

CAHPS Hospice Survey

Quality Assurance Guidelines V7.0

Technical Corrections and Clarifications

April 2021

Subsequent to the release of the CAHPS Hospice Survey *Quality Assurance Guidelines V7.0 (QAG V7.0)*, it has been determined that there are specific content items that require correction, addition and/or further clarification. The protocol listed in this document replace the previous release of the content in the CAHPS Hospice Survey *Quality Assurance Guidelines V7.0*. The items are identified below:

NEW CONTENT

➤ **Appendix T, CAHPS Hospice Mail Survey Materials (Vietnamese) Revision**

- The Vietnamese Mail Survey has been updated for the oval and circle response options for Questions 17, 21, and 46. The Vietnamese Mail Survey with the square response options and survey cover letters have not changed. The revised Vietnamese Survey Materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpssurvey.org).

PREVIOUSLY COMMUNICATED Corrections and Clarifications (December 2020 [2])

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

- The updated 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.hospicecahpssurvey.org).

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

- The updated 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.hospicecahpssurvey.org).

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

- The updated 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.hospicecahpssurvey.org).

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

- The updated 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

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found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org).

- **Appendix R, CAHPS Hospice Mail Survey Materials (Russian) Revision**
 - The updated OMB expiration date was added with the OMB control number for all three versions and the OMB Paperwork Reduction Act language. 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 updated 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 updated 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 updated 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 updated 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).
- PREVIOUSLY COMMUNICATED Corrections and Clarifications (December 2020)**
- **Appendix E, CAHPS Hospice Survey XML File Specifications V7.1**
 - The “Final Survey Status” code of “16 – Sampling Error” was added to the <ineligible-postsample> sub-element of hospice data

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- **Appendix N, CAHPS Hospice Mail Survey Materials (English) Revision**
 - A statement stating that renewal is pending for OMB was added to the OMB control number and expiration date 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**
 - A statement stating that renewal is pending for OMB was added to the OMB control number and expiration date for all three versions and the OMB Paperwork Reduction Act language
 - Minor revisions were made on the CAHPS Hospice Survey cover page
 - A minor revision was made to the question for Question 14
 - The remaining survey questions and 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**
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- **Appendix Q, CAHPS Hospice Mail Survey Materials (Simplified Chinese) Revision**
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- **Appendix R, CAHPS Hospice Mail Survey Materials (Russian) Revision**
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- **Appendix S, CAHPS Hospice Mail Survey Materials (Portuguese) Revision**
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