

HCAHPS Update Training
Hospitals Self-administering the HCAHPS Survey
Thursday, February 28, 2019
1:00 PM – 4:00 PM EST

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

| Time | Agenda Item | Presenter |
|-----------------------|--|--|
| 1:00 – 1:10 PM | Welcome & Overview | Laura Giordano, RN, MBA Health Services Advisory Group (HSAG) |
| 1:10 – 1:40 PM | HCAHPS Program Updates | Elizabeth Goldstein, PhD William Lehrman, PhD Christine Payne, PhD Centers for Medicare & Medicaid Services (CMS) |
| 1:40 – 2:15 PM | Updates to HCAHPS <i>Quality Assurance Guidelines (QAG) V14.0</i> | Natalie Omar, MHA National Committee for Quality Assurance (NCQA) |
| 2:15 – 2:20 PM | <i>Questions & Answers</i> | |
| 2:20 – 2:55 PM | Updated Patient-Mix Adjustment: Self-Rated Mental Health | Christopher Cohea, MS HSAG |
| 2:55 – 3:05 PM | <i>Break</i> | |
| 3:05 – 3:30 PM | Improving HCAHPS Response Rates: Lessons from Research | Marc Elliott, PhD RAND Corporation |
| 3:30 – 3:40 PM | <i>Questions & Answers</i> | |
| 3:40 – 4:00 PM | Next Steps Adjourn Evaluation | Laura Giordano, RN, MBA HSAG |