

CAHPS Insider

AUGUST 2017

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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HCAHPS



IMPORTANT: Update Hospital Contact Information

To ensure your hospital receives critical communications about meeting the requirements for the Inpatient Quality Reporting (IQR) Program (and other Centers for Medicare and Medicaid Services (CMS) quality reporting programs); including submission-deadline reminders and program updates, it is important that CMS have the complete contact information for the key roles at your hospital.

To update contact information for your hospital, [click here](#) to access the Hospital Contact Change form.

HCAHPS Survey Pain Composite Measure - Communication about Pain - Update

On August 2, 2017, in the FY 2018 IPPS Final Rule, CMS announced plans to replace the current Pain Management questions (items 12, 13 and 14 on the HCAHPS survey) with three new questions that focus on communication about pain. The new pain items will be required on all surveys administered to patients discharged from January 1, 2018 and forward. The new Pain Management items will comprise a new composite measure, "Communication about Pain." This change will affect all survey translations and all survey modes.

In the coming months, the HCAHPS Project Team will post official versions of the new Pain Management items for all survey modes and in all language translations on the HCAHPS website on the "Survey Instruments" page.

*Please note the current pain questions **must** be used for all patients discharged before January 1, 2018.*

What action is needed from you?

At this time, NRC Health is in the process of updating all survey templates for use with January 1, 2018 and beyond discharges to include the new Pain Management items. NRC Health will communicate to all HCAHPS clients if updates or action is needed.

Hospital Compare Refresh

The Centers for Medicare and Medicaid Services (CMS) has updated the *Hospital Compare* website as of July 26, 2017. Included in the various updates is the survey of patients' experiences (Hospital Consumer Assessment of Healthcare Provider and Systems [HCAHPS]) data and HCAHPS Star Ratings.

[Click here](#) for more information about the HCAHPS Star Ratings, including detailed results on the HCAHPS Summary Star Ratings.

The overall *Hospital Compare* hospital rating was not refreshed for July as previously anticipated. The overall star rating from the previous release will continue to display until October 2017 when the rating will be updated. *Hospital Compare* will return to the normal bi-annual release time starting again in December 2017.

Other data not refreshed in the July 2017 *Hospital Compare* release includes:

- Hospital Value-Based Purchasing (VBP) program data and scoring for Fiscal Year (FY) 2017
- Hospital VBP Program FY 2015 Incentive Payment Adjustment

If you have additional questions regarding the *Hospital Compare* Overall Rating, you can contact the *Hospital Compare* Overall Rating Implementation Team at cmsstarratings@lantanagroup.com.

CMS Releases Percentage Payment Summary Reports

CMS has made the Percentage Payment Summary Reports (PPSRs) for the FY 2018 Hospital VBP Program available to participating hospitals. Participating hospitals can access their Total Performance Score (TPS) and value-based incentive adjustment factors for the sixth year of the program.

How can you access your PPSRs for the FY 2018 Hospital VBP Program?

Users must have an active QualityNet account in order to access the QualityNet Secure Portal. You must also have two necessary QualityNet roles:

1. The Hospital Reporting Feedback – Inpatient role (in order to receive the report)
2. The File Exchange and Search role (in order to download the report from the secure portal)

Once you have confirmed your access and roles, follow the steps below to access your reports via the QualityNet Secure Portal:

1. Select **Run Reports** from the [My Reports] drop-down menu (located in the menu bar of the QualityNet Secure Portal)
2. Select **Run Report(s)** from the "I'd Like To..." options
3. Select **IQR** for the Report Program and **Hospital Value-Based Purchasing – Feedback Reports** for the Report Category
4. Select the **View Reports** button
5. Select the **Hospital Value-Based Purchasing – Percentage Summary Report**
6. Select your desired report parameters and run the report

Need guidance on how to read your FY 2018 Hospital VBP Program Percentage Payment report?

Several resources are available on the [Hospital VBP Resources](#) web page on the QualityNet website including a PPSR [Fact Sheet](#) and [Help Guide](#).

