

Agenda

CAHPS Hospice Survey Update Training

Thursday, September 29, 2022

11:00 AM – 1:15 PM EDT

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

Time	Agenda Item	Presenter
11:00 – 11:10 AM	Welcome and Training Logistics	Laura Giordano, MBA, RN Health Services Advisory Group
11:10 – 11:20 AM	Introduction and Overview	Elizabeth Goldstein, PhD Lauren Fuentes, MPH Lori Teichman, PhD Centers for Medicare & Medicaid Services (CMS)
11:20 – 11:40 AM	Public Reporting and Analysis of CAHPS Hospice Survey Data	Marc Elliott, PhD RAND
	CAHPS Hospice Survey Star Ratings	
	2021 Mode Experiment	
11:40 – 12:10 PM	CAHPS Hospice Survey Program Highlights and Updates	Rebecca Anhang Price, PhD RAND Elizabeth Parmer, MS, RN HSAG
12:10 – 12:15 PM	Oversight Activities, Exception Request, and Discrepancy Report Processes	Elizabeth Parmer, MS, RN HSAG
12:15 – 12:25 PM	Data Quality Checks	Elizabeth Parmer, MS, RN HSAG Danielle Schlang, MA RAND
12:25 – 12:40PM	<i>Questions & Answers</i>	All
12:40 – 12:45 PM	Wrap up and Next Steps	Laura Giordano, MBA, RN HSAG
12:45 – 1:05 PM	Post-training Quiz	Online
1:05 – 1:15 PM	Training Evaluation	Online