Introduction to HCAHPS Training
Self-training Module
Available from Monday, February 25 – Thursday, February 28, 2019

Agenda Items

Welcome & Overview

Background of the HCAHPS Survey

Participation & Program Requirements

Sampling Protocol

Survey Administration

Data Coding & Preparation

HCAHPS Data Submission via the QualityNet Secure Portal

Data Quality Checks

Data Adjustment & Public Reporting

Exception Requests & Discrepancy Reports

Oversight Activities

Next Steps

Evaluation