

## **CAHPS Hospice Survey Podcast for Hospices – Transcript**

### **Communication about the CAHPS Hospice Survey and Other Quality Efforts**

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

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#### *Slide 1 – Podcast for Hospices: Communication about the CAHPS Hospice Survey and Other Quality Efforts*

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 guidelines for communicating with patients and caregivers about the CAHPS Hospice Survey. We will also discuss the guidelines for conducting other patient or caregiver surveys.

#### *Slide 2 – Communications with Patients and Caregivers about the CAHPS Hospice Survey*

In communicating with patients and caregivers about the CAHPS hospice survey, hospices must follow these guidelines:

- If hospices want to notify patients or their caregivers that they may receive the CAHPS Hospice Survey and to encourage them to complete it, they must notify ALL patients.
- Hospices may provide the optional informational flyer about the CAHPS Hospice Survey to caregivers. This can be provided with the bereavement materials.
- Communications must not attempt to influence in any way how caregivers will respond to the questions on the survey. This means, for example, that hospices may not ask caregivers to give certain ratings on the survey and imply that personnel will be rewarded for high ratings.
- In addition, hospices may not show or provide the CAHPS Hospice Survey or cover letters to any patients or caregivers while they are in the hospice.
- Finally, hospices may not offer incentives to any patient or caregiver to participate in the survey.

#### *Slide 3 – Informational Flyer*

The Informational Flyer is optional. However, hospices that use it must provide it to all caregivers.

The flyer is provided to caregivers as part of the bereavement package. It cannot be provided to patients or caregivers at any other time.

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The flyer is available on the CAHPS Hospice Survey Website and is available in all CAHPS Hospice Survey languages.

#### *Slide 4 – Conducting Other Patient and/or Caregiver Surveys*

Activities and encounters that are intended to provide or assess clinical care or promote patient/family well-being are permissible.

However, caregivers should not be given any formal, CAHPS Hospice Survey-like, patient experience/satisfaction survey during their family member’s hospice stay or after the death of the patient.

If patients or their caregivers are asked questions during their hospice care, we suggest that such questions be worded in a neutral tone and not slanted toward a particular outcome.

In addition, any questions asked of patients or their caregivers must not resemble CAHPS Hospice Survey items or their response categories. Hospices should focus on overall quality of care rather than the measures reported to CMS.

Please note that the CAHPS Hospice Survey should be the first survey that is administered after the death of the patient.

#### *Slide 5 – Questions that Are Not Permissible on Other Hospice Surveys*

When asking non-CAHPS Hospice Survey questions, do not use CAHPS Hospice Survey or other similar response categories (for instance, “Always,” “Usually,” “Sometimes” or “Never”).

The following are examples of the types of questions that are not permissible:

- “On a scale of 0 to 10, how would you rate your family member’s hospice care?”
- “Is there a way we could always keep you informed about your family member’s condition?”
- “Did the hospice team explain things in a way you could understand?”
- “Overall, how would you rate the care you received from the hospice?”

#### *Slide 6 – CAHPS Hospice Survey Technical Assistance*

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