# HCAHPS Update Training

**Survey Vendors and Multi-Sites**  
**Thursday, March 2, 2023**  
**1:00 PM – 3:45 PM EST**

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

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<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 2021 HCAHPS Mode Experiment | Marc Elliott, PhD  
RAND Corporation                                   |
| 3:15 – 3:30 PM| Questions & Answers                                                                           |                                                                          |
| 3:30 – 3:45 PM| Next Steps                                                                                   | Laura Giordano, RN, MBA  
Adjourn  
Evaluation |

2/22/2023