

CAHPS Insider

JANUARY 2018

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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HCAHPS

Hospital Compare Refresh

The Centers for Medicare & Medicaid Services (CMS) has updated the *Hospital Compare* website to provide patients, families and all stakeholders with information they need to compare the performance of hospitals where they seek medical care. Specifically, the *Hospital Compare* Overall Star Ratings.

Data refreshed in the December 2017 release include the following:

1. Hospital Value-Based Purchasing (HVBP) Program
 - i. Program data for fiscal year 2018 payment adjustments, including:
 1. Removal of AMI-7a and IMM-2 data
 2. Addition of Care Transition dimension to Patient and Caregiver Centered Experience of Care/Care Coordination domain
 3. Move PC-01 from Clinical Care domain to Safety domain
 4. Removal of Pain Management composite from Patient and Caregiver Centered Experience of Care/Care Coordination domain
2. Inpatient Quality Reporting (IQR) Program
 - i. Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)
 1. Survey of patient experiences data
 2. HCAHPS Star Ratings ([click here](#) for more information about the HCAHPS Star Ratings)

For a full list of the updates included in the December 2017 refresh, [click here](#).

HCAHPS Citation:

<http://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. January 15, 2018.

<https://www.qualitynet.org> Centers for Medicare & Medicaid Services, Baltimore, MD. January 15, 2018.

<https://data.medicare.gov> Centers for Medicare & Medicaid Services, Baltimore, MD. January 15, 2018

HCAHPS website:

<http://www.hcahpsonline.org>

CAHPS Hospice



Hospice Compare Updates

Demographic data is now displayed on the Provider Preview Reports and on Hospice Compare. This data is generated from information stored in the Automated Survey Processing Environment (ASPEN) system.

If inaccurate demographic data is displayed on the Preview Report or on Hospice Compare, you need to contact your [Medicare Administrative Contractor](#) (MAC) for assistance. It is important to specify you want your data within the ASPEN system updated, instead of referring to your data on the Hospice Compare site.

Updates to Hospice Provider demographic information do not happen in real time. These updates can take up to 6-months to appear on Hospice Compare.

There are several resources available to you on Hospice Compare, including:

1. [Hospice Compare Tip Sheet for Users](#)
2. [Hospice Compare Tip Sheet For Providers](#)
3. [Guidelines on how to update demographic data](#)

For more information regarding Hospice Quality Public Reporting, [click here](#).



REMINDER – CY 2018 Participating Exemption for Size Form Now Available

As a reminder, the Participation Exemption for Size Form for the calendar (CY) 2018 CAHPS Hospice Survey data collection and reporting requirements is now available to complete and submit on the CAHPS Hospice Survey [website](#).

If your facility served fewer than 50 survey-eligible decedents/caregivers in CY 2017 (January 1, 2017 through December 31, 2017) you can apply for an exemption from participating the CAHPS Hospice Survey CY 2018.

The Participation Exemption for Size Form will be available to complete and submit online until **December 31, 2018**. [Click here](#) to access and complete the online Participation Exemption for Size Form.

If you have questions regarding the Participation Exemption for Size process or how to complete the form, you can contact the CAHPS Hospice Survey Project Team at hospicecahpssurvey@HCQIS.org.

CAHPS Hospice Citation:

<http://www.hospicecahpssurvey.org/en/> Centers for Medicare & Medicaid Services, Baltimore, MD. January 15, 2018.

<https://www.cms.gov/> Centers for Medicare & Medicaid Services, Baltimore, MD. January 15, 2018.

CAHPS Hospice website:

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

Home Health CAHPS



Monitoring HHCAHPS Survey Data Submissions

By selecting NRC Health as your Home Health CAHPS (HHCAHPS) survey vendor, you have given us permission to submit your HHCAHPS survey data on your behalf to the HHCAHPS Data Center. The HHCAHPS Coordination Team has made it easy for HHAs to monitor their HHCAHPS survey vendors' data submission to the HHCAHPS Data Center.

How do I access the Data Submission History Report?

