

CAHPS Hospice Survey

Quality Assurance Guidelines V12.0

Technical Corrections and Clarifications

April 2026

Subsequent to the release of the CAHPS Hospice Survey *Quality Assurance Guidelines V12.0 (QAG V12.0)* in September 2025, it has been determined that there are specific content items that require correction, addition and/or further clarification. The items listed in this document replace the previous release of the content in the QAG V12.0. The items are identified below:

New Corrections and Clarifications (April 2026)

➤ Appendix R, CAHPS Hospice Web Survey Materials (Spanish) Revision

- The spelling of “INSTRUCIONES” has been revised to “INSTRUCCIONES” on the survey welcome screen

Previously Communicated Corrections and Clarifications (December 2025)

➤ Appendix R, CAHPS Hospice Web Survey Materials (English) Revision

- The English Sample Reminder Email for the CAHPS Hospice Survey has been updated to remove a duplicate insertion of the concluding statement (“Again, we are very sorry for your loss.”)

➤ Appendix Q, CAHPS Hospice Phone Survey Materials (English) Revision

- The skip pattern logic has been updated for Question 38 (“<9> Some other language? [GO TO Q39A]” to “<9> Some other language? [GO TO Q38A]”)

➤ CAHPS Hospice Phone Survey Materials (Spanish) Revision

- The spelling of “Indigena(a)” has been revised to “Indígena(a)” for Question 34A and “HAWAI” has been revised to “HAWÁI” for Question 34D
- The spelling of “completado” has been revised for Question 37 and a comma was added for Question 37 (“<3> Se graduó de la escuela secundaria (high school), diploma de la escuela secundaria o preparatoria, o su equivalente (o GED),”)
- The skip pattern logic has been updated for Question 38 (“<9> Algún otro idioma? [GO TO Q39A]” to “<9> Algún otro idioma? [GO TO Q38A]”)