

HCAHPS

Hospital/Survey Vendor Training Agenda

Agenda

HCAHPS Update Training Hospitals Self-administering the HCAHPS Survey Thursday, March 4, 2010 1:30 PM – 5:00 PM EST

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

Time	Agenda Item	Presenter
1:30 – 1:45 PM	Welcome & Overview	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
1:45 – 2:10 PM	Program Updates	Elizabeth Goldstein, PhD William Lehrman, PhD Centers for Medicare & Medicaid Services (CMS)
2:10 – 2:30 PM	Sampling Protocol	Oanh Vuong, MBA National Committee for Quality Assurance (NCQA)
2:30 – 3:05 PM	Survey Administration	Kris Spector, MA NCQA
3:05 – 3:20 PM	<i>Break</i>	
3:20 – 3:40 PM	Data Coding, Preparation & Submission	Tony Yep, MHA NCQA
3:40 – 3:55 PM	My QualityNet	Mike Miller, BA Iowa Foundation for Medical Care (IFMC)
3:55 – 4:15 PM	Data Adjustment & Public Reporting	Elizabeth Goldstein, PhD CMS
4:15 – 4:35 PM	Oversight Activities	William Lehrman, PhD CMS
4:35 – 5:00 PM	<i>Questions & Answers</i>	
5:00 PM	Adjourn	