

HCAHPS Update Training

Wednesday, May 7, 2025

1:00 PM – 3:00 PM EDT

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

Estimated Time	Agenda Item	Presenter
1:00 – 1:10 PM	Welcome & Overview	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
1:10 – 1:20 PM	2025 HCAHPS Program Updates	Elizabeth Goldstein, PhD Theresa Famolaro, MPS, MS, MBA Patrick Baxter, PhD Centers for Medicare & Medicaid Services (CMS)
1:20 – 1:40 PM	HCAHPS <i>Quality Assurance Guidelines Final V19.0</i>	Ali Mullikin, BS National Committee for Quality Assurance (NCQA)
1:40 – 1:55 PM	Updated HCAHPS Survey and Public Reporting Timeline	Chris Cohea, MS HSAG
1:55 – 2:25 PM	Summary of Recent HCAHPS Research	Marc Elliott, PhD RAND
2:25 – 2:40 PM	<i>Questions & Answers</i>	
2:40 – 3:00 PM	Next Steps/Adjourn/Evaluation	Laura Giordano, RN, MBA HSAG