

# Agenda

## CAHPS Hospice Survey Update Training

### Thursday, September 30, 2021

### 11:00 AM – 1:15 PM EDT

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

Time	Agenda Item	Presenter
11:00 – 11:10 AM	Welcome and Training Logistics	Laura Giordano, MBA, RN Health Services Advisory Group (HSAG)
11:10 – 11:25 AM	Introduction and Overview	Elizabeth Goldstein, PhD Lauren Fuentes, MPH Lori Teichman, PhD Centers for Medicare & Medicaid Services (CMS)
11:25 – 11:45 AM	CAHPS Hospice Survey Program Highlights and Updates	Rebecca Anhang Price, PhD RAND Elizabeth Parmer, MS, RN HSAG
11:45 – 11:55 AM	Oversight Activities, Exception Request, and Discrepancy Report Processes	Elizabeth Parmer, MS, RN HSAG
11:55 – 12:05 PM	Data Quality Checks	Elizabeth Parmer, MS, RN HSAG Danielle Schlang, MA RAND
12:05 – 12:25 PM	Public Reporting and Analysis of CAHPS Hospice Survey Data,  and  CAHPS Hospice Survey Star Ratings	Marc Elliott, PhD RAND
12:25 – 12:35 PM	<i>Questions &amp; Answers</i>	All
12:35 – 12:40 PM	Wrap up and Next Steps	Laura Giordano, MBA, RN HSAG
12:40 – 1:00 PM	Post-training Quiz	Online
1:00 – 1:15 PM	Training Evaluation	Online