

**HCAHPS Update Training
Survey Vendors and Multi-Sites
Wednesday, February 27, 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