

CAHPS Hospice Survey Podcast for Hospices – Transcript

The Data Collection Process

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

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Slide 1 – Podcast for Hospices: The Data Collection Process

Welcome to the CAHPS Hospice Survey: Podcast for Hospices series. These podcasts were created for administrators and other staff members at hospice organizations. In this podcast, we will provide an overview of the different survey modes, the languages the survey may be conducted in, the schedule for data collection and data submission, and guidelines for what survey data your vendor may provide to your hospice.

Slide 2 – Survey Administration Timeline

One of your hospice’s requirements is to send a monthly sample file to your survey vendor. The sample file must be sent by the date you have agreed on with your survey vendor, so that they can begin fielding surveys in accordance with the data collection timeline.

The survey vendor then selects the sample of cases that will be fielded for the given data collection month.

Data collection for sampled decedents/caregivers must begin two months following the month of patient death. For example, data collection for patients who died in January will begin in April.

Regardless of the mode of survey administration, the data collection period lasts 49 days.

Once data collection is completed, your survey vendor cleans and prepares the data file for submission to the CAHPS Hospice Survey Data Warehouse. Data submissions are made quarterly.

Slide 3 – 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.

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

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Slide 4 – Survey Modes

There are four different modes of survey administration that your hospice may choose between: Mail Only, Phone Only, Mail Phone, and Web Mail. Regardless of the mode selected, the questions in the survey are the same. Survey vendors may not necessarily administer all modes of survey administration, which is something your hospice should consider before choosing a vendor. This section will describe the way each mode of survey administration works.

Slide 5 – Mail Only Mode

For the Mail Only mode, survey vendors first send sampled caregivers a prenotification letter 7 days prior to the start of the survey field period. They then send a first questionnaire with a cover letter within the first seven days of the field period. A second questionnaire with a follow-up cover letter must be sent to all sampled caregivers who did not respond to the first questionnaire, approximately 21 calendar days after the first questionnaire mailing.

Note that if a decedent/caregiver case is found to be ineligible at any point in the data collection process, survey administration for that caregiver is discontinued.

Finally, the field period ends 49 days after the first questionnaire mailing.

Slide 6 – Phone Only Mode

For the Phone Only mode, survey vendors first send sampled caregivers a prenotification letter 7 days prior to the start of the survey field period. Telephone interviewers will then call the sampled caregiver to complete the survey over the phone. A maximum of 5 phone attempts are made over 49 days in order to complete the telephone interview.

Slide 7 – Mail Phone Mode

For the Mail Phone mode, survey vendors first send sampled caregivers a prenotification letter 7 days prior to the start of the survey field period.

They then send sampled caregivers a questionnaire in the mail within the first seven days of the field period. If the sampled caregiver does not respond after 21 days, the survey vendor follows up by making up to 5 phone attempts in order to complete the interview over the phone.

Finally, the field period ends 49 days after the questionnaire mailing.

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Slide 8 – Web Mail Mode

For the Web Mail mode, survey vendors first send sampled caregivers a prenotification letter 7 days prior to the start of the survey field period. They then send an initial email invitation, and a second email invitation to non-responders two days later.

Next, the first questionnaire is sent to web survey non-responders. A second questionnaire must be sent to all sampled caregivers who did not respond to the first questionnaire, approximately 21 calendar days after the first questionnaire mailing.

Finally, the field period ends 49 days after the first email was sent.

Slide 9 – Languages

The CAHPS Hospice Survey is available in several different languages. All survey modes are available in English, Spanish, Chinese, Russian, Portuguese, Vietnamese, Polish, and Korean. Hospices with a significant caregiver population that speaks any of these languages are strongly encouraged to offer the survey in those languages.

Please note that survey vendors are not required to offer the survey in languages other than English. Before contracting with a survey vendor, make sure that they are able to administer the survey in the language or languages that are needed for your caregiver population.

Slide 10 – Receiving Survey Data from your Survey Vendor

Some survey vendors will provide reports about your hospice's survey responses. Note that these reports are not official CMS results and should not be reported as such. They should be used for quality improvement purposes only.

Any responses that identify a decedent or caregiver, either directly or indirectly, should not be shared with direct care staff. These responses may be used by the hospice's management and/or quality improvement personnel.

Slide 11 – CAHPS Hospice Survey Technical Assistance

More information on these topics can be obtained at the CAHPS Hospice Survey website at: hospicecahpsurvey.org, by email at hospicecahpsurvey@hsag.com, or by calling 1-844-472-4621.