

# CAHPS Insider

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FEBRUARY 2019

INSIGHTS AND UPDATES FOR  
EFFECTIVE COMPLIANCE



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# HCAHPS

## ***Hospital Compare Preview Data - NOW AVAILABLE***

Hospital Compare Preview Data is now available. Hospitals have until March 9, 2019 to preview data that will be publicly reported on *Hospital Compare* this spring.

### **How do you access your preview data?**

You can access your *Hospital Compare* Preview data by:

1. Navigating to the [QualityNet website](#).
2. Selecting **Login** under the **Log in to QualityNet Secure Portal** header.
3. Selecting **HQR Next Generation** from the **Choose Your QualityNet Destination** dashboard.
4. Entering your *QualityNet* User ID, Password, and Security Code. Then, selecting **Submit**.
5. Reading the Terms and Conditions statement and selecting **I Accept** to continue.
6. Selecting the **Public Reporting Card (PR)** on the card layout on the landing page.
7. Previewing your data after the page automatically refreshes.

You can export the data displayed by selecting **Export Data** in the measure table. The exported measure data will be in PDF format for a user-friendly printed report.

## ***Hospital Compare Updates - NOW AVAILABLE***

On February 28, 2019, CMS will update data on the [Hospital Compare website](#) and on [data.medicare.gov](http://data.medicare.gov).

### **Data Updates**

CMS has updated data for the following measure sets on [Hospital Compare](#):

- Timely and effective care
- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey

- Healthcare-associated infections
- Rate of unplanned hospital visits after an outpatient colonoscopy (OP-32)

In addition, CMS is updating the Overall Hospital Star Rating. CMS updated the methodology to address stakeholder concerns following the July 2018 preview (for more information, see the [Star Ratings Methodology Update](#)).

Hospital payment measures for six common types of clinical episodes (i.e., three conditions and three procedures) are now available in the downloadable databases on [data.medicare.gov](http://data.medicare.gov).

Beginning with the February update, CMS will no longer report data on the following measures:

- Participation in a Systematic Clinical Database Registry for Nursing Sensitive Care (SM-3)
- Participation in a Systematic Clinical Database Registry for General Surgery (SM-4)

Data on measures of timely and effective care and patient experience of care for military hospitals is now available through the search function on Hospital Compare, along with data on VA Medical Centers. The DoD is also reporting several new measures for military hospitals on Hospital Compare, including: Percentage of patients receiving appropriate recommendation for follow-up screening colonoscopy (OP-29); Percentage of patients with history of polyps receiving follow-up colonoscopy in the appropriate time frame (OP-30); and Percentage of patients receiving appropriate radiation therapy for cancer that has spread to the bone (OP-33). The VA is reporting data on the percentage of healthcare workers vaccinated against influenza (IMM-3\_OP-27).

### ***HCAHPS Survey Changes - Coming October 2019***

On November 5, 2018, NRC Health received notification from CMS regarding a very important update to the HCAHPS Survey scheduled for October 2019.

In response to recommendations from the President's Commission on Combating Drug Addiction and the Opioid Crisis, to comply with the requirements of the Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment (SUPPORT) for Patients and Communities Act, and to avoid any potential unintended consequences, under the Hospital Inpatient Quality Reporting

(IQR) Program, CMS proposed a plan to remove the HCAHPS Survey's Communication About Pain items (questions 12, 13 and 14) on the HCAHPS survey. The recent release of the CY 2019 OPPS Final Rule requires the **pain items be removed from all surveys beginning with patients discharged on October 1, 2019 and forward.**

This change will affect all survey translations and all survey modes. The Communication About Pain measure will not be Publicly Reported. However, Preview Reports for the October 2019, January 2020, April 2020 and July 2020 Public Reporting periods will contain the hospital's score for the Communication About Pain measure along with the state and national averages. Preview Reports for the October 2020 Public Reporting period and forward will not contain the Communication About Pain measure.

NRC Health is diligently working to ensure a seamless update for October 1, 2019 discharges and forward. No action is required from you for this change to occur. We will continue to provide more information about the transition to the updated HCAHPS Survey in future correspondence.

CMS has announced an opportunity for the public to comment on their intention to revise the HCAHPS Survey by removing the three pain communication questions.

[Click here](#) to view the CMS-10102 60-day Federal Register notice and provide any feedback or comments you have.

If you have any questions, please contact the NRC Health Corporate Compliance team at [compliance@nrchealth.com](mailto:compliance@nrchealth.com).

**HCAHPS Citation:**

<https://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. February 22, 2019.

