

Agenda

CAHPS Hospice Survey Update Training September 27, 2017 1:00 PM – 4:00 PM ET

Please note that all times listed are Eastern Time (ET)

Time	Agenda Item	Presenter
1:00 – 1:10 PM	Welcome and Training Logistics	Laura Giordano, MBA, RN Health Services Advisory Group (HSAG)
1:10 – 1:20 PM	CAHPS Hospice Survey Program Updates	Elizabeth Goldstein, PhD Debra Dean-Whittaker, PhD Lori Teichman, PhD Centers for Medicare & Medicaid Services (CMS)
1:20 – 2:20 PM	Highlights and Updates to CAHPS Hospice Survey <ul style="list-style-type: none">• Roles and Responsibilities• Sampling Protocol• Survey Administration• <i>Questions & Answers</i>• File Specifications• Data Submission• <i>Questions & Answers</i>	Rebecca Anhang Price, PhD RAND Melissa A. Bradley, BA RAND Elizabeth Parmer, MS, RN, BSN HSAG Danielle Schlang, MA RAND Rosalie Malsberger, MS RAND
2:20 – 2:30 PM	<i>Break</i>	
2:30 – 2:50 PM	Additional Data Quality Checks	Elizabeth Parmer, MS, RN, BSN HSAG
2:50 – 3:05 PM	Data Adjustment and Public Reporting	Marc Elliott, PhD RAND
3:05 – 3:20 PM	Presentation of Research: Mode Experiment Results <ul style="list-style-type: none">• <i>Questions & Answers</i>	Marc Elliott, PhD RAND
3:20 – 3:30 PM	Wrap up and Next Steps	Laura Giordano, MBA, RN HSAG
3:30 – 3:50 PM	Post-training Quiz	Online
3:50 – 4:00 PM	Training Evaluation	Online