

QualityNet 03/11/2010 HCAHPS Release Notes

HCAHPS Version 3.2 Enhancements to both the XML Data Submission and Online Data Entry Tool

1. Survey Completion Mode has been added to the online tool and XML file layout. When the Survey Mode used to conduct a month's surveys is Mixed mode or IVR, the user needs to indicate the method by which the patient completed the survey. If the Survey Mode is Mixed, the Survey Completion Mode options are Mixed mode – mail, Mixed mode – phone, and Not applicable. If the Survey Mode is IVR, the Survey Completion Mode options are IVR mode-IVR, IVR mode-phone, and Not applicable.

HCAHPS Version 3.2 Enhancements Specific to the Online Data Entry Tool

1. The QualityNet Help Desk email address listed on the footer of each page of the HCAHPS Online Tool has been updated to qnetsupport@sdps.org.

HCAHPS Version 3.2 Enhancements Specific to the XML File Specifications

1. The data warehouse supports processing of data files up to and including 50 MB in size.
2. In the "batch successful" e-mail notice from the HCAHPS data warehouse; the QualityNet Technical assistance e-mail address has been changed to qnetsupport@sdps.org.
- 3.

Field Name <XML Element>	Description of Change	Comments	Implementation Date
<Discharge Status>	Answer Value 21 has been added - Discharged/transferred to court/law enforcement	Discharge Status is a required data element. Value 21 is now an option.	3Q10 Discharges
<survey-completion-mode>	New element added to capture the method used to complete a survey conducted in the Mixed or IVR modes	Survey Completion Mode is only required for those surveys conducted using either Mixed or IVR methodology	3Q10 Discharges

4. The correct error message now displays when files submitted via XML upload with missing answer values for elements within the Survey Results record or "<Patientresponse>" section. The correct message is #60020 – *Answer is required for question <question-code>*. The correct

element is referenced in the error message and should be investigated, corrected, added to the XML file and re-submitted.

5. The correct error message now displays when files submitted via XML upload with “Month” or “Year” within the Header Record data elements “<discharge-yr>” or “<discharge-month>”. The correct error messages are #20040 - *Discharge Year is required in header* and #20070 - *Discharge Month is required in header*.