

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

### **Changing Survey Vendors**

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 changing your survey vendor.

#### *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?*

Before you switch CAHPS Hospice survey vendors, your hospice will need to select and negotiate a contract with an approved survey vendor.

Once your hospice contracts with the new 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 New 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?

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

To switch from one survey vendor to another, the Hospice Administrator must complete and submit a [CAHPS Hospice Survey Vendor Authorization Form](#).

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### **Changing Survey Vendors**

This form must be submitted on the CAHPS Hospice Survey Website 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 into 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 – Vendor Authorization Form*

An example of the online vendor authorization form is shown here. When changing survey vendors, you must select "Change Survey Vendor" at the top of the form. You will need to include information about the vendor your hospice is de-authorizing, as well as information about the new vendor your hospice is authorizing.

The starting calendar quarter for the new vendor will automatically populate as the quarter immediately following the last calendar quarter for the old vendor.

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

It is important to include complete and accurate information on this form. The form will not be accepted if any required fields are missing.

#### *Slide 9 – 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 10 – CAHPS Hospice Survey Technical Assistance*

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

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