

# Agenda

## CAHPS Hospice Survey Update Training

### Wednesday, September 26, 2018

### 1:15 PM – 3:30 PM EDT

Please note that all times listed are Eastern Daylight Time (EDT)

Time	Agenda Item	Presenter
1:15 – 1:25 PM	Welcome and Training Logistics	Laura Giordano, MBA, RN Health Services Advisory Group (HSAG)
1:25 – 1:35 PM	CAHPS Hospice Survey Introduction and Overview	Elizabeth Goldstein, PhD Debra Dean-Whittaker, PhD Lori Teichman, PhD Centers for Medicare & Medicaid Services (CMS)
1:35 – 2:00 PM	CAHPS Hospice Survey Program Highlights and Updates	Rebecca Anhang Price, PhD RAND Elizabeth Parmer, MS, RN HSAG
2:00 – 2:10 PM	Oversight Activities, Exception Request and Discrepancy Report Processes	Elizabeth Parmer, MS, RN HSAG
2:10 – 2:30 PM	Data Quality Checks	Elizabeth Parmer, MS, RN HSAG Danielle Schlang, MA RAND
2:30 – 2:50 PM	Public Reporting and Analysis of CAHPS Hospice Survey Data	Marc Elliott, PhD RAND
2:50 – 3:00 PM	<i>Questions &amp; Answers</i>	All
3:00 – 3:05 PM	Wrap up and Next Steps	Laura Giordano, MBA, RN HSAG
3:05 – 3:20 PM	Post-training Quiz	Online
3:20 – 3:30 PM	Training Evaluation	Online