HCAHPS Citation:

<http://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. August 16, 2017.

<https://www.qualitynet.org> Centers for Medicare & Medicaid Services, Baltimore, MD. August 16, 2017.

HCAHPS website:

<http://www.hcahpsonline.org>

CAHPS Hospice

NEW: Hospice Compare Website

As part of their continuing commitment to greater data transparency, the Centers for Medicare & Medicaid Services (CMS) recently unveiled the Hospice Compare website. The site displays information in a ready-to-use format and provides a snapshot for the quality of care each hospice facility offers to its patients.

The Hospice Compare site allows patients, family members, caregivers, and healthcare providers to compare hospice providers based on important quality metrics, such as the percentage of patients that were screened for pain, or difficult or uncomfortable breathing, or whether patients' preferences are being met.

Currently, the data on Hospice Compare is based on information submitted by approximately 3,876 hospices. The Hospice Compare website will reflect current industry best practices for consumer-facing websites and will be optimized for mobile use.

For more information, [click here](#) to visit the new Hospice Compare website or access the [Fact Sheet](#) provided by CMS.



CMS Event - Hospice Reporting - September 20, 2017

CMS is hosting an event on September 20, 2017 targeting hospice providers. The purpose of this call is to learn more about Hospice Quality Reporting Program requirements. Topics for the call include:

- Hospice Item Set (HIS) and CAHPS submission requirements
- Reasons for noncompliance and how to address them
- Timelines for data submission and compliance determinations

→ Resources for success, including how to access important websites and helpdesks

Event Details:

Date: September 20, 2017

Time: 1:30-3:00 PM ET

Event: Reporting Hospice Quality Data: Tips for Compliance Call

Topic: Hospice Quality Reporting Program

For more information and to register for this event, visit the [MLN Event Registration](#) website.

CAHPS Hospice Citation:

<http://www.hospicecahpssurvey.org/en/> Centers for Medicare & Medicaid Services, Baltimore, MD. August 16, 2017.

CAHPS Hospice website:

<http://www.hospicecahpssurvey.org/en/>

Home Health CAHPS

CMS Proposes 2018 and 2019 Payment Changes for Medicare Home Health Agencies

The Centers for Medicare and Medicaid Services (CMS) has proposed a rule that would create a more responsive home health payment system to meet patients' needs. The proposed rule would update payment rates and the wage index for home health agencies (HHAs) serving Medicare beneficiaries in 2018 as well as proposes a redesign of the payment system in 2019.

Additionally, the rule includes proposals for the Home Health Value-Based Purchasing (VBP) Model and the Home Health Quality Reporting Program.

What does this mean for you as an HHA in the Home Health VBP Model?

If finalized, HHAs in the Home Health VBP Model would need a minimum of 40 completed HHCAHPS surveys in order for performance scores of HHCAHPS measures to be posted on Home Health Compare. One item to note; the number of surveys required for the Home Health VBP Model is separate from the surveys required for the HHCAHPS Survey Program. Currently there are no plans to change the targeted 300 completed surveys per year for HHCAHPS.

ICH CAHPS



ICH CAHPS Fielding Timeline

Activity	Date
Deadline for Authorizing a Vendor for 2017 Fall Survey	8/31/2017
Sampling Window	4/1/2017-6/30/2017
Sample Files Uploaded on ICH CAHPS Website	9/29/2017
Vendors Attest to Receipt of Sample File	10/3/2017
Mail Prenotification Letters	10/20/2017
Mail 1 st Questionnaire/Begin Telephone Data Collection	11/3/2017
Mail 2 nd Questionnaire/Begin Phone Follow-up (Mixed Mode)	12/1/2017
Data Collection Ends	1/12/2018
Vendors Clean/Process Final Data and Construct XML File	1/13/2018-1/30/2018
Deadline for Submitting XML Data File to ICH Data Center	1/31/2018

NRC Health ICH CAHPS Reports Delivered

On August 25, 2017, your facility should have received your NRC Health ICH CAHPS reports via email from the NRC Health Corporate Compliance Team (compliance@nrchealth.com). If you have any questions regarding your reports, or did not receive any reports from NRC Health, please feel free to reach out to the NRC Health Corporate Compliance Team.

