

CAHPS Hospice Survey Training

2025 AGENDA

11:00 AM – 2:00 PM EDT

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

Time	Agenda Item	Presenter
11:00 – 11:15 AM	Welcome and Training Logistics	Laura Giordano, MBA, RN Health Services Advisory Group (HSAG)
11:15 – 11:25 AM	Introduction and Overview	Elizabeth Goldstein, PhD Lauren Fuentes, MPH Centers for Medicare & Medicaid Services (CMS)
11:25 – 11:35 AM	Important Reminders and Updates	Melissa Bradley, BA RAND
11:35 – 11:55 AM	Public Reporting and Analysis of CAHPS Hospice Survey Data	Marc Elliott, PhD RAND
11:55 – 12:00 PM	Sampling Protocol	Marc Elliott, PhD RAND
12:00 – 12:20 PM	Survey Administration	Elizabeth Parmer, MS, RN HSAG Danielle Schlang, MA RAND
12:20 – 12:30 PM	BREAK	
12:30 – 12:40 PM	Data Coding and Data File Preparation	Nina Ozbardakci, BA RAND
12:40 – 12:50 PM	Data Submission	Nina Ozbardakci, BA RAND
12:50 – 1:00 PM	Data Quality Checks	Elizabeth Parmer, MS, RN HSAG
1:00 – 1:05 PM	Oversight Activities, Exception Request and Discrepancy Report Processes	Elizabeth Parmer, MS, RN HSAG
1:05 – 1:20 PM	Questions & Answers	
1:20 – 1:25 PM	Wrap up and Next Steps	Laura Giordano, MBA, RN HSAG
1:25 – 1:45 PM	Post-training Quiz	Online
1:45 – 2:00 PM	Training Evaluation	Online