

HCAHPS

Hospital/Survey Vendor Training Agenda

Agenda

HCAHPS Update Training Hospitals Self-administering the HCAHPS Survey Wednesday, March 3, 2010 8:30 AM – 12:00 Noon EST

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

Time	Agenda Item	Presenter
8:30 – 8:45 AM	Welcome & Overview	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
8:45 – 9:10 AM	Program Updates	Elizabeth Goldstein, PhD William Lehrman, PhD Centers for Medicare & Medicaid Services (CMS)
9:10 – 9:30 AM	Sampling Protocol	Oanh Vuong, MBA National Committee for Quality Assurance (NCQA)
9:30 – 10:05 AM	Survey Administration	Kris Spector, MA NCQA
10:05 – 10:20 AM	<i>Break</i>	
10:20 – 10:40 AM	Data Coding, Preparation & Submission	Tony Yep, MHA NCQA
10:40 – 10:55 AM	My QualityNet	Mike Miller, BA Iowa Foundation for Medical Care (IFMC)
10:55 – 11:15 AM	Data Adjustment & Public Reporting	Elizabeth Goldstein, PhD CMS
11:15 – 11:35 AM	Oversight Activities	William Lehrman, PhD CMS
11:35 – 12:00 Noon	<i>Questions & Answers</i>	
12:00 Noon	Adjourn	