

# CAHPS Hospice Survey Podcast for Hospices – Transcript

## Selecting and Authorizing a Survey Vendor

Presentation available at <https://hospicecahpsurvey.org/en/hospice-tools/podcasts-for-hospices/>

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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 selecting and authorizing a survey vendor.

### *Slide 2 – Does my hospice need a survey vendor?*

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 3 – Selecting a Survey Vendor*

Only approved survey vendors may administer the CAHPS Hospice Survey.

The CAHPS Hospice Survey team maintains a list of approved survey vendors that you can find on the CAHPS Hospice Survey Web site. All of the vendors listed on the site have met the CAHPS Hospice Survey minimum business requirements.

### *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, web mail, 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?

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#### *Slide 5 – Survey Vendor Authorization Process*

Your hospice will need to notify CMS of the survey vendor your hospice has selected. To notify CMS, submit the [CAHPS Hospice Survey Vendor Authorization Form](#) on the CAHPS Hospice Survey website. This form must be submitted before your vendor submits your hospice’s data to the data warehouse.

#### *Slide 6 – 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 **must be submitted** before the corresponding data submission deadline.

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

#### *Slide 7 – Vendor Authorization Form*

An example of the online vendor authorization form is shown here. It is important to include complete and accurate information on this form, including the hospice CCN, survey vendor, and contact information for the hospice administrator and point of contact. The form will not be accepted if any required fields are missing.

#### *Slide 8– Vendor Authorization Form (continued)*

The vendor authorization form also includes an Attestation Statement. By signing and submitting the form, the Hospice Administrator acknowledges that they are authorized to complete the form on behalf of their organization.

#### *Slide 9 – Updating Hospice Administrators*

Hospices should submit a Survey Vendor Authorization Form to inform the CAHPS Hospice team of changes, even if you are not changing your survey vendor. Please submit a new form if your Hospice Administrator or Hospice Point of Contact is changing, or if you need to update contact information. If you would like to update Hospice Administrator, Hospice Point of Contact, or contact information only, select “Updating Administrator only” at the top of the Survey Vendor Authorization Form.

#### *Slide 10 - CAHPS Hospice Survey Technical Assistance*

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

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