

CAHPS Hospice Survey Update Training

2026 AGENDA

11:00 AM – 1:45 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 – 11:30 AM	Introduction and Overview	Lauren Fuentes, MPH Elizabeth Goldstein, PhD Centers for Medicare & Medicaid Services (CMS)
11:30 – 11:35 AM	Important Reminders and Updates	Melissa Bradley, BA RAND
11:35 – 11:50 AM	Public Reporting and Analysis of CAHPS Hospice Survey Data	Marc Elliott, PhD RAND
11:50 – 11:55 PM	Sampling Protocol	Marc Elliott, PhD RAND
11:55 – 12:15 PM	Survey Administration	Elizabeth Parmer, MS, RN HSAG (Intro, Mail, Phone) Danielle Schlang, MA RAND (Mail Phone, Web Mail)
12:15 – 12:25 PM	BREAK	
12:25 – 12:30 PM	Data Coding and Data File Preparation	Nina Ozbardakci, BA RAND
12:30 – 12:35 PM	Data Submission	Nina Ozbardakci, BA RAND
12:35 – 12:45 PM	Data Quality Checks	Elizabeth Parmer, MS, RN HSAG
12:45 – 12:50 PM	Oversight Activities, Exception Request, and Discrepancy Report Processes	Elizabeth Parmer, MS, RN HSAG
12:50 – 1:05 PM	Questions & Answers	
1:05 – 1:10 PM	Wrap-up and Next Steps	Laura Giordano, MBA, RN HSAG
1:10 – 1:30 PM	Post-training Quiz	Online
1:30 – 1:45 PM	Training Evaluation	Online