



CAHPS INSIDER

Insights and Updates for Effective Compliance

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HEALTH

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HCAHPS

Public Reporting Refresh

Data on [Care Compare](#) have been refreshed to reflect HCAHPS Survey scores from Q4 2021 – Q3 2022 (October 2021 – September 2022) and updated star ratings.

Preview Reports

Preview Reports including data that will be publicly reported on [Care Compare](#) in October 2023 are available now through August 25. Hospitals can access their reports by logging on to the [Hospital Quality Reporting \(HQR\) portal](#). For additional information, please see the [Care Compare Preview page](#).



OAS CAHPS

Public Reporting Refresh

Data in the [Provider Data Catalog](#) have been refreshed to reflect OAS CAHPS Survey scores from Q1 2022 – Q4 2022 (January 2022 – December 2022). Results are available at the facility, state, and national levels.

HHCAHPS

Public Reporting Refresh

Data on [Care Compare](#) have been refreshed to reflect HHCAHPS Survey scores from Q1 2022 – Q4 2022 (January 2022 – December 2022) and updated Star Ratings. Data from previous reporting periods are available on the HHCAHPS website [here](#).

Preview Reports

HHCAHPS Preview Reports including results from Q2 2022 – Q1 2023 (April 2022 – March 2023) are available on the [HHCAHPS website](#) until August 16, 2023. These data will be updated on [Care Compare](#) in October 2023.



CAHPS Hospice

Proposed Rule

CMS has issued a Proposed Rule that would make several changes involving CAHPS Hospice scoring:

- The rule proposes to create a CAHPS Hospice Survey Index using adjusted bottom-box scores of the four CAHPS Hospice survey measures. Each hospice would receive a single score by taking a weighted sum of the scores for each CAHPS measure.
- The rule proposes the CAHPS Hospice Survey Index be weighted twice that of the other scoring measures.
- The rule proposes additional scoring changes designed to address missing HCAHPS scoring data where hospices with CAHPS data will be run through a version of the algorithm that considers the CAHPS Hospice Survey Index and hospices without CAHPS data will be scored using a version of the algorithm that does not consider CAHPS Hospice Survey Index scores. Scores will then be averaged by the total number of indicators used in order to make the two types of scores comparable.

The Proposed Rule is available for review [here](#).



CAHPS Hospice

Mode Experiment Results

The 2021 CAHPS Hospice mode experiment tested a new web-first mode of survey administration. Response rates are as follows:

Mode	Response Rate
Mail only	35.1%
Phone only	31.5%
Mixed mail-phone	45.3%
Mixed web-mail	39.7%*

*Per the [Final Rule](#), “Response rates to web-mail mode were similar to mail only mode for those without email addresses (35.2 percent vs. 34.4 percent), but 13 percentage points higher for those with email addresses (49.6 percent vs. 36.7 percent).”

Although no changes to the CAHPS Hospice Survey have been adopted in the Final Rule, CMS will take results from the mode experiment into consideration in future rulemaking.

ICH CAHPS

Vendor Authorization Deadline

Facilities participating in the 2023 ICH CAHPS Fall Survey must have an authorized survey vendor by the August 31, 2023 deadline. Vendor authorization is only required if this is your organization's first time participating, you are changing to a new survey vendor, or Spring 2023 is listed as the ending survey period in your existing vendor authorization. Authorization instructions are available [here](#).

Waiting Room FAQs

To encourage participation in the ICH CAHPS Survey, the ICH CAHPS Coordination Team published a set of frequently asked questions for dialysis facilities to display in waiting rooms. These materials have recently been updated to include Spanish and Chinese translations. It is recommended the FAQs be displayed throughout each fielding period. The FAQ documents are available for download [here](#).

ICH CAHPS Coordination Team Semi-Annual Review

The ICH CAHPS Survey Coordination Team publishes a semi-annual newsletter with important updates and reminders including information on the mode experiment, key dates, and action items. The July 2023 edition is now available on the [ICH CAHPS website](#). Please contact the Coordination Team at ichcahps@rti.org or 866-245-8083 if you have any questions or would like additional information.

PCF PECS

PCF PECS Newsletter

The PCF PEC Survey Team published its' quarterly newsletter on the [PCF PECS website](#) under the General Information tab. The July 2023 issue includes information on response rates and important next steps for practices. Practices can contact Primary Care First Support at PCF@telligen.com or 888-517-7753 with questions.

