

CAHPS Hospice Survey

Quality Assurance Guidelines V4.0

Technical Corrections and Clarifications

February 2018

Subsequent to the release of the *CAHPS Hospice Survey Quality Assurance Guidelines V4.0 (QAG V4.0)*, 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 technical corrections and clarifications to the *CAHPS Hospice Survey Quality Assurance Guidelines V4.0*. 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 W, CAHPS Hospice Telephone Script (English) Revision**
 - **Minor revision was made to the SPEAKING WITH CAREGIVER INTRO: script.**
 - CURRENT: Your answers will be combined with other respondents and shared with the hospice for purposes of quality improvement.
 - REVISED: Your answers may be shared with the hospice for purposes of quality improvement.
 - **The Revised CAHPS Hospice Telephone Script (English) can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpssurvey.org).**
- **Appendix X, CAHPS Hospice Telephone Script (Spanish) Revision**
 - **Minor revision was made to the SPEAKING WITH CAREGIVER INTRO: script.**
 - CURRENT: Sus respuestas se combinarán con las de otros encuestados y, en conjunto, se compartirán con el hospicio con el fin de mejoramiento de la calidad.
 - REVISED: Es posible que sus respuestas se envíen al hospicio a fin de que éste emprenda tareas de mejoramiento de calidad.
 - **The Revised CAHPS Hospice Telephone Script (Spanish) can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpssurvey.org).**

PREVIOUSLY COMMUNICATED MODIFICATIONS (January 2018)

➤ XIII. Discrepancy Report Process

- **Added requirement for notifying affected hospices of submission of a Discrepancy Report on their behalf in the Discrepancy Report Process section, page 125**

Discrepancy Report Process

On occasion, a survey vendor may identify discrepancies from CAHPS Hospice Survey protocols that require corrections to procedures and/or electronic processing to realign the activity to comply with CAHPS Hospice Survey protocols. Survey vendors are required to notify CMS of these discrepancies. In its oversight role, the CAHPS Hospice Survey Project Team may also identify discrepancies that require correction. Examples of discrepancies include, but are not

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limited to, missing survey-eligible decedents/caregivers from a particular month or computer programming that caused an otherwise survey-eligible decedent/caregiver to be excluded from the sample frame.

- Survey vendors must complete and submit Discrepancy Report Forms on behalf of their client hospice(s).
- Survey vendors are required to complete and submit a Discrepancy Report Form to formally notify CMS immediately upon discovery of the discrepancy. The Discrepancy Report Form must be submitted online via the CAHPS Hospice Survey Web site (www.hospicecahpsurvey.org). This report informs the CAHPS Hospice Survey Project Team of the nature, timing, cause, and extent of the discrepancy, as well as the proposed correction and timeline to correct the discrepancy. The hospice CCN(s) must be included on the form.
 - The value “Unknown” is acceptable in an initial Discrepancy Report Form if the eligible and sample decedents/caregivers affected are not known at the time of submission but these values should be provided in an update
- **ADDED:** Survey vendors must notify all affected client hospices that a Discrepancy Report has been submitted

PREVIOUSLY COMMUNICATED MODIFICATIONS (November 2017)

➤ NEW CONTENT

- **Appendix P, CAHPS Hospice Mail Survey Materials (Traditional Chinese) Revision**
 - **Minor revisions were made to the instructions for all three versions. The survey questions, OMB Paperwork Reduction Act text 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**
 - **Minor revisions were made to the instructions for all three versions. The survey questions, OMB Paperwork Reduction Act text 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).**