



CAHPS INSIDER

Insights and Updates for Effective Compliance

September 2023



Human Understanding®

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CMS News

Hawaii Public Health Emergency

CMS is providing support to healthcare agencies impacted by the recent wildfires in Hawaii, including flexibilities and waivers for CMS requirements. Additional information is available in the [CMS Newsroom](#). If your organization has been affected by the wildfires and you would like to submit a waiver or flexibility request, please click [here](#).



CAHPS Hospice

Preview Reports

Hospices can review their results that will be published on [Care Compare](#) in advance of the November 2023 refresh. Preview Reports are available for review through the Certification and Survey Provider Enhanced Reports (CASPER) application until September 15, 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.

CAHPS Hospice Updates

- The FY 2024 Hospice Payment Rate Update Final Rule has been published. Click [here](#) for the CMS Fact Sheet. The complete rule is available [here](#).
- CAHPS Hospice Survey national percentiles are available [here](#).
- Top-box scores by state are available [here](#).
- Click [here](#) for additional information on CAHPS Hospice scoring and analysis.



ICH CAHPS

Resources to Increase Response Rates

Recognizing challenges with declining ICH CAHPS response rates, CMS has provided suggestions and patient engagement materials to encourage participation.

- Let patients know what to expect
 - Cover the basics such as the purpose, timeline, and plans to improve patient care based on survey results
 - Show them an example survey envelope so they recognize it in the mail
- Use [a poster or flyer and FAQs](#) in your facility to promote awareness and participation
 - Add your logo and print the pre-approved templates for immediate use
 - Print and display the waiting room FAQs
- Refer patients to the ICH CAHPS Dialysis Patient website
 - Patients can find FAQs and additional information on ichcahps.org/Dialysis-Patients



PCF PECS

Strategies to Increase Response Rates

Improving response rates is essential to maximizing the reach and insight provided by the PCF PEC Survey. Please consider taking advantage of the resources and recommendations below.

- Displaying the CMS-approved poster and FAQs increases recognition and reassures patients that the survey is legitimate, which makes them more likely to participate. Print and display the [patient communication tools](#) prominently in your waiting room.
- Prepare staff to respond to basic questions about the survey using the responses from the FAQs and reassure patients of confidentiality. Follow the do's and do not's included in the [Practice Site Responsibilities](#).
- Show patients the [mailing envelope](#) so they know what to expect in the mail.
- Send a message to patients through your patient portal to inform them of the upcoming PEC Survey. Please use the language provided by CMS, which is available [here](#) and in PCF Connect.



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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