

# CAHPS Insider

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June 2023

INSIGHTS AND UPDATES FOR  
EFFECTIVE COMPLIANCE



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## CAH Best Practices

The National Rural Health Resource Center published a “Study of HCAHPS Best Practices in High Performing CAHs,” showcasing best practices and strategies used by high-performing Critical Access Hospitals (CAHs). The study incorporates information from before COVID-19 and COVID-19 lessons learned. It is available on the National Rural Health Resource Center website [here](#).



# CAHPS Hospice

## Public Reporting Refresh

In May 2023, CAHPS Hospice data that are publicly reported on [Care Compare](#) were updated to include scores from Q3 2020 – Q2 2022 and Star Ratings from Q4 2019 and Q3 2020 – Q1 2022. To learn more about CAHPS Hospice public reporting, please visit [CMS.gov](#).

## Preview Reports

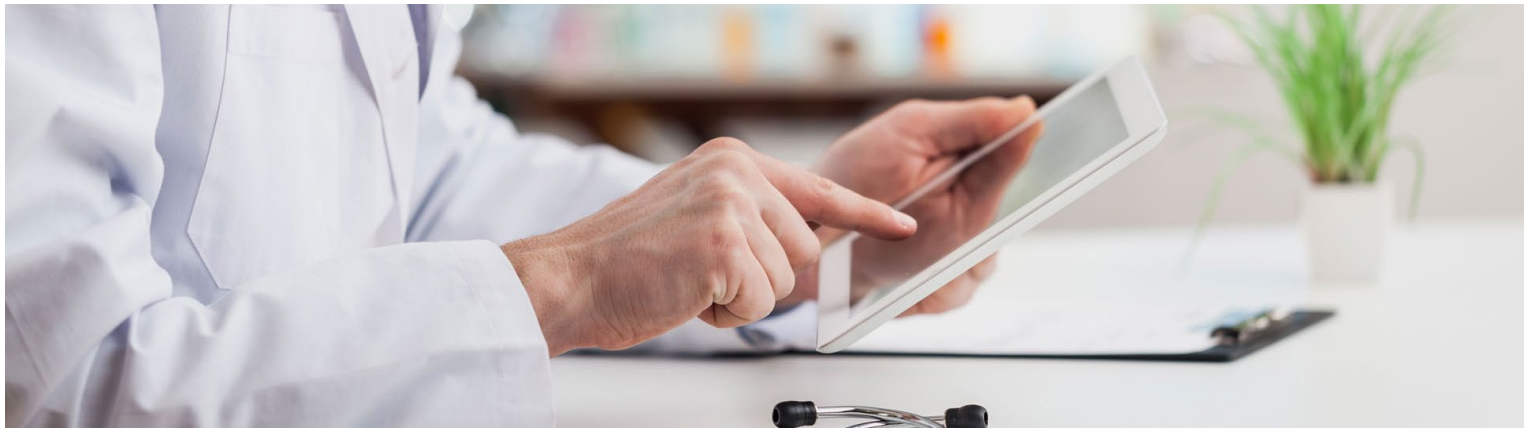
Hospices can review their results that will be published on [Care Compare](#) in advance of the August 2023 refresh. Preview Reports are available for review through the Certification and Survey Provider Enhanced Reports (CASPER) application until June 23, 2023. The reports will be available to download for an additional 30 days after the preview period ends. Please click [here](#) for additional information on CAHPS Hospice Preview Reports.



# PCF PECS

## Vendor Authorization Deadline

Primary Care First practices are required to contract with a CMS-approved survey vendor for the PCF PEC Survey. If the practice has authorized a vendor in the past, it is not necessary to complete the authorization process again. If you wish to change vendors or are a new practice, you must authorize a vendor by June 30, 2023. For additional information, please visit the [PCF PECS website](#) and click “How to Authorize a Vendor” under Quick Links.



# CAHPS for MIPS

## Survey Update

Beginning in 2023, response choices for the Hispanic ethnicity and race questions will be presented in alphabetical order. No action is required for NRC Health partners – these changes are in place to take effect with the 2023 survey period.



# 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	1/25/2023 (Fall 2022)		7/26/2023 (Spring 2023)	
PCF PECS	1/17/2023			
GPDC CAHPS	1/17/2023			
CAHPS for MIPS	1/19/2023			
*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](mailto:compliance@nrchealth.com).

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