

CAHPS Insider

APRIL 2019

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE

TABLE OF CONTENTS

HCAHPS	2
HCAHPS Survey Changes – Coming October 2019	2
HCAHPS Individual Question Scores Available in Future Preview Reports	2
April 2019 Hospital Compare Downloadable Data Updates Now Available	3
CMS Releases July 2019 Hospital Compare Hospital Data Preview	3
Hospital VBP FY 2021 Baseline Measures Reports Available	3
Hospital Value-Based Purchasing Program Outreach and Education – FY 2021	4
CAHPS Hospice	4
CAHPS Hospice Survey Results - Available on Hospice Compare	4
HHCAHPS	5
Annual Payment Update (APU) Data Collection Requirement Begins	5
HHCAHPS Preview Reports - Available	5
ICH CAHPS	6
ICH CAHPS Star Ratings – Available	6
ICH CAHPS 2019 Spring Survey Data Collection Schedule	7
OAS CAHPS	8
OAS CAHPS 2019 Web Mode Experiment	8
OAS CAHPS Preview Reports - Available	8

HCAHPS

HCAHPS Survey Changes - Coming October 2019

As reported in previous CAHPS Insider editions, the CY 2019 OPPS Final Rule requires the **pain communication items be removed from the core survey questions beginning with patients discharged on October 1, 2019 and forward.**

This change will affect all survey translations and all survey modes and reduce the survey length to 29 questions. 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.

Another update that will take affect with patients discharged on October 1, 2019 and forward involves supplemental question placement. Supplemental questions must be placed after all 29 HCAHPS items. Currently all supplemental questions are placed after core HCAHPS items and prior to the demographic questions.

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.

HCAHPS Individual Question Scores Available in Future Preview Reports

Future public reporting Preview Reports will contain each hospital's individual question scores.

The top, middle and bottom box scores will be shown for 15 individual questions along with state and national averages. Hospitals' individual question scores will be added to Hospital Compare downloadable database in the future. Hospitals must have 50+ completed surveys for this information to be available.

This information will not be displayed on the Hospital Compare website.

HCAHPS website: <http://www.hcahpsonline.org>

April 2019 Hospital Compare Downloadable Data Updates Now Available

On April 24, the Centers for Medicare & Medicaid Services (CMS) refreshed facility data on [Data.Medicare.gov](https://data.medicare.gov) only. In order to return to regularly scheduled quarterly updates, CMS will not refresh the *Hospital Compare* website this April. The data publicly displayed on *Hospital Compare* will be updated in July 2019.

CMS Releases July 2019 Hospital Compare Hospital Data Preview

The 30-day preview period for hospitals to see the data that will be publicly reported on *Hospital Compare* this summer began April 22. As part of the Hospital Inpatient Quality Reporting (IQR), Hospital Outpatient Quality Reporting (OQR), and Prospective Payment System (PPS)-Exempt Cancer Hospitals Quality Reporting (PCHQR) programs, hospitals have 30 days to preview their data prior to public reporting on *Hospital Compare*, where Medicare beneficiaries and the public can review quality measure data for participating hospitals and facilities.

To access your hospital's preview data, visit QualityNet.org and log in to the Secure Portal.

For questions on how to interpret your report, quick reference guides are posted on QualityNet.org.

For additional assistance, please contact:

- *Hospital Compare* Overall Quality Star Ratings, [email](mailto:cmsstarratings@lantanagroup.com) the *Hospital Compare* Overall Ratings Team at cmsstarratings@lantanagroup.com.
- Hospital IQR program or PCHQR program, email the Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contract Team via the [Inpatient Questions and Answers tool](#) or call (844) 472-4477.
- Hospital OQR program, email the Hospital OQR Outreach and Education Support Team via the [Outpatient Questions and Answers tool](#) or call (866) 800-8756.

Hospital VBP FY 2021 Baseline Measures Reports Available

Hospital Value-Based Purchasing (VBP) Program Fiscal Year 2021 Baseline Measures Reports are available from the Centers for Medicare & Medicaid Services (CMS) through the [QualityNet Secure Portal](#). These reports allow hospitals to monitor baseline period performance for domains and measures required for the Hospital VBP Program.

For questions on how to interpret your report, quick reference guides are posted on [QualityNet.org](https://www.qualitynet.org). If you require further assistance, please contact the Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor through the Inpatient Questions and Answers tool at <https://cms-ip.custhelp.com>, or by calling (844) 472-4477.

