**HCAHPS Update Training**  
**Hospitals Self-administering the HCAHPS Survey**  
**Wednesday, March 1, 2023**  
**1:00 PM – 3:45 PM EST**

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

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<tr>
<th>Time</th>
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| 1:00 – 1:10 PM| Welcome & Overview                                                           | Laura Giordano, RN, MBA  
Health Services Advisory Group (HSAG)                                        |
| 1:10 – 1:30 PM| HCAHPS Program Updates                                                       | Elizabeth Goldstein, PhD  
William Lehrman, PhD  
Christine Payne, PhD  
Yoku Shaw-Taylor, PhD  
Theresa Famolaro, MPS, MS, MBA  
Centers for Medicare & Medicaid Services (CMS)                                 |
| 1:30 – 1:50 PM| Updates to HCAHPS Quality Assurance Guidelines (QAG) V18.0                   | Alexandria Mullikin, BS  
National Committee for Quality Assurance (NCQA)                                |
| 1:50 – 2:10 PM| Tips and Reminders: HCAHPS Survey Administration                             | Oanh Vuong, MBA  
NCQA                                                                           |
| 2:10 – 2:25 PM| Questions & Answers                                                          |                                                                           |
| 2:25 – 2:35 PM| Break                                                                       |                                                                           |
| 2:35 – 2:50 PM| Updates to HCAHPS Survey Mode Adjustments, Effective January 2023            | Christopher Cohea, MS  
HSAG                                                                          |
| 2:50 – 3:15 PM| Response Rates by Survey Mode and Patient Characteristics: Findings from the | Marc Elliott, PhD  
RAND Corporation                                                                |
|               | 2021 HCAHPS Mode Experiment                                                  |                                                                           |
| 3:15 – 3:30 PM| Questions & Answers                                                          |                                                                           |
| 3:30 – 3:45 PM| Next Steps  
Adjourn  
Evaluation                                                               | Laura Giordano, RN, MBA  
HSAG                                                                          |