Authorize NRC Health for the 2017 ICH CAHPS Fall Survey

Remember to authorize NRC Health as your survey vendor for the 2017 ICH CAHPS Fall Survey. Vendor authorization is due by **5:00 PM ET on August 31, 2017.**

If you are an ICH facility participating in the 2017 ICH CAHPS Fall survey for the first time, or plan to switch to NRC Health as your survey vendor, be sure to visit the ICH CAHPS [website](#) to update your survey vendor authorization. If you are an ICH facility with current authorization established for Fall Survey fielding, you do not have to update or change your vendor authorization form.

If you have any questions regarding survey vendor authorization, please reach out to your NRC Health Account Manager.

2016 ICH CAHPS Average State and National Average Scores

The National ICH CAHPS Project Team has posted the ICH CAHPS Survey results based on combined data from the 2015 ICH CAHPS Survey and the 2016 ICH CAHPS Spring Survey. The survey results include both state and national averages for the three ICH CAHPS composite measures and the three global ratings. [Click here](#) to view the state and national averages or follow these steps to access the survey results via the Medicare.gov website:

1. Go to www.medicare.gov
2. Click on Find a dialysis facility
3. Click on **Download the Dialysis Facility Compare Data** (found under **Additional Resources**)
4. Access the **Dialysis Facility Compare – National Averages** and **Dialysis Facility Compare – State Averages**

ICH CAHPS Citation:

<https://ichcahps.org/Home.aspx> Centers for Medicare & Medicaid, Baltimore, MD. August 16, 2017.

ICH CAHPS website:

<https://ichcahps.org/>

OAS CAHPS

CMS Proposes to Postpone OAS CAHPS Mandate

In the Proposed Rule for CY 2018, published on July 20, 2017, CMS proposed to delay the date of a national mandate for OAS CAHPS until further rulemaking. A national mandate is currently set to begin with 2018 data collection. The Proposed Rule is open for public comment with a final decision regarding a mandate coming later this year in the Final Rule. The OAS CAHPS survey remains the national standard of measurement for hospital outpatient departments and ambulatory surgery centers.

If you are currently in the process of transitioning or are planning a future transition to the OAS CAHPS survey, this remains NRC Health's recommendation. NRC Health will continue to monitor this topic and keep you updated with regard to a mandate final decision for OAS CAHPS.

To view the full announcement from the OAS CAHPS Coordination Team, please [click here](#).

OAS CAHPS Citation

<https://oascahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. August 16, 2017.

OAS CAHPS website:

<https://oascahps.org/>

CAHPS for ACO



CAHPS for ACO Fielding Timeline

Activity	Date
CAHPS for ACO survey vendor authorization deadline	9/19/2017
Mail out pre-notification letters	11/8/2017-11/9/2017
Open customer support toll-free line	11/9/2017
Mail out first survey with cover letter	11/15/2017- 11/16/2017
Mail out second survey with cover letter	12/12/2017- 12/13/2017
Initiate CATI follow-up (first attempt <u>must</u> occur during this time)	1/4/2018-1/11/2018
Submit interim data	1/9/2018-1/11/2018
Conduct additional CATI follow-up	1/12/2018-2/1/2018
Complete the phone follow-up sequence	2/1/2018
Cutoff date for returned mail surveys	2/1/2018
Close customer support toll-free line	2/1/2018
Submit final data to CMS	2/6/2018-2/8/2018



CAHPS for ACO Survey Vendor Authorization

Remember to authorize NRC Health as your survey vendor for the 2017 CAHPS for ACO Survey. Vendor authorization is due by September 19, 2017.

CAHPS for ACO Communication with Beneficiaries

If you are thinking about informing your patients about the CAHPS for ACO survey, be sure to use the communication provided by CMS. ACOs **must** only use the communication provided by CMS and **must** inform ALL Fee-for-Service Medicare patients.

