

CAHPS Insider

October 2021

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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Exceptions for Hurricane Ida

Our hearts go out to our partners being impacted by Hurricane Ida. CMS has expressed their intention to not overburden healthcare providers and announced available exceptions to data collection and reporting for affected organizations. CMS press releases regarding [Louisiana and Mississippi](#) and [New Jersey and New York](#) were published in the [CMS Newsroom](#).

For additional information:

- ⇒ **HCAHPS:** Information on Hurricane Ida Extraordinary Circumstance Extensions/Exceptions (ECEs) is available on the [HCAHPS website](#) under [What's New](#). The complete Quality Reporting Notification can be downloaded [here](#).
- ⇒ **HHCAHPS:** Click [here](#) for HHQRP Reconsideration and Exception & Extensions.
- ⇒ **CAHPS Hospice:** Please visit the [HQRP Extension and Exemption Requests page](#) for information.
- ⇒ **MIPS:** Information about Quality Payment Program Exceptions is available [here](#).

IPPS Final Rule

The Fiscal Year (FY) 2022 IPPS Rule includes modifications designed to mitigate the impacts of COVID-19 on healthcare organizations, including suppression of VBP measures CMS believes were directly affected by the public health emergency. All measures from the Person and Community Engagement, Safety, and Efficiency and Cost Reduction domains will be suppressed, and Total Performance Scores (TPS) will not be calculated for any hospitals for FY 2022. CMS will still provide private feedback reports to hospitals, but due to complications associated with extended data submission deadlines, these reports will be delayed and are now expected before the end of 2021. As previously announced, Q1 and Q2 2020 HCAHPS data will not be publicly reported. CMS has published an updated [public reporting schedule](#), which confirms that the October 2021 refresh will update [Care Compare](#) to display only Q3 and Q4 2020 results. For additional information, please refer to the [CMS Fact Sheet](#), or view the complete IPPS Final Rule on the [Federal Register](#).



HHCAHPS Coordination Team Quarterly Review

The HHCAHPS Coordination Team has published their [quarterly newsletter](#), including updates on the progress of the mode experiment and the January 2022 public reporting refresh, which will include results from Q3 2020 – Q2 2021.

Please visit the [HHCAHPS website](#) for additional information.



ICH CAHPS

Increasing Survey Participation

ICH patients are a vulnerable population who depend on life-sustaining care, which makes their feedback on their experiences and quality of care especially important. These patients are also eligible to receive up to two ICH CAHPS surveys per year, which can result in fatigue and declining response rates. CMS and the ICH CAHPS Coordination Team have recently published news and additional resources to engage patients and help increase survey participation, including improvements underway and patient engagement ideas. We encourage you to review the full announcement [here](#) to take advantage of their valuable insight.

Dialysis Patient Website

One measure taken to engage and inform patients is the introduction of a page on the ICH CAHPS website aimed at dialysis patients with FAQs about the survey and process. It's highlighted on the [ICH CAHPS website](#) homepage or linked directly here: <https://ichcahps.org/Dialysis-Patients>. This address can be used on approved posters and flyers or as a resource to provide patients with questions.

Please reach out to the ICH CAHPS Coordination Team at ichcahps@rti.org if you have any questions.



External Submission Deadlines

	Q4 2020 Discharges	Q1 2021 Discharges	Q2 2021 Discharges	Q3 2021 Discharges
HCAHPS	4/7/2021	6/30/2021	10/6/2021	1/5/2022
Premier	4/16/2021	7/16/2021	10/15/2021	1/14/2022
Vizient	4/16/2021	7/8/2021	10/14/2021	1/13/2022
HHCAHPS	4/15/2021	7/15/2021	10/21/2021	1/20/2022
CAHPS Hospice	5/12/2021	8/11/2021	11/10/2021	2/9/2022
OAS CAHPS	4/14/2021	7/14/2021	10/13/2021	1/12/2022
ICH CAHPS	7/28/2021 (Spring 2021)		1/26/2022 (Fall 2021)	
PCF PECS			1/18/2022	
CAHPS for ACOs			1/20/2022	
CAHPS for MIPS			1/20/2022	
*Activity COMPLETE				



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

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