

# CAHPS Insider

---

February 2023

INSIGHTS AND UPDATES FOR  
EFFECTIVE COMPLIANCE



# TABLE OF CONTENTS

## **CMS News**

---

|                                   |   |
|-----------------------------------|---|
| Public Health Emergency Resources | 2 |
|-----------------------------------|---|

## **HCAHPS**

---

|                                       |   |
|---------------------------------------|---|
| January 2023 Public Reporting Refresh | 3 |
|---------------------------------------|---|

|                 |   |
|-----------------|---|
| Preview Reports | 3 |
|-----------------|---|

## **HHCAHPS**

---

|                                       |   |
|---------------------------------------|---|
| January 2023 Public Reporting Refresh | 4 |
|---------------------------------------|---|

|                          |   |
|--------------------------|---|
| Mode Experiment Findings | 4 |
|--------------------------|---|

|                    |   |
|--------------------|---|
| Reminders for HHAs | 5 |
|--------------------|---|

## **ICH CAHPS**

---

|  |   |
|--|---|
| ICH CAHPS Coordination Team Semi-Annual Review | 6 |
|--|---|

|  |   |
|--|---|
| Vendor Authorization and Non-Participation Form Deadline | 6 |
|--|---|

|                       |   |
|-----------------------|---|
| 2023 Public Reporting | 6 |
|-----------------------|---|

|                 |   |
|-----------------|---|
| Mode Experiment | 7 |
|-----------------|---|

|                               |   |
|-------------------------------|---|
| Spring 2023 Fielding Schedule | 7 |
|-------------------------------|---|

## **PCF PECS**

---

|                     |   |
|---------------------|---|
| PCF PECS Newsletter | 8 |
|---------------------|---|

|                             |   |
|-----------------------------|---|
| Vendor Authorization Window | 8 |
|-----------------------------|---|

|                                      |          |
|--------------------------------------|----------|
| <b>External Submission Deadlines</b> | <b>9</b> |
|--------------------------------------|----------|

---

## Public Health Emergency Resources

The COVID-19 Public Health Emergency is scheduled to end on May 11, 2023. CMS has published resources to assist healthcare organizations with the transition.

- COVID-19 Public Health Emergency fact sheets: <https://www.cms.gov/coronavirus-waivers>
- CMS 1135 Waiver / Flexibility Request and Inquiry Form: [https://cmsqualitysupport.servicenowservices.com/cms\\_1135](https://cmsqualitysupport.servicenowservices.com/cms_1135)
- Acute Hospital At Home: <https://qualitynet.cms.gov/acute-hospital-care-at-home>

For additional information, please visit the [CMS Emergencies Page](#).



## January 2023 Public Reporting Refresh

Data on [Care Compare](#) and in the [Provider Data Catalog](#) have been refreshed to reflect HCAHPS Survey scores from Q2 2021 – Q1 2022 (April 2021 – March 2022) and updated Star Ratings.

## Preview Reports

Preview Reports including results from the HCAHPS Survey for Q3 2021 – Q2 2022 (July 2021 – June 2022) and Star Ratings are available on the on the [Hospital Quality Reporting \(HQR\) System](#) until February 24, 2023. These results will be displayed on [Care Compare](#) and in the [Provider Data Catalog](#) beginning in April 2023.



## January 2023 Public Reporting Refresh

Data on [Care Compare](#) have been refreshed to reflect HHCAHPS Survey scores from Q3 2021 – Q2 2022 (July 2021 – June 2022) and updated Star Ratings. Data from previous reporting periods including state and national averages, Star Ratings cut points, and patient mix adjustment coefficients are available on the HHCAHPS website [here](#).

## Mode Experiment Findings

Analysis is still underway on results of the HHCAHPS mode experiment. CMS and the HHCAHPS Survey Coordination Team published initial response rate findings. Mixed web + mail survey administration performed the lowest of the four modes tested, but it was noted that only 79 of the 6,682 patients sampled for the web + mail mode had email addresses on file.

| Mode             | Response Rate |
|------------------|---------------|
| Mail only        | 26.2%         |
| Phone only       | 19.5%         |
| Mixed Mail/Phone | 34.9%         |
| Web/Mail         | 19.1%         |



## Reminders for HHAs

Home Health Agencies take an active role in ensuring successful fielding of the HHCAHPS CAHPS Survey. Here are some important reminders:

- Include all patient information variables in patient data files
- Submit a monthly patient data file, even if it is late
- Monitor data submission reports on the [HHCAHPS website](#)
- Delegate a Backup Survey Administrator on the [HHCAHPS website](#)
- Have a backup trained to provide patient data files
- Watch for [Coordination Team Quarterly Reviews \(CTQR\)](#) for important HHCAHPS updates

## ICH CAHPS Coordination Team