



# CAHPS INSIDER

## *Insights and Updates for Effective Compliance*

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October 2023



Human Understanding®

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## Preview Reports

HHCAHPS Preview Reports displaying results from Q2 2022 – Q1 2023 (April 2022 – March 2023) and Star Ratings are available now by logging in to the [HHCAHPS website](#). The results contained in these reports will be reported on [Care Compare](#) in late October 2023.

For additional information about Preview Reports, please click [here](#).

## Coordination Team Quarterly Review

The October 2023 edition of the HHCAHPS Coordination Team's Quarterly Review newsletter has been published on the [HHCAHPS website](#). This quarter's newsletter contains suggestions for HHAs to improve response rates, an overview of the Care of Patients composite score, and more.

# CAHPS Hospice

## Public Reporting

CAHPS Hospice scores and Star Ratings are publicly reported on Care Compare and in the Provider Data Catalog.

### CAHPS Hospice Scores:

- Reported for hospices with at least 30 completed surveys during the reporting period
- Based on 8 rolling quarters of data
- Refreshed quarterly
- Displayed with state and national averages

### CAHPS Hospice Survey Star Ratings:

- Based on 8 rolling quarters of data
- Refreshed every other quarter
- Reported for hospices with at least 75 completed surveys during the reporting period



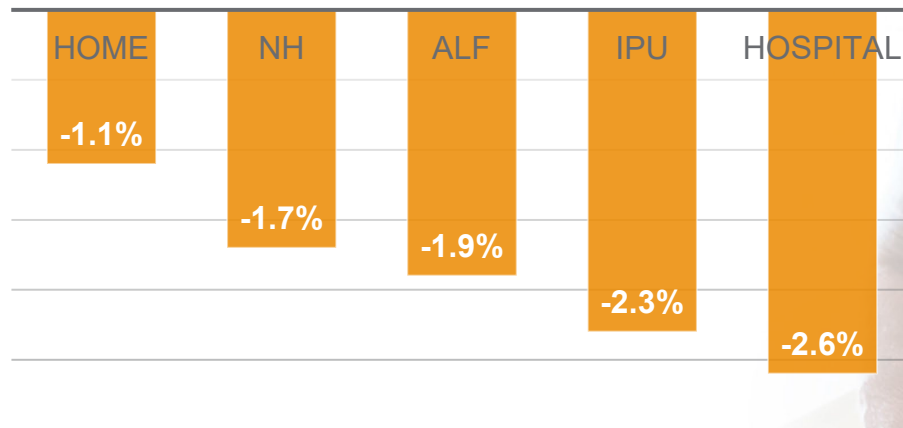


# CAHPS Hospice

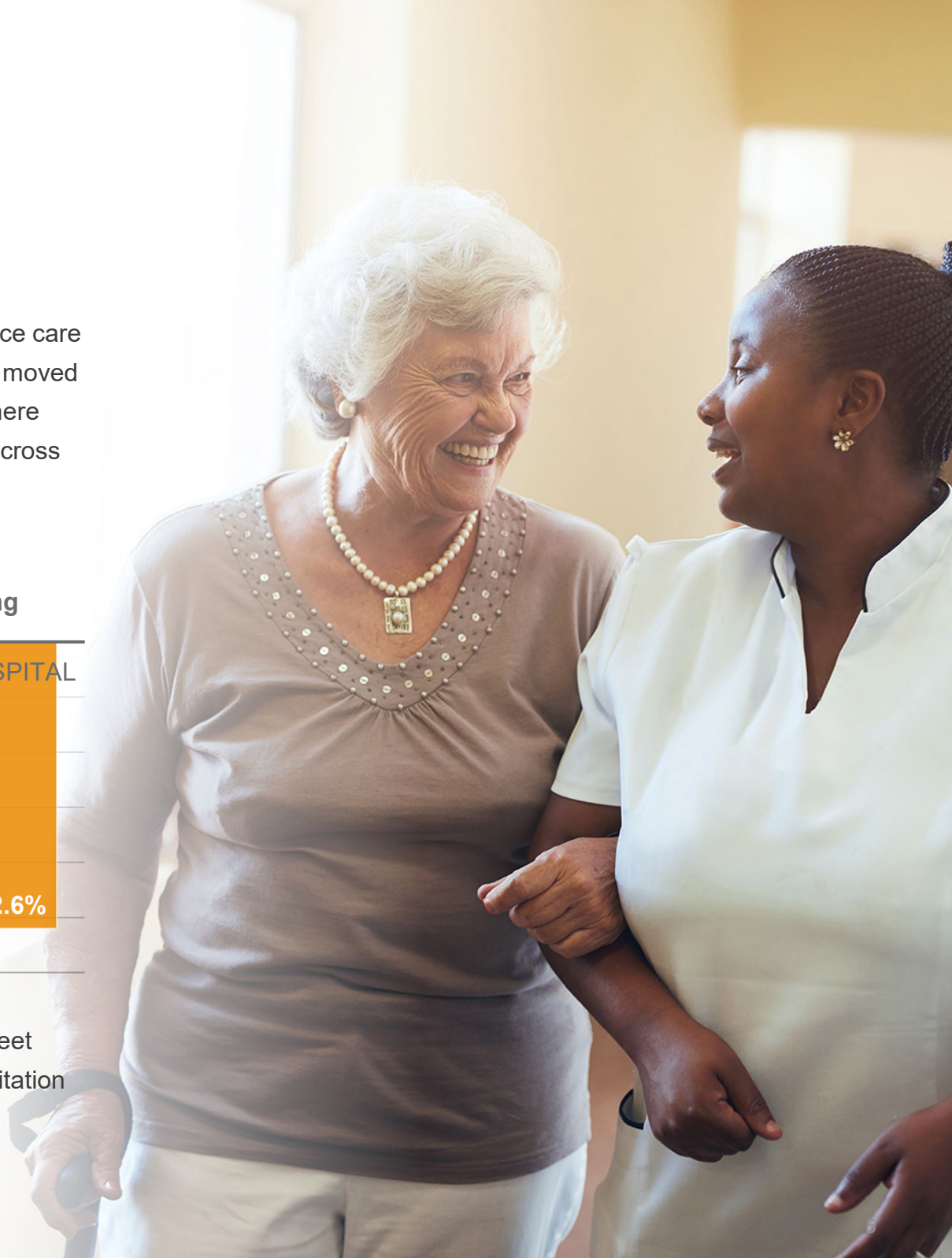
