

HCAHPS Update Training

Hospitals Self-administering the HCAHPS Survey

Thursday, February 27, 2020

1:00 PM – 4:00 PM EST

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

| | | |
|-----------------------|---|---|
| 1:00 – 1:10 PM | Welcome & Overview | Laura Giordano, RN, MBA Health Services Advisory Group (HSAG) |
| 1:10 – 1:25 PM | HCAHPS Program Updates | Elizabeth Goldstein, PhD William Lehrman, PhD Christine Payne, PhD Yoku Shaw-Taylor, PhD Centers for Medicare & Medicaid Services (CMS) |
| 1:25 – 2:00 PM | Updates to HCAHPS <i>Quality Assurance Guidelines (QAG) V15.0</i> | Alexandria Mullikin, BS National Committee for Quality Assurance (NCQA) |
| 2:00 – 2:20 PM | Best Practices for Survey Administration | Oanh Vuong, MBA NCQA |
| 2:20 – 2:35 PM | Changes to QualityNet Data File Submission | Chelsea Russ, MPH HSAG |
| 2:35 – 2:45 PM | <i>Questions & Answers</i> | |
| 2:45 – 2:55 PM | <i>Break</i> | |
| 2:55 – 3:10 PM | New Administrative Data Element: Total Inpatient Discharges | Christopher Cohea, MS HSAG |
| 3:10 – 3:35 PM | Research Updates: Use of Survey Translations and Electronic Survey Modes | Marc Elliott, PhD RAND Corporation |
| 3:35 – 3:45 PM | <i>Questions & Answers</i> | |
| 3:45 – 4:00 PM | Next Steps Adjourn Evaluation | Laura Giordano, RN, MBA HSAG |