

**Introduction to HCAHPS Training  
Self-training Module  
Available from Monday, April 28 –  
Thursday, May 1, 2025**

**Agenda Items**

**Welcome & Overview**

**Background of the HCAHPS Survey**

**Program Requirements**

**Survey Management**

**Sampling Protocol**

**Modes of Survey Administration (Mail Only, Phone Only, Mail-Phone, Web-First Modes)**

**Data Specifications and Coding**

**HCAHPS Data Submission via the Hospital Quality Reporting (HQR) System**

**Data Quality Checks**

**Data Adjustment and Public Reporting**

**Exception Request and Discrepancy Report**

**Oversight Activities**

**Next Steps and Resources**