# CAHPS Hospice Survey
## *Quality Assurance Guidelines V11.0*
## Technical Corrections and Clarifications
December 2025

Subsequent to the release of the CAHPS Hospice Survey *Quality Assurance Guidelines V11.0* (*QAG V11.0*) in October 2024, 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 V11.0. The items are identified below:

## <u>New</u> 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 "Indígeno(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]")

## Previously Communicated Corrections and Clarifications (August 2025)

➢ **CAHPS Hospice Web Survey Materials (Traditional Chinese) Revision**
  - The Traditional Chinese Web Survey has been updated to standardize the placements of the commas within the survey. The revised Traditional Chinese Web Survey can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site (www.hospicecahpssurvey.org/).

➢ **Appendix E, CAHPS Hospice Survey XML File Specification Version 11.0**
  - The XML Element <email-status> Description has been updated with the following guidance:
    For Mail Only, Phone Only, or Mail Phone (formerly Mixed) Mode, code 88. For Web Mail Mode, code 1 or 2 must be provided. 88 is not a permissible code for Web Mail cases.

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## Previously Communicated Corrections and Clarifications (June 2025)

➢ **CAHPS Hospice Telephone Survey Materials (Spanish) Revision**
- The Telephone Script (Spanish) has been updated for Question 32 ("<7> READ ANSWER CHOICES ONLY IF NECESSARY" to "<7> EL ENTREVISTADO INDICA QUE NO SABE EL NIVEL ESCOLAR DE SU FAMILIAR")

➢ **CAHPS Hospice Mail Survey Materials (Portuguese) Revision**
- The Portuguese Mail Survey has been updated for Question 3 ("Nunca→Se Não, vá para a Pergunta 32" to "Nunca→Se Nunca, vá para a Pergunta 32")

## Previously Communicated Corrections and Clarifications (May 2025)

➢ In the "Definition of a Completed Survey" on page 148, the number of questions in the survey has been updated from "39" to "38" and the number of questions used to calculate the "Percentage Complete" has been updated from "33" to "32." Therefore, the section definition of a completed survey is now as follows:

### Definition of a Completed Survey

Survey vendors should be aware that a survey can be considered "complete" for CAHPS Hospice Survey purposes even if a caregiver does not answer all items. Survey vendors assign a "Final Survey Status" code of "1 – Completed Survey" to decedent/caregiver cases when at least 50 percent of the questions applicable to all (ATA) decedents/caregivers (Questions 1 – 4, 6 – 14, 16, 18, 20, 22, and 24 – 38) are answered. Appropriately skipped questions and the following questions are **not** included in the calculation of percentage complete: 5, 15, 17, 19, 21, and 23.

The following steps describe how to determine if a survey is completed:

Step 1 – Sum the number of questions that have been answered by the caregiver that are ATA decedents/caregivers

$R$ = total number of questions answered

Step 2 – Divide the total number of questions answered by 32, which is the total number of questions ATA decedents/caregivers, and then multiply by 100

**Percentage Complete** = $(R/32) \times 100$

Step 3 – If the Percentage Complete is at least 50 percent, then assign the survey a "Final Survey Status" code of "1 – Completed Survey"

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## Previously Communicated Corrections and Clarifications (January 2025)

➢ **Appendix P, CAHPS Hospice Mail Survey Materials (English) Revision**
- The updated OMB expiration date was added with the OMB control number for the two versions and the OMB Paperwork Reduction Act language. Revised English survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site ([www.hospicecahpssurvey.org](www.hospicecahpssurvey.org)).

➢ **Appendix R, CAHPS Hospice Web Survey Materials (English) Revision**
- The updated OMB expiration date was added with the OMB control number for the OMB Paperwork Reduction Act language. Revised English Web survey materials can be found on the Survey Instruments page of the CAHPS Hospice Survey Web site ([www.hospicecahpssurvey.org](www.hospicecahpssurvey.org)).