## Impacts of COVID-19

CMS reports that the COVID-19 pandemic affected hospice care in several ways. Demand for hospice care increased and moved significantly from institutional settings to in-home care. There has been a negative impact on CAHPS Hospice scores across care settings.

**Maximum Estimated Effect of COVID-19  
Pandemic Across Post-2019 Quarters by Setting**



CMS noted that they recognize that hospitals strove to meet demand despite staffing shortages and restrictions on visitation in institution settings



# CAHPS for MIPS

## 2022 Performance Feedback

2022 MIPS performance feedback, final scores, and 2024 payment adjustments are available now by logging in to the [Quality Payment Program \(QPP\) website](#). Once you've signed in, click "View Feedback" from the home page.

For additional information about MIPS feedback, please refer to the [2022 Performance Feedback FAQs](#).



# External Submission Deadlines

	Q2 2023 Discharges	Q3 2023 Discharges	Q4 2023 Discharges	Q1 2024 Discharges
<b>HCAHPS</b>	10/4/2023	1/3/2024	4/3/2024	7/3/2024
<b>Premier</b>	10/13/2023	1/12/2024	4/12/2024	7/23/2024
<b>Vizient</b>	10/12/2023	1/11/2024	4/11/2024	7/11/2024
<b>HHCAHPS</b>	10/19/2023	1/18/2024	4/18/2024	7/18/2024
<b>CAHPS Hospice</b>	11/8/2023	2/14/2024	5/8/2024	8/14/2024
<b>OAS CAHPS</b>	10/11/2023	1/10/2024	4/10/2024	7/10/2024
<b>ICH CAHPS</b>	7/26/2023 (Spring 2023)		1/31/2024 (Fall 2023)	
<b>PCF PECS</b>		1/16/2024		
<b>ACO REACH</b>		1/16/2024		
<b>CAHPS for MIPS</b>		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](mailto:compliance@nrchealth.com).

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