<https://www.medicare.gov/hospitalcompare> Centers for Medicare & Medicaid Services, Baltimore, MD. February 22, 2019.

**HCAHPS website:**

<http://www.hcahpsonline.org>

# CAHPS Hospice

## ***Hospice Compare Quarterly Refresh - Available***

The February 2019 quarterly Hospice Compare refresh of quality data is now available. It is based on Hospice Item Set (HIS) quality measure results from data collected Q2 2017 through Q1 2018 and Hospice CAHPS Survey results reported Q2 2016 through Q1 2018. Please visit [Hospice Compare](#) to view your data.

## ***CAHPS Hospice Public Reporting Periods***

<b>Reporting Period (Dates of Death)</b>	<b>Provider Review Period*</b>	<b>Hospice Compare Refresh Dates*</b>
<b>Q2 2016 – Q1 2018</b>	December 2018	February 2019
<b>Q3 2016 – Q2 2018</b>	March 2019	May 2019
<b>Q4 2016 – Q3 2018</b>	June 2019	August 2019

*\*Exact start dates will be announced by CMS*

### **CAHPS Hospice Citation:**

<http://www.hospicecahpssurvey.org/en/> Centers for Medicare & Medicaid Services, Baltimore, MD. February 22, 2019.

### **CAHPS Hospice website:**

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

# Home Health CAHPS

## ***Participation Exemption Request Deadline Extended***

If you are a home health agency (HHA) that served 59 or fewer unduplicated patients between April 1, 2017 and March 31, 2018 and are seeking an exemption from participating in the HHCAHPS survey for the calendar year (CY) 2020 APU, please submit a [Participation Exemption Request \(PER\)](#) form on the [HHCAHPS website](#). The deadline for submitting the CY 2020 APU exemption requests has been extended to **11:59 PM Eastern Time Monday, April 1, 2019.**

### **Home Health CAHPS Citation:**

<https://homehealthcahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. February 22, 2019.

### **Home Health CAHPS website:**

<https://homehealthcahps.org/>

# CAHPS for ACO

## ***CAHPS for ACO Preliminary Reports***

NRC Health recently distributed the CAHPS for ACO Preliminary Reports for the most recent fielding period to ACO participants who met the minimum n-size required by CMS. As a reminder, the reports provided by NRC Health are for quality improvement purposes only. CMS will provide finalized data to CAHPS for ACO participants at a later date.

If you have questions about the reports you received, please contact the NRC Health Corporate Compliance Team at [Compliance@nrchealth.com](mailto:Compliance@nrchealth.com).

### **CAHPS for ACO website:**

<http://acocahps.cms.gov/> Centers for Medicare & Medicaid, Baltimore, MD. February 22, 2019.

# CAHPS for MIPS

## ***CAHPS for MIPS Preliminary Reports***

NRC Health recently distributed the CAHPS for MIPS Preliminary Reports for the most recent fielding period to groups that met the minimum n-size required by CMS. As a reminder, the reports provided by NRC Health are for quality improvement purposes only. CMS will provide finalized data to CAHPS for MIPS participants at a later date.

If you have questions about the reports you received, please contact the NRC Health Corporate Compliance Team at [Compliance@nrhealth.com](mailto:Compliance@nrhealth.com).

### **Quality Payment Program websites:**

<https://qpp.cms.gov> Centers for Medicare & Medicaid, Baltimore, MD. February 22, 2019.

# ICH CAHPS

## ***ICH CAHPS Preliminary Reports***

NRC Health recently distributed the ICH CAHPS Preliminary Reports for the Fall 2018 fielding period to facilities that met the minimum n-size required by CMS. As a reminder, the reports provided by NRC Health are for quality improvement purposes only. CMS will provide finalized data to ICH CAHPS participants at a later date.

If you have questions about the reports you received, please contact the NRC Health Corporate Compliance Team at [Compliance@nrhealth.com](mailto:Compliance@nrhealth.com).



