Vuong, MBA NCQA
3:30 – 3:45 PM	Oversight Activities	Marina Whitmore, BS HSAG
3:45 – 4:00 PM	<i>Questions & Answers</i>	
4:00 PM	Wrap Up and Adjourn	Laura Giordano, RN, MBA HSAG

2024 HCAHPS Training

Day 2: Wednesday, May 8, 2024 1:00 PM – 4:00 PM EDT

Please note that all times listed are Eastern Daylight Time (EDT)

Time	Agenda Item	Presenter
1:00 – 1:10 PM	Welcome & Overview	Laura Giordano, RN, MBA HSAG
1:10 – 1:30 PM	Public Reporting	Chris Cohea, MS HSAG
1:30 – 2:25 PM	Data Adjustment	Marc Elliott, PhD RAND Corporation
2:25 – 2:40 PM	<i>Questions & Answers</i>	
2:40 – 2:55 PM	<i>Break</i>	
2:55 – 3:10 PM	Data Quality Checks	Chris Cohea, MS HSAG
3:10 – 3:25 PM	Summary	William Lehrman, PhD CMS
3:25 – 3:40 PM	<i>Questions & Answers</i>	
3:40 – 4:00 PM	Next Steps/Adjourn/Evaluation	Laura Giordano, RN, MBA HSAG