

CAHPS Hospice Survey

Quality Assurance Guidelines V5.0

Technical Corrections and Clarifications

March 2019

Subsequent to the release of the CAHPS Hospice Survey *Quality Assurance Guidelines V5.0* (QAG V5.0), 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 the previous release of the content in the CAHPS Hospice Survey *Quality Assurance Guidelines V5.0*. 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

- **Appendix R, CAHPS Hospice Mail Survey Materials (Russian) Revision**
 - Revisions were made to the Survey Instructions for all three survey versions.
 - The survey questions, cover letters and OMB Paperwork Reduction Act language have not changed.
 - Revised Russian survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).

Current - Square Version:

- ◆ Для заполнения анкеты используйте чернила темного цвета.
- ◆ Пишите ответы печатными буквами, пожалуйста.
- ◆ Поставьте X непосредственно внутри квадратика возле ответа, как показано в примере ниже.
 - Да
 - Нет
- ◆ Иногда Вам будет предложено пропустить несколько вопросов анкеты. В таком случае Вы увидите стрелку с указанием перехода к следующему вопросу, на который Вам необходимо ответить, как здесь:
 - Да ➔ **Если ответ «Да», перейдите к Вопросу 1**
 - Нет

Revised - Square Version:

- ◆ Для заполнения анкеты используйте чернила темного цвета.
- ◆ Поставьте X непосредственно внутри квадратика возле ответа, как показано в примере ниже.
 - Да
 - Нет
- ◆ Иногда Вам будет предложено пропустить несколько вопросов анкеты. В таком случае Вы увидите стрелку с указанием перехода к следующему вопросу, на который Вам необходимо ответить, как здесь:
 - Да ➔ **Если ответ «Да», перейдите к Вопросу 1**
 - Нет

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Current - Circle and Oval Versions:

- ◆ Для заполнения анкеты используйте чернила темного цвета.
- ◆ Пишите ответы печатными буквами, пожалуйста.
- ◆ Поставьте X непосредственно внутри овала возле ответа, как показано в примере ниже.
 Да
 Нет
- ◆ Иногда Вам будет предложено пропустить несколько вопросов анкеты. В таком случае Вы увидите стрелку с указанием перехода к следующему вопросу, на который Вам необходимо ответить, как здесь:
 Да → **Если ответ «Да», перейдите к Вопросу 1**
 Нет

Revised - Circle and Oval Versions:

- ◆ Для заполнения анкеты используйте чернила темного цвета.
- ◆ Ответьте на все вопросы, закрашивая кружок, относящийся к нужному ответу.
 Да
 Нет
- ◆ Иногда Вам будет предложено пропустить несколько вопросов анкеты. В таком случае Вы увидите стрелку с указанием перехода к следующему вопросу, на который Вам необходимо ответить, как здесь:
 Да → **Если ответ «Да», перейдите к Вопросу 1**
 Нет

➤ **CAHPS Hospice Survey Telephone Script (Russian) - New Script**

- CMS has released a Russian translation of the CAHPS Hospice Survey Telephone Script.
- The Russian Telephone Script can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpssurvey.org).

PREVIOUSLY COMMUNICATED Corrections and Clarifications (February 2019)

➤ **VI. Mail Only Survey Administration**

- **Added Requirement that the OMB expiration date must appear on the front page of the questionnaire, page 45**

Production of Questionnaire and Related Materials

For CAHPS Hospice Survey administration, the OMB Paperwork Reduction Act language must appear in the mailing, either on the front of the cover letter or on the front or back of the questionnaire in a font size of 10-point or larger. The OMB language cannot be printed on a

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separate piece of paper. In addition, the OMB control number (OMB#0938-1257) and expiration date (Expires December 31, 2020) must appear on the front page of the questionnaire.

➤ VIII. Mixed Mode Survey Administration

- **Added Requirement that the OMB expiration date must appear on the front page of the questionnaire, page 74**

Production of Questionnaire and Related Materials

For CAHPS Hospice Survey administration, the OMB Paperwork Reduction Act language must appear in the mailing, either on the front of the cover letter or on the front or back of the questionnaire in a font size of 10-point or larger. The OMB language cannot be printed on a separate piece of paper. In addition, the OMB control number (OMB#0938-1257) and expiration date (Expires December 31, 2020) must appear on the front page of the questionnaire.

➤ Appendix N, CAHPS Hospice Mail Survey Materials (English) Revision

- **The OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language. The survey questions and the cover letters have not changed. Revised English survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).**

➤ Appendix O, CAHPS Hospice Mail Survey Materials (Spanish) Revision

- **The OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language. The survey questions and the cover letters have not changed. Revised Spanish survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).**

➤ Appendix P, CAHPS Hospice Mail Survey Materials (Traditional Chinese) Revision

- **The OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language. The survey questions and the cover letters have not changed. Revised Traditional Chinese survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).**

➤ Appendix Q, CAHPS Hospice Mail Survey Materials (Simplified Chinese) Revision

- **The OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language. The survey questions and the cover letters have not changed. Revised Simplified Chinese survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).**

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- **Appendix R, CAHPS Hospice Mail Survey Materials (Russian) Revision**
 - The OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language
 - A minor revision was made to the question for Question 39
 - The remaining survey questions and cover letters have not changed. Revised Russian survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).

- **Appendix S, CAHPS Hospice Mail Survey Materials (Portuguese) Revision**
 - The OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language. The survey questions and the cover letters have not changed. Revised Portuguese survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).

- **Appendix T, CAHPS Hospice Mail Survey Materials (Vietnamese) Revision**
 - The OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language. The survey questions and the cover letters have not changed. Revised Vietnamese survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).

- **Appendix U, CAHPS Hospice Mail Survey Materials (Polish) Revision**
 - The OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language. The survey questions and the cover letters have not changed. Revised Polish survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).

- **Appendix V, CAHPS Hospice Mail Survey Materials (Korean) Revision**
 - The OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language. The survey questions and the cover letters have not changed. Revised Korean survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).