

# CAHPS Hospice Survey

## Quality Assurance Guidelines V3.0

### Technical Corrections and Clarifications

May 2017

Subsequent to the release of the *CAHPS Hospice Survey Quality Assurance Guidelines V3.0* (QAG V3.0), it has been determined that there are specific content items that require correction, addition and/or further clarification. The protocols listed in this document replace all previous releases of the technical corrections and clarifications to the *CAHPS Hospice Survey Quality Assurance Guidelines V3.0*. New items can be found in the beginning of the document, and items previously communicated are included at the end of document for ease of reference. The items are identified below:

#### ➤ NEW CONTENT

- **III. Program Requirements Chapter Revision**
  - **Removed the cell size restrictions (displaying cell sizes that contain less than 11 observations) in the Survey Vendor Analysis of CAHPS Hospice Survey Data section, page 20**
    - **REVISED:** Survey vendors should note the following:
      - As with all survey vendor analyses, the survey vendor scores may differ from the official CMS results. When providing hospices with survey data, **survey vendors must communicate to hospices that the survey vendor scores are not official CMS scores** and should **only** be used for quality improvement purposes.
      - If hospices or survey vendors choose to use survey vendor provided scores in any way, they must indicate that they are not official CMS scores.
      - Hospices should be informed by the survey vendor that any responses that would identify a particular decedent/caregiver case **should not** be shared with direct care staff. These results should be limited to management and/or quality improvement personnel.
- **Appendix P, CAHPS Hospice Mail Survey Materials (Traditional Chinese) Revision**
  - **Revised translation and replaced survey questionnaire and cover letters following testing. Revised Traditional Chinese survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site ([www.hospicecahpssurvey.org](http://www.hospicecahpssurvey.org)).**
- **Appendix Q, CAHPS Hospice Mail Survey Materials (Simplified Chinese) Revision**
  - **Revised translation and replaced survey questionnaire and cover letters following testing. Revised Simplified Chinese survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site ([www.hospicecahpssurvey.org](http://www.hospicecahpssurvey.org)).**

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#### ➤ PREVIOUSLY COMMUNICATED MODIFICATIONS (January 2017)

- **Appendix M, Examples of Additional Supplemental Questions for Survey Vendor Use Revision**
  - **Revised answer options for “Consent to Share Responses” supplemental question in English for telephone surveys only (response options are to remain the same for mail surveys), page 3**

- CURRENT: The hospice that provided care to your family member may want to review your answers so that they can decide how to address any concerns that you have. We will not share your answers to this survey linked to your name unless you give your permission for this information to be shared with the hospice.

Do you give your permission to provide your answers to this survey linked to your name to the hospice?

- Yes, I give my permission to share my name and survey responses with the hospice.
  - No, I do not give permission to share my name and survey responses with the hospice.
- REVISED (for telephone surveys only): The hospice that provided care to your family member may want to review your answers so that they can decide how to address any concerns that you have. We will not share your answers to this survey linked to your name unless you give your permission for this information to be shared with the hospice.

Do you give your permission to provide your answers to this survey linked to your name to the hospice?

- Yes
- No

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- **Revised answer options for “Consent to Share Responses” supplemental question in Spanish for telephone surveys only (response options are to remain the same for mail surveys), page 3**

- **CURRENT:** El hospicio que le brindó el cuidado a su familiar tal vez quiera revisar sus respuestas de modo que ellos puedan decidir cómo abordar cualquier preocupación que usted tenga. No compartiremos sus respuestas a esta encuesta junto a su nombre a menos que usted dé su permiso para que esta información sea compartida con el hospicio.

¿Da usted su permiso de proporcionar sus respuestas a esta encuesta junto a su nombre al hospicio?

- Sí, yo doy mi permiso para que compartan mi nombre con mis respuestas a la encuesta con el hospicio.
  - No, yo no doy mi permiso para que compartan mi nombre con mis respuestas a la encuesta con el hospicio.
- **REVISED (for telephone surveys only):** El hospicio que le brindó el cuidado a su familiar tal vez quiera revisar sus respuestas de modo que ellos puedan decidir cómo abordar cualquier preocupación que usted tenga. No compartiremos sus respuestas a esta encuesta junto a su nombre a menos que usted dé su permiso para que esta información sea compartida con el hospicio.

¿Da usted su permiso de proporcionar sus respuestas a esta encuesta junto a su nombre al hospicio?

- Sí
- No