To access the CMS-approved communication template for ACOs participating in the Medicare Shared Savings Program, visit the Shared Savings Program Portal.

For ACOs participating in the Next Generation Model, the appropriate template may be found on the Next Generation Model Connect Site.

If you have questions regarding access to the Shared Savings Program Portal or the Next Generation Model Connect Site, please email the appropriate technical assistance team at the email address provided below:

Shared Savings Program Portal: APOSD@cms.hhs.gov

Next Generation Model Connect Site: NextGenerationACOModel@cms.hhs.gov

CAHPS for ACO Citation

<http://acocahps.cms.gov/> Centers for Medicare & Medicaid Services, Baltimore, MD. August 16, 2017.

CAHPS for ACO website:

<http://acocahps.cms.gov/>

CAHPS for MIPS



CAHPS for MIPS Fielding Timeline

Activity	Date
CAHPS for MIPS survey vendor authorization deadline	9/19/2017
Mail out pre-notification letter	11/8/2017-11/9/2017
Open customer support toll-free line	11/9/2017
Mail out first survey with cover letter	11/15/2017- 11/16/2017
Mail out second survey with cover letter	12/12/2017- 12/13/2017
Initiate CATI follow-up (first attempt <u>must</u> occur during this time)	1/4/2018-1/11/2018
Submit interim data	1/9/2018-1/11/2018
Conduct additional CATI follow-up	1/12/2018-2/1/2018
Complete the phone follow-up sequence	2/1/2018
Cutoff date for returned mail surveys	2/1/2018
Close customer support toll-free line	2/1/2018
Submit final data to CMS	2/6/2018-2/8/2018



CAHPS for MIPS Survey Vendor Authorization - NOW OPEN

Remember to authorize NRC Health as your survey vendor for the 2017 CAHPS for MIPS Survey. Vendor authorization is now open and due by September 19, 2017.

CAHPS for MIPS Citation:

<https://qpp.cms.gov/> Centers for Medicare and Medicaid Services, Baltimore, MD. August 16, 2017.

CAHPS Clinician & Groups

2016 Clinician & Groups Survey Results Available

What did your patients say about their healthcare providers and medical practices? New results from AHRQ's CAHPS Clinician & Groups Survey 2016 data submission are now available via an online reporting system. The 2016 CAHPS Clinician & Groups Survey asked patients about their recent experiences with clinicians and their staff in doctor's offices. Results are based on the voluntary submission of survey data to the CAHPS Database by health systems, medical practices, and other survey sponsors administering the CAHPS Clinician & Groups Survey. The 2016 CG-CAHPS Database includes 268,348 surveys submitted by 1,587 practice sites.

CAHPS Clinician & Group Survey Results:

- "How Well Providers Communicate with Patients" was the highest scoring measure among all survey versions
- "Getting Timely Appointments, Care and Information" was the lowest scoring measure among all survey versions
- Hematology/Oncology has among the highest scores across specialties for all composite measures
- Scores across rural/urban categories show very few differences

To view more results from the 2016 CAHPS Clinician & Group Survey, [click here](#) to access the online reporting system, Chartbook.

CAHPS Clinician & Group Citation:

<http://www.ahrq.gov/> Agency for Healthcare Research and Quality, Rockville, MD. August 16, 2017.

External Submission Deadlines

	Q1 2017 Discharges	Q2 2017 Discharges	Q3 2017 Discharges	Q4 2017 Discharges
HCAHPS		10/4/2017	1/3/2018	4/4/2018
HHCAHPS		10/19/2107	1/18/2018	4/19/2018
CAHPS Hospice		11/8/2017	2/14/2108	5/9/2018
OAS CAHPS		10/11/2017	1/10/2018	4/11/2018
ICH CAHPS			1/31/2018 (Spring 2017)	
ACO CAHPS	2/8/2018*			
CAHPS for MIPS	2/8/2018*			

*Tentative deadline



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