Follow these steps to review and download your facilities reports:

1. Log into the HHCAHPS website
2. On the HHA Dashboard, click on the **"View Data Submission Reports"** link under the Data Submission header. OR, click on the **"Data Submission Reports"** link under the or **"For HHAs"** menu tab
3. Select filters to view a customized *Data Submission Report*. Available filters include **"HHA"** (which is important if the user has access to multiple CCNs) and **"Sample Date Range"** (which corresponds to the time frame the user wants to view, by the **start** sample month and year and the **end** sample month and year)
4. Click **"Show Report"**

Example Data Submission History Report

The screenshot shows the 'Home Health Care CAHPS Survey' website. The header includes the site name and tagline, along with user navigation options like 'Test User' and 'Logout'. A dark navigation bar contains menu items: Home, HHA Dashboard, General Information, Training, Forms for Vendors, Survey and Protocols, Data Submission, and For HHAs (which is highlighted). Below the navigation bar, the breadcrumb path reads 'You are here: For HHAs » Data Submission Reports' with a 'Back' button.

The main content area is titled 'Data Submission History'. It features a filter section with the following options:

- HHA: <Show All HHAs> (dropdown menu)
- Sample Date Range: Start Month: 1 (dropdown), End Month: 12 (dropdown), Start Year: 2016 (dropdown), End Year: 2016 (dropdown)

Below the filters are two buttons: 'Show Report' and 'Export to Excel'.

The data is presented in a table with the following columns: Vendor, Sample Year, Sample Month, CCN #, Filename, Submission Date, # of Patients Sampled, # of Complete Responses, # of Incomplete Responses, and Validation Status. The table contains four rows of data for 'RTI Test Vendor' from March to June 2016, all showing a 'Passed' validation status.

Vendor	Sample Year	Sample Month	CCN #	Filename	Submission Date	# of Patients Sampled	# of Complete Responses	# of Incomplete Responses	Validation Status
RTI Test Vendor	2016	Jun	999999	2016-06-HHCAHPS-999999.xml	10/19/2016	165	60	0	Passed
RTI Test Vendor	2016	May	999999	2016-05-HHCAHPS-999999.xml	10/19/2016	183	67	0	Passed
RTI Test Vendor	2016	Apr	999999	2016-04-HHCAHPS-999999.xml	10/19/2016	167	60	0	Passed
RTI Test Vendor	2016	Mar	999999	2016-03-HHCAHPS-999999.xml	07/20/2016	164	60	0	Passed

Number of records = 4

It is important to remember only data files successfully submitted will show up on these reports. If you do not see data files that should have been submitted, please contact NRC Health immediately.

Please feel free to reach out to the NRC Health Corporate Compliance team (compliance@nrchealth.com) with questions.

Home Health CAHPS Citation:

<https://homehealthcahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. January 15, 2018.

Home Health CAHPS website:

<https://homehealthcahps.org/>

ICH CAHPS



Authorize NRC Health for 2018 Spring Survey

The ICH CAHPS Survey Vendor Authorization deadline is **February 28, 2018**. If you are a current client and will continue to collaborate with NRC Health for your ICH CAHPS 2018 Spring Survey, no action is required from you. If you are a new ICH CAHPS client, please visit the ICH CAHPS [website](#) and complete the vendor authorization prior to **February 28, 2018**.

How do we authorize NRC Health as our ICH CAHPS Survey Vendor?

Login in to the ICH CAHPS website and following the steps below:

1. Click "**Authorize a Vendor**" from your personal dashboard
2. Select "**Switch to a different vendor**" from the **Select Action** drop-down list
3. Select **NRC Health (National Research Corporation)** as your new survey vendor
4. Select the Beginning Survey Period for NRC Health "**2018 Spring Survey**"
5. Do not enter an end date for NRC Health unless you know you will not be using us for the 2018 Fall Survey
6. Click "**Submit**"

Reminder: No changes to vendor authorization will be accepted after February 28, 2018.

For a more detailed version of the authorization steps, [click here](#). For questions regarding the ICH CAHPS 2018 Spring Survey, please feel free to reach out to your NRC Health Account Manager.

Determining Participation in the 2018 ICH CAHPS Survey

It can be difficult to determine whether your in-center hemodialysis (ICH) facility is required to participate in the ICH CAHPS survey. The ICH CAHPS Coordination Team has provided a few tips to assist in determining participation requirements.

ICH facilities that served 30 or more survey-eligible patients in calendar year (CY) 2017 must administer the ICH CAHPS survey in the spring and fall of CY 2018 to comply with the Centers for Medicare and Medicaid Services' quality reporting requirements for the 2020 payment year.

In order for patients to be considered "survey-eligible", they must be patients who:

1. Were 18 years old or older as of December 31, 2017;
2. Were alive as of December 31, 2017;
3. Received hemodialysis on an outpatient basis from your facility for 3 consecutive months or longer at some point in CY 2017;
4. Are not currently receiving hospice care; and
5. Were not living in a nursing home or other skilled nursing facility or other long-term facility such as a prison or jail as of December 31, 2017

Please note; patients who receive home or peritoneal dialysis are not eligible to participate in the ICH CAHPS survey; therefore, do not include those patients in your count of survey-eligible patients.

