

## SUMMARY OF CHANGES TO SURVEY ADMINISTRATION FOR THE HCAHPS 2.0 SURVEY TO TAKE EFFECT WITH JANUARY 2025 PATIENT DISCHARGES

CMS finalized several changes to the administration of the HCAHPS Survey in the [FY 2024 IPPS Rule](#). These changes will take effect with January 1, 2025 patient discharges and apply to all HCAHPS 2.0 Survey modes. Detailed instructions will be provided later in the HCAHPS 2.0 Quality Assurance Guidelines and in 2024 HCAHPS Training.

### New Modes of Survey Administration

HCAHPS 2.0 will include three new Web-First modes of survey administration:

- Email survey, followed by mail survey to non-respondents (**Web-Mail** mode)
- Email survey, followed by phone survey to non-respondents (**Web-Phone** mode)
- Email survey, followed by mail survey then phone survey to non-respondents (**Web-Mail-Phone** mode)

*Note: The Mail Only, Phone Only, and Mail-Phone (Mixed Mode) survey modes will remain available for use.*

### 49-Day Data Collection Period

Beginning with January 2025 discharges, HCAHPS 2.0 will change to a 49-day data collection period.

- The data collection period for the HCAHPS Survey will be extended from the current 42 calendar days to 49 calendar days in all survey modes
  - After being contacted, patients will have 49 calendar days to complete the survey
- Initial patient contact still must occur between 48 hours and 42 calendar days after discharge

### Allow Response by Patient's Proxy

Beginning with January 2025 discharges, the requirement that only the patient may respond to the HCAHPS Survey will be removed.

- A proxy will no longer be prohibited from responding to the survey for the patient
- However, the patient himself or herself is encouraged to respond to the survey

### Maximum of 12 Supplemental Items

Beginning with January 2025 discharges, no more than 12 supplemental items may be added to the HCAHPS 2.0 Survey.

- Supplemental items, if any, must be placed after all of the official HCAHPS items

### Collect Patients' Preferred Language while in Hospital and Administer the HCAHPS Spanish Translation Whenever Indicated

Beginning with January 2025 discharges, hospitals must provide to their survey vendor information about the language the patient prefers to speak while hospitalized.

- Patient's language will be categorized as English, Spanish, or another language
- The official Spanish translation of the HCAHPS Survey must be administered to all patients who prefer to speak Spanish

### Remove the Interactive Voice Response (IVR) Mode and the "Hospitals Administering HCAHPS for Multiple Sites" Options

Beginning with January 2025 discharges, two options for administering HCAHPS will become unavailable.

- The Active Interactive Voice Response (IVR) survey mode option will no longer be available
- The "Hospitals Administering HCAHPS for Multiple Sites" option for administration of the HCAHPS Survey will no longer be available
  - Hospitals will have the option to self-administer the HCAHPS Survey if approved by the HCAHPS Project Team