

CAHPS Hospice Survey Training 2024 AGENDA

Please note that all times listed are Eastern Daylight Time (EDT)

11:00 AM – 3:15 PM ET

Time	Agenda Item	Presenter
11:00 – 11:10 AM	Welcome and Training Logistics	Laura Giordano, MBA, RN Health Services Advisory Group (HSAG)
11:10 – 11:20 AM	Introduction and Overview	Lauren Fuentes, MPH Centers for Medicare & Medicaid Services (CMS)
11:20 – 11:30 AM	Introducing QAG V11.0 and the Revised CAHPS Hospice Survey Instrument and Administration Procedures	Melissa Bradley, BA RAND
	Important Reminders and Updates	Melissa Bradley, BA RAND
11:30 – 11:40 AM	Program Requirements	Elizabeth Parmer, MS, RN HSAG
11:40 – 11:55 AM	Sampling Protocol	Marc Elliott, PhD RAND
11:55 – 12:30 PM	Survey Administration	Elizabeth Parmer, MS, RN HSAG
12:30 – 12:50 PM	Introducing the Web Mail Mode	Danielle Schlang, MA RAND
12: 50 – 1:00 PM	BREAK	
1:00 – 1:15 PM	Questions & Answers	

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Time	Agenda Item	Presenter
1:15 – 1:30 PM	Data Coding and Data File Preparation	Melissa Bradley, BA RAND
1:30 – 1:40 PM	Data Submission	Nina Ozbardakci, BA RAND
1:40 – 1:50 PM	Data Quality Checks	Elizabeth Parmer, MS, RN HSAG
1:50 – 2:10 PM	Public Reporting and Analysis of CAHPS Hospice Survey Data	Marc Elliott, PhD RAND
	Upcoming Changes to Quality Measures and Public Reporting	
2:10 – 2:15 PM	Oversight Activities, Exception Request and Discrepancy Report Processes	Elizabeth Parmer, MS, RN HSAG
2:15 – 2:30 PM	Questions & Answers	
2:30 – 2:40 PM	Wrap up and Next Steps	Laura Giordano, MBA, RN HSAG
2:40 – 3:00 PM	Post-training Quiz	Online
3:00 – 3:15 PM	Training Evaluation	Online