

## CAHPS Hospice Survey Podcast for Hospices – Transcript

### Changing Survey Vendors

Presentation available at

[https://hospicecahpsurvey.org/podcasts/7\\_changing-survey-vendors.mp4](https://hospicecahpsurvey.org/podcasts/7_changing-survey-vendors.mp4)

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#### *Slide 1*

Welcome to the CAHPS Hospice Survey: Podcast for Hospices series. These podcasts were created for staff at hospice organizations. In this podcast, we will review the procedure for switching survey vendors.

#### *Slide 2 – Switching Survey Vendors*

Hospices that choose to switch from one survey vendor to another can *only* do so at the beginning of a calendar quarter.

#### *Slide 3 – What do I need to do to switch survey vendors?*

Unless your hospice meets the exemption for newness or size, in order to be compliant with national implementation of the CAHPS Hospice Survey, your hospice will need to select and negotiate a contract with an approved survey vendor.

Once your hospice contracts with an approved survey vendor, your hospice will need to authorize the vendor to collect and submit data to the CAHPS Hospice Survey Data Warehouse on your hospice's behalf.

#### *Slide 4 – Selecting a Survey Vendor*

In order to select a vendor that is the best fit for your hospice, you may want to ask prospective vendors some questions. Questions you may want to ask potential survey vendors include the following:

- How many CAHPS Hospice Survey contracts do you have?
- Do you conduct the CAHPS Hospice Survey by mail, telephone, or a mix of both mail and telephone?
- What response rates do you achieve for your CAHPS Hospice Survey clients?
- In what languages do you conduct the CAHPS Hospice Survey?
- What procedures do you follow to keep my hospice's sample file and data secure and confidential?
- What reports can you provide for my hospice?
- What services do you offer to help my team understand our survey results?

### *Slide 5 – Authorization Form for Changing Survey Vendors*

To switch from one survey vendor to another, the Hospice Administrator must complete and submit a CAHPS Hospice Survey Vendor Authorization Form. The form must be notarized, and the original must be sent to the RAND Corporation.

This form is available on the Technical Specifications page of the CAHPS Hospice Survey Web site.

The Last Quarter of Survey Administration for your current CAHPS Hospice Survey Vendor and the Survey Administration Start Date for your new CAHPS Hospice Survey Vendor must be noted on the form.

The Authorization Form for Changing Survey Vendors is the *only* form that will be accepted if a hospice is changing survey vendors. RAND must receive the form at least one calendar quarter, or 90 days, before your new vendor submits data on your hospice's behalf.

### *Slide 6 – Next Steps*

If your hospice changes survey vendors and does not submit a new Survey Vendor Authorization Form, your hospice's data will not be accepted to the CAHPS Hospice Survey Data Warehouse.

If you have questions about the process for changing survey vendors, contact the CAHPS Hospice Survey Technical Assistance team

### *Slide 7 – Timeline*

Here, you will see an overview of the data collection and data submission timeline.

Data collection begins two months following the month of patient death. The data submission deadlines happen quarterly during the calendar year. If your hospice is authorizing a new survey vendor, or switching survey vendors, the Vendor Authorization Form is due three months before the corresponding data submission deadline.

The yearly data collection timelines, with actual calendar dates, are posted on the CAHPS Hospice Survey website.

### *Slide 8– Vendor Authorization Form*

An example of a vendor authorization form is shown here. It is important to include complete and accurate information on this form, including the hospice CCN, an approved survey vendor, and contact information for the hospice administrator and point of contact.

*Slide 9– Vendor Authorization Form (continued)*

The Vendor Authorization Form must also include the start date for the new vendor, which is based on the decedent month of death. For example, if your vendor will administer surveys to caregivers of patients who died in January 2020, then January 2020 is the start date. The form must be notarized before it is submitted.

*Slide 10 – CAHPS Hospice Survey Technical Assistance*

More information on these topics can be obtained at the CAHPS Hospice Survey website at: [www.hospicecahpsurvey.org](http://www.hospicecahpsurvey.org), by email at [hospicecahpsurvey@HSAG.com](mailto:hospicecahpsurvey@HSAG.com), or by calling 1-844-472-4621.

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