

2017 CAHPS Hospice Survey Update Training
Questions and Responses

Question	Response
Public Reporting	
How many days before public reporting will the preview reports be available?	Provider Preview reports will be made available to the hospices approximately 2 months prior to public reporting and hospices will have a full month to review the report.
Why will the preview reports be on CASPER and not the secure side of CAHPS Hospice Survey Web site?	For the Hospice Quality Reporting Program, Provider Preview reports will be distributed via the CASPER system, as this is the system used to distribute preview reports for the Hospice Item Set measures.
Sharing Survey Responses	
What is meant by "identifying responses" when sharing results with direct care staff? Does this include open ended comments?	<p>The goal of this guidance is to ensure that particular decedents and caregivers are not identified to direct care staff when sharing results of the CAHPS Hospice Survey. The guidance applies to all responses to the survey, including open ended comments.</p> <p>A hospice must make bereavement services available to the family and other individuals identified in the bereavement plan of care for up to 1 year following the death of the patient. CMS considers this an ongoing relationship with the caregiver and wishes to protect the caregiver's privacy with respect to responses that were provided in the survey.</p> <p>If follow-up with direct care staff is necessary or desired, the hospice should not identify the caregiver who provided the response. Instead, they should address only the nature of the complaint or compliment with the direct care staff.</p>
Should we not be sharing compliments with staff?	You are welcome to share compliments with staff; however, to preserve confidentiality, a particular decedent or caregiver should not be identified when doing so.
Privacy	
Can CMS please explain why a survey conducted months after the patient has died needs to consider such strict privacy?	The hospice cares for both the patient and the family/caregivers. CMS guidance is designed to safeguard the privacy of the patient that died, as well as of the caregiver who is responding to the survey.
Data Submission	
Can vendors submit test files?	Currently, all files submitted by the vendor have reports created and posted to the folder for each hospice. However, only the final file submitted for each CCN is considered its final data.
Mode Adjustment	
Have the mode adjustment values been made available?	The mode adjustment values are available on the CAHPS Hospice Survey Web site under the Scoring and Analysis tab. The case-mix adjustment coefficients for the CAHPS Hospice Survey measures are available there, as well.