

CAHPS Insider

October 2022

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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Continuing HCAHPS Mode Experiment Analysis

Analysis of the 2021 HCAHPS Mode Experiment, which tested a revised version of the HCAHPS Survey, new web-first modes, and a lengthened response window, is still underway. CMS and the HCAHPS Project Team are in the process of reviewing findings to consider future changes to the HCAHPS Survey materials and administration.

In a webinar on September 22, 2022, “Improving the Participation of Diverse Populations in Patient Experience Surveys”, Marc N. Elliot shared insight into how potential changes could increase response rates from underrepresented populations. Phone and mixed-mode survey administration and an extended response period yielded impactful results. While response rates increased for all groups with an additional week of response time, the largest increases were among racial and ethnic minority respondents and respondents who prefer a language other than English. Changes in response rates by mode presented in the webinar are included below.

| | % Yield | % Increase in Yield Compared to Mail Only | | | | |
|---|------------|---|--------------|--------------|---------------|----------------|
| | Mail (ref) | Phone | Mail/Phone | Web/Mail | Web/Phone | Web/Mail/Phone |
| Asian American & Native Hawaiian/Pacific Islander | 1.3 | +0% | +69%* | +69%* | +38%* | +54%* |
| Black | 2.4 | +17% | +33%* | +13% | +29%* | +75%* |
| Hispanic | 3.0 | +37%* | +50%* | +53%* | +80%* | +90%* |
| White | 15.1 | -31%* | +12%* | +17%* | +1% | +32%* |
| Multiracial | 0.2 | +450%* | +350%* | +50% | +450%* | +200%* |

*p<0.05 (most p<0.001)

Bold is highest

2022 Public Reporting

A revised OAS CAHPS Survey and new mixed web survey administration modes were put into use in January 2022.

CMS announced that because of these changes, they will not combine 2021 and 2022 data for analysis or public reporting.

2021 data will remain frozen in the [Provider Data Catalog](#) and OAS CAHPS Survey Preview Reports until four quarters of data collected using the new instruments are available.

If you have any questions, please reach out to the OAS CAHPS Survey Coordination Team at oascahps@rti.org or 866-590-7468.



| Reporting Period | Results Published |
|------------------------------|-------------------|
| July 2022 | |
| <i>October 2022 (frozen)</i> | Q1 2021 – Q4 2021 |
| <i>January 2023 (frozen)</i> | |
| <i>April 2023 (frozen)</i> | |
| July 2023 | Q1 2022 – Q4 2022 |
| October 2023 | Q2 2022 – Q1 2023 |

Preview Reports

Preview Reports including results from the HHCAHPS Survey for Q2 2021 – Q1 2022 (April 2021 – March 2022) are available on the [HHCAHPS website](#) under For HHAs. Reports include Star Ratings for home health agencies with 40 or more returned surveys in the reporting period. These results will be displayed on [Care Compare](#) beginning in late October 2022. Please reach out to the HHCAHPS Survey Coordination Team at hhcahps@rti.org or 866-354-0985 with any questions.

HHCAHPS Coordination Team Newsletter

The October 2022 edition of the HHCAHPS Coordination Team Quarterly Review (CTQR) Newsletter is available now on the [HHCAHPS website](#) under General Information. This edition contains updates on upcoming changes to survey materials:

- A redesigned cover letter will be used beginning with the January 2023 sample month.
- Beginning with the July 2023 sample month, response options for “What is your race?” will be reordered alphabetically.



HHVBP Resources

To support home health agencies with the transition to a value-based purchasing model, CMS has published new resources:

→ Webinar: “Navigating Performance Feedback Reports: Interim Performance Report (IPR) and Annual Performance Report (APR)”

- On August 25th, the HHVBP Technical Assistance Team hosted an informative webinar. An encore performance will be held on October 11th.
 - Register for the live October 11th event [here](#)
 - The August 25th recording, slides, and transcript are available [here](#) under Model Reports

→ On-Demand Videos on the [Expanded HHVBP Model website](#)

- How Measure Performance Becomes Care Points (15-minute video)
- How Care Points Become the Total Performance Score (TPS) (16-minute video & downloadable resource)
- How the Total Performance Score (TPS) Becomes the Final Payment Adjustment (12-minute video & downloadable resource)

→ FAQs

- The [HHVBP FAQs](#) were updated in September 2022

Please visit the [Expanded HHVBP website](#) or contact the HHVBP Help Desk at HHVBPquestions@lewin.com with any questions.

