

CAHPS Hospice Survey

Quality Assurance Guidelines V9.0

Technical Corrections and Clarifications

November 2022

Subsequent to the release of the CAHPS Hospice Survey *Quality Assurance Guidelines V9.0 (QAG V9.0)*, it has been determined that there is a specific content item that requires correction, addition and/or further clarification. The protocol listed in this document replace the previous release of the content in the CAHPS Hospice Survey *Quality Assurance Guidelines V9.0*. The items are identified below:

NEW CONTENT

- **Appendix O, CAHPS Hospice Mail Survey Materials (Spanish) Revision**
 - The Spanish Mail Survey has been updated for the square, oval, and circle response options for Question 46 (“secundario” to “secundaria”).
 - The OMB statement on page 35 contains corrections for the words “igual” “preguntas” and “Su.”
 - The Reply by Date (Optional) content was changed to:
“Por favor complete la encuesta adjunta y devuélvalo antes de [DATE (dd/mm/yyyy)] en el sobre con el porte pagado.”

- **Appendix X, CAHPS Hospice Survey Spanish Telephone**
 - The Spanish Telephone Survey has been updated for Questions 41 and 46 response options 2 and 3.
 - Response option 2 “bachillerato o la preparatoria” to “escuela secundaria”
 - Response option 3 “bachillerato, preparatoria” to “la secundaria”

PREVIOUSLY COMMUNICATED Corrections and Clarifications (October 2022)

- **Appendix E, CAHPS Hospice Survey XML Sample File Layout**
 - The CAHPS Hospice Survey XML Sample File Layout has been revised to correct the xml version tag (<?xml version="1.0"?>) which identifies the XML Standard that should be used when creating the XML file for CAHPS Hospice submissions.