For more information on ICH CAHPS survey participation requirements, [click here](#). If you have any questions, please feel free to reach out to your NRC Health Account Manager.



2017 ICH CAHPS Fielding Timeline

Activity	Date
Vendors Clean/Process Final Data and Construct XML File	1/18/2018-1/31/2018
Deadline for Submitting XML Data File to ICH Data Center	1/31/2018



2018 Tentative ICH CAHPS Data Collection Schedule

Activity	Date
Submit New Facility-Specific Questions to CMS	1/31/2018
2018 Introduction to the ICH CAHPS Survey Webinar Training	2/14/2018
2018 ICH CAHPS Survey Vendor Update Training Session	2/15/2018
Deadline for Authorizing NRC Health for 2018 Spring Survey	2/28/2018
Deadline for Submitting a 2018 Facility Non-Participation Form	2/28/2018
Sampling Window	7/1/2017-9/30/2017
Sample Files Uploaded on ICH CAHPS Website	3/30/2018
Vendors Attest to Receipt of Sample File	4/3/2018
Mail Prenotification Letters	4/20/2018
Mail 1 st Questionnaire (mail only and mixed mode)/Begin Telephone data collection (phone only mode)	5/4/2018
Mail 2 nd Questionnaire (mail only)/Begin phone follow-up (mixed mode)	6/1/2018
Data Collection Ends	7/13/2018
Vendors Clean/Process Final Data and Construct XML File	7/16/2018-7/25/2018

ICH CAHPS Citation:

<https://ichcahps.org/Home.aspx> Centers for Medicare & Medicaid, Baltimore, MD. January 15, 2018.

ICH CAHPS website: <https://ichcahps.org/>

OAS CAHPS



OAS CAHPS Participation Overview Document Now Available

Have you ever questioned your responsibilities as a hospital outpatient department (HOPD) or ambulatory surgery center (ASC) in relation to your participation in the OAS CAHPS survey? The Centers for Medicare and Medicaid Services (CMS) and the OAS CAHPS Survey Coordination Team have created a new resource document titled “OAS CAHPS Participation Overview”. This new resource document can be found on the OAS CAHPS [website](#) under “Quick Links”.

The purpose of this document is to illustrate the responsibilities and actions required by HOPDs and ASCs to participate in the OAS CAHPS Survey. As your OAS CAHPS survey vendor, we encourage you to take a few minutes and review this document.

[Click here](#) to view and download the OAS CAHPS Participation Overview Document.

If you have any questions regarding the OAS CAHPS survey or participation requirements, please feel free to reach out to your NRC Health Account Manager.

OAS CAHPS Citation

<https://oascahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. January 15, 2018.

OAS CAHPS website: <https://oascahps.org/>

CAHPS for ACO



CAHPS for ACO Fielding Timeline

Activity	Date
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 Citation

<http://acocahps.cms.gov/> Centers for Medicare & Medicaid Services, Baltimore, MD. January 15, 2018.

CAHPS for ACO website:

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

CAHPS for MIPS



CAHPS for MIPS Fielding Timeline

Activity	Date
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 Citation:

<https://qpp.cms.gov/> Centers for Medicare and Medicaid Services, Baltimore, MD. January 15, 2018.



External Submission Deadlines

	Q3 2017 Discharges	Q4 2017 Discharges	Q1 2018 Discharges	Q2 2018 Discharges
HCAHPS		4/4/2018	7/5/2018	10/3/2018
Premier		4/20/2018	7/20/2019	10/19/2018
Vizient#	2/1/2018	5/1/2018	8/1/2018	11/1/2018
HHCAHPS		4/19/2018	7/19/2018	10/18/2018
CAHPS Hospice	2/14/2018	5/9/2018	8/18/2018	11/14/2018
OAS CAHPS		4/11/2018	7/11/20018	10/10/2018
ICH CAHPS	1/31/2018 (Fall 2017)		7/25/2018 (Spring 2018)	
ACO CAHPS	2/8/2018*			
CAHPS for MIPS	2/8/2018*			
CG CAHPS	4/1/2018*			
CPCI#	6/1/2018*			
MiPECT	4/1/2018*			
WCHQ	4/1/2018*			
MNCM/AIM	4/1/2018*			
BHGC	4/1/2018*			

*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.

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