

# HCAHPS Update Training

## Hospitals Self-administering the HCAHPS Survey

### Thursday, March 4, 2021

### 1:00 PM – 3:00 PM EST

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

<b>Time</b>	<b>Agenda Item</b>	<b>Presenter</b>
<b>1:00 – 1:10 PM</b>	<b>Welcome &amp; Overview</b>	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
<b>1:10 – 1:30 PM</b>	<b>HCAHPS Program Updates</b>	Elizabeth Goldstein, PhD William Lehrman, PhD Christine Payne, PhD Yoku Shaw-Taylor, PhD Centers for Medicare & Medicaid Services (CMS)
<b>1:30 – 1:50 PM</b>	<b>Updates to HCAHPS <i>Quality Assurance Guidelines (QAG) V16.0</i></b>	Alexandria Mullikin, BS National Committee for Quality Assurance (NCQA)
<b>1:50 – 2:10 PM</b>	<b>Common Challenges in HCAHPS Survey Administration</b>	Oanh Vuong, MBA NCQA
<b>2:10 – 2:35 PM</b>	<b>2021 HCAHPS Mode Experiment and Investigation of Possible New HCAHPS Survey Content</b>	Marc Elliott, PhD RAND Corporation
<b>2:35 – 2:45 PM</b>	<b><i>Questions &amp; Answers</i></b>	
<b>2:45 – 3:00 PM</b>	<b>Next Steps Adjourn Evaluation</b>	Laura Giordano, RN, MBA HSAG