CoreQ

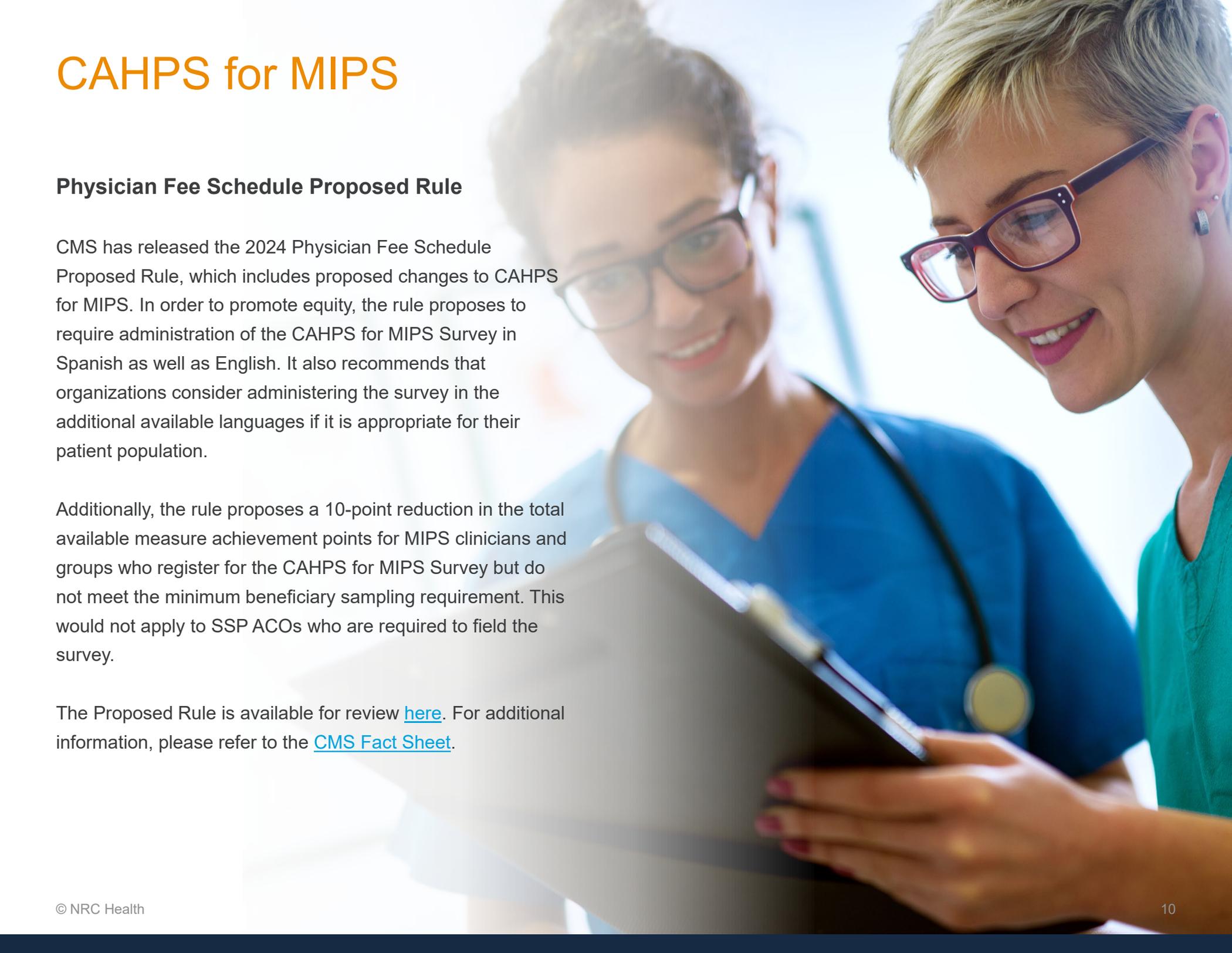
Final Rule

CMS has published the Skilled Nursing Facility (SNF) Prospective Payment System Final Rule. The CoreQ Short Stay Discharge Measure was not adopted for 2024 data collection or submission process.

The Final Rule is available on the Federal Register [here](#). For additional information, please reference the [CMS Fact Sheet](#).



CAHPS for MIPS



Physician Fee Schedule Proposed Rule

CMS has released the 2024 Physician Fee Schedule Proposed Rule, which includes proposed changes to CAHPS for MIPS. In order to promote equity, the rule proposes to require administration of the CAHPS for MIPS Survey in Spanish as well as English. It also recommends that organizations consider administering the survey in the additional available languages if it is appropriate for their patient population.

Additionally, the rule proposes a 10-point reduction in the total available measure achievement points for MIPS clinicians and groups who register for the CAHPS for MIPS Survey but do not meet the minimum beneficiary sampling requirement. This would not apply to SSP ACOs who are required to field the survey.

The Proposed Rule is available for review [here](#). For additional information, please refer to the [CMS Fact Sheet](#).

External Submission Deadlines

	Q3 2022 Discharges	Q4 2022 Discharges	Q1 2023 Discharges	Q2 2023 Discharges
HCAHPS	1/4/2023	4/5/2023	7/5/2023	10/4/2023
Premier	1/13/2023	4/14/2023	7/14/2023	10/13/2023
Vizient	1/12/2023	4/13/2023	7/13/2023	10/12/2023
HHCAHPS	1/19/2023	4/20/2023	7/20/2023	10/19/2023
CAHPS Hospice	2/8/2023	5/10/2023	8/9/2023	11/8/2023
OAS CAHPS	1/11/2023	4/12/2023	7/12/2023	10/11/2023
ICH CAHPS	7/26/2023 (Spring 2023)		1/31/2024 (Fall 2023)	
PCF PECS			1/16/2024	
ACO REACH			1/16/2024	
CAHPS for MIPS			1/18/2024	

**Activity COMPLETE*



If you have any questions regarding the information included in this edition of the CAHPS Insider, please contact NRC Health Corporate Compliance at compliance@nrchealth.com.

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