CAHPS Hospice

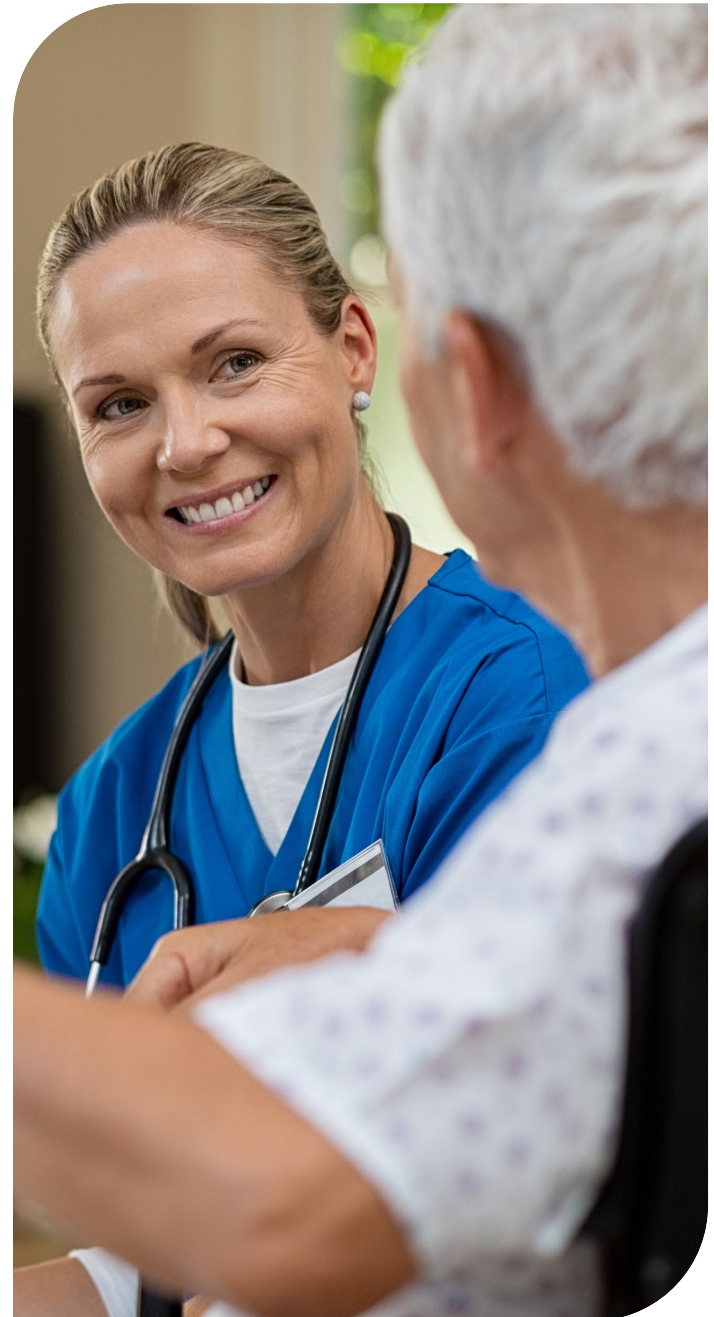
2021 Mode Experiment

CMS is reviewing results of the CAHPS Hospice mode experiment that tested mixed mode web and mail administration and a revised version of the survey. With mail only survey administration, the revised survey had similar response rates to the current survey, but with mixed web and mail administration response rates increased 13 percentage points for respondents with email addresses.

CMS will continue to analyze the outcome of the mode experiment. Any resulting proposed changes will be included in future rulemaking and available for public comment before implementation.

Survey Response Updates

Beginning with the January 2023 sample month, response options for the ethnicity (“Was your family member of Hispanic, Latino, or Spanish origin or descent?”) and race (“What was your family member’s race?”) questions will be reordered alphabetically.



CAHPS for MIPS

2021 Performance Feedback and Targeted Reviews

Performance year 2021 CAHPS for MIPS feedback is available through the [Quality Payment Program \(QPP\) website](#).

Participants are encouraged to review final scores, which will impact fiscal year 2023 payment adjustments. If you believe you have discovered an error, you can request that CMS perform a targeted review through the QPP website. Targeted review requests will be accepted until October 21, 2022. If you have questions about the review process or if your situation requires review, please reach out to the Quality Payment Program at QPP@cms.hhs.gov or 866-288-8292.



External Submission Deadlines

| | Q1 2022 Discharges | Q2 2022 Discharges | Q3 2022 Discharges | Q4 2022 Discharges |
|----------------|-----------------------|--------------------|-------------------------|--------------------|
| HCAHPS | 7/6/2022 | 10/5/2022 | 1/4/2023 | 4/5/2023 |
| Premier | 7/15/2022 | 10/14/2022 | 1/13/2023 | 4/14/2023 |
| Vizient | 7/16/2022 | 10/13/2022 | 1/12/2023 | 4/13/2023 |
| HHCAHPS | 7/21/2022 | 10/20/2022 | 1/19/2023 | 4/20/2023 |
| CAHPS Hospice | 8/10/2022 | 11/9/2022 | 2/8/2023 | 5/10/2023 |
| OAS CAHPS | 7/13/2022 | 10/12/2022 | 1/11/2023 | 4/12/2023 |
| ICH CAHPS | 1/25/2023 (Fall 2022) | | 7/26/2023 (Spring 2023) | |
| PCF PECS | | | 1/17/2023 | |
| GPDC CAHPS | | | 1/16/2023 | |
| CAHPS for MIPS | | | 1/19/2023 | |

**Activity COMPLETE*



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

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