

HCAHPS

Hospital/Survey Vendor Training Agenda

Agenda

Introduction to HCAHPS Training Session 1

**Monday, March 1, 2010
1:00 PM – 5:00 PM EST**

Please note that all times listed are Eastern Standard Time (EST)

Time	Agenda Item	Presenter
1:00 – 1:15 PM	Welcome & Overview	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
1:15 – 1:55 PM	Background & Development of the HCAHPS Survey	Elizabeth Goldstein, PhD William Lehrman, PhD Centers for Medicare & Medicaid Services (CMS)
1:55 – 2:20 PM	Participation & Program Requirements	Pat Spencer, CPA, MEd HSAG
2:20 – 3:05 PM	Sampling Protocol	Oanh Vuong, MBA National Committee for Quality Assurance (NCQA)
3:05 – 3:20 PM	<i>Break</i>	
3:20 – 4:15 PM	Survey Administration	Kris Spector, MA NCQA
4:15 – 4:35 PM	Telephone & Active IVR Training	Tony Yep, MHA NCQA
4:35 – 4:45 PM	Exceptions Requests and Discrepancy Reports	Pat Spencer, CPA, MEd HSAG
4:45 – 5:00 PM	Questions & Answers	
5:00 PM	Adjourn	