Hospital Value-Based Purchasing Program Outreach and Education - FY 2021

Quality Reporting Center Outreach and Education conducted a webinar on April 4, 2019 titled [Traveling the Road to Success: Navigating the FY 2021 Hospital VBP Program](#), which provided overview of the fiscal year (FY) 2021 Hospital VBP Program and the Baseline Measures Report, including evaluation criteria for hospitals within each domain and measure, eligibility requirements, and an explanation of the Hospital VBP Program scoring methodology.

Presentation slides, links to reference materials, webinar transcript, and event recording are available now on [QualityReportingCenter.com](https://www.qualityreportingcenter.com).

CAHPS Hospice

CAHPS Hospice Survey Results - Available on Hospice Compare

The February 2019 quarterly Hospice Compare refresh of quality data is now available. The current reporting period covers hospice care experiences from Q2 2016 through Q1 2018. Downloadable data sets are available at <https://data.medicare.gov/data/hospice-compare>.

More details about Hospice Quality Public Reporting are available at <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Hospice-Quality-Public-Reporting.html>.

CAHPS Hospice website: <https://www.hospicecahpssurvey.org/>

HHCAHPS

Annual Payment Update (APU) Data Collection Requirement Begins

The Calendar Year (CY) 2021 Annual Payment Update (APU) data collection requirement for HHCAHPS Survey participation begins with the April 2019 sample month. HHAs that are not yet participating in HHCAHPS should register as soon as possible on this website at the following link: <https://homehealthcahps.org/ForHHAs/RegisterforLoginCredentials.aspx>.

Once HHAs have contracted with a vendor, they must complete the online authorization for that vendor on the HHCAHPS website. For more information on how to authorize vendors as well as other HHA participation start-up activities, please refer to this document:

https://homehealthcahps.org/Portals/0/HHA_Responsibilities_List.pdf

This document has been updated to reference the CY2021 APU participation period.

Home Health CAHPS Citation: <https://homehealthcahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD.

Home Health CAHPS website: <https://homehealthcahps.org/>

HHCAHPS Preview Reports - Available

HHCAHPS Preview Reports for reporting period Q4 2017 - Q3 2018 are available on <https://homehealthcahps.org>. Preview Reports show publicly reported results with star ratings for agencies with 40 or more completed patient surveys in the reporting period. To access your HHCAHPS Preview Report, log into the [HHCAHPS website](https://homehealthcahps.org) and select the "Survey Preview Report" link under the "For HHAs" tab.

Reports are also available on Home Health Compare (HHC) on www.medicare.gov as of April 2019.

For more information about the Preview Reports, visit

<https://homehealthcahps.org/LinkClick.aspx?fileticket=rEmqINcxYK8%3d&tabid=277>

For more information about HHCAHPS star ratings, please click:

<https://homehealthcahps.org/GeneralInformation/StarRatingsInformation.aspx>

ICH CAHPS

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)
Global Ratings		$(4 + 3 + 4 + 4 + 3 + 3) =$ $21 \div 6 = 3.5$	4
Nephrologist	4		
Dialysis Center Staff	3		
Dialysis Center	4		
Composite Scores			
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
2019 Fall/2020 Spring	April 2021
2020 Spring/2020 Fall	October 2021

ICH CAHPS 2019 Spring Survey Data Collection Schedule

The data collection schedule for the ICH CAHPS 2019 Spring Survey is shown below. All pre-notification letters were mailed on April 19, 2019 per protocol.

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

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

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.

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

OAS CAHPS Preview Reports - Available

Hospital outpatient departments (HOPDs) and ambulatory surgery centers (ASCs) can access Preview Reports with results from the Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS) Survey for Q4 2017 - Q3 2018 on the [OAS CAHPS website](#).

Information about the OAS CAHPS Survey Preview Reports is posted at “Understanding the Preview Reports” under the “For Facilities” menu.

For additional questions, please contact the Coordination Team at oascahps@rti.org or (866) 590-7468.

	Q4 2018 Discharges	Q1 2019 Discharges	Q2 2019 Discharges	Q3 2019 Discharges
HCAHPS	4/3/2019 - Complete	7/3/2019	10/2/2019	1/2/2020
Premier	4/19/2019 - Complete	7/19/2019	10/18/2019	1/17/2020
Vizient#	5/1/2019	8/1/2019	11/1/2019	2/1/2020
HHCAHPS	4/18/2019 - Complete	7/18/2019	10/17/2019	1/16/2020
CAHPS Hospice	5/8/2019	8/14/2019	11/13/2019	2/12/2020
OAS CAHPS	4/10/2019 - Complete	7/10/2019	10/9/2019	1/8/2020
ICH CAHPS	7/31/2019 (Spring 2019)		1/29/2020* (Fall 2019)	
CAHPS for ACO	1/24/2020*			
CAHPS for MIPS	1/24/2020*			

External Submission Deadlines

#internal deadline

*estimated 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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