## ICH CAHPS Star Ratings - Available

CMS began using star ratings to publicly report the ICH CAHPS quality measures published on the Dialysis Facility Compare (DFC) in October 2018. ICH CAHPS star ratings use a 5-star scale that makes it easier for consumers to compare ICH facilities. More stars mean better quality care. Star ratings are calculated for each of the three publicly reporting global ratings, each of the three composites, and an overall summary star. The table below provides an example to show how the summary star is calculated:

	Individual ICH CAHPS Measure Star Ratings	ICH CAHPS Survey Summary Star Rating Average (unrounded)	ICH CAHPS Survey Summary Star Rating (rounded)
<b>Global Ratings</b>		$(4 + 3 + 4 + 4 + 3 + 3) = 21 \div 6 = 3.5$	4
Nephrologist	4		
Dialysis Center Staff	3		
Dialysis Center	4		
<b>Composite Scores</b>			
Communication and Caring	4		
Quality and Operations	3		
Providing Information	3		

DFC is updated in October and April each year. Below is the projected DFC public reporting timeline:

Survey Periods	Publicly Reported on DFC
2017 Fall/2018 Spring	April 2019
2018 Spring/2018 Fall	October 2019
2018 Fall/2019 Spring	April 2020
2019 Spring/2019 Fall	October 2020

Survey Periods	Publicly Reported on DFC
2019 Fall/2020 Spring	April 2021
2020 Spring/2020 Fall	October 2021

### ***ICH CAHPS 2019 Spring Survey Tentative Data Collection Schedule***

The tentative data collection schedule for the ICH CAHPS 2019 Spring Survey is shown below. Please note, these dates are subject to change. Should a schedule change occur, NRC Health will provide an updated schedule via the CAHPS Insider.

Activity	Date
<b>Sampling Window</b>	10/1/2018-12/31/2018
<b>Deadline for authorizing a vendor for 2019 Spring Survey*</b>	2/28/2019
<b>Sample files uploaded on ICH CAHPS website</b>	3/29/2019
<b>Vendors attest to receipt of sample file</b>	4/2/2019
<b>Mail prenotification letter</b>	4/19/2019
<b>Mail 1st questionnaire (mail only and mixed mode)/Begin telephone data collection (phone only mode)</b>	5/3/2019
<b>Mail 2nd questionnaire (mail only)/Begin phone follow-up (mixed mode)</b>	5/31/2019
<b>Data collection ends</b>	7/12/2019
<b>Vendors clean/process final data and construct XML file</b>	7/13/2019-7/30/2019
<b>Deadline for submitting XML data file to ICH data center</b>	7/31/2019

\*Only ICH facilities switching to a different survey vendor and those participating in the ICH CAHPS Survey for the first time will need to complete the online vendor authorization form.

#### **ICH CAHPS Citation:**

<https://ichcahps.org/Home.aspx> Centers for Medicare & Medicaid, Baltimore, MD. February 22, 2019.

<https://www.medicare.gov/dialysisfacilitycompare> Centers for Medicare & Medicaid, Baltimore, MD. February 22, 2019.

#### **ICH CAHPS website:**

<https://ichcahps.org/>

# OAS CAHPS

## *OAS CAHPS 2019 Web Mode Experiment*

In response to feedback from hospitals and ambulatory surgery centers (ASC), CMS has started recruiting hospitals and ASCs to participate in a new mode experiment to assess the impact of adding Web-based survey administration. Data collection for the experiment is expected to start in the Spring of 2019 and will take place over 3 consecutive sample months.

Five modes of administration will be tested:

1. Mail-only
2. Telephone-only
3. Web- only
4. Web with mail follow-up to non-respondents
5. Web with telephone follow-up to non-respondents

CMS is aware that facilities invited to participate in the mode experiment may also be participating in voluntary national implementation. Therefore, CMS will allow facilities to participate in both the mode experiment and voluntary national implementation, if the patient volume supports both surveys.

For more information about the OAS CAHPS Survey mode experiment, [click here](#).

### **OAS CAHPS Citation:**

<https://oascahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. February 22, 2019.

### **OAS CAHPS website:**

<https://oascahps.org/>

## External Submission Deadlines

	Q3 2018 Discharges	Q4 2018 Discharges	Q1 2019 Discharges
<b>HCAHPS</b>	1/3/2019-COMplete	4/3/2019	7/3/2019
<b>Premier</b>	1/18/2019-COMplete	4/19/2019	7/19/2019
<b>Vizient#</b>	2/1/2019-COMplete	5/1/2019	8/1/2019
<b>HHCAHPS</b>	1/17/2019-COMplete	4/18/2019	7/18/2019
<b>CAHPS Hospice</b>	2/13/2019-COMplete	5/8/2019	8/14/2019
<b>OAS CAHPS</b>	1/9/2019-COMplete	4/10/2019	7/10/2019
<b>ICH CAHPS</b>	1/30/2019-COMplete (Fall 2018)	7/31/2019 (Spring 2019)	
<b>CAHPS for ACO</b>	1/25/2019-COMplete		
<b>CAHPS for MIPS</b>	1/25/2019-COMplete		



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](mailto:compliance@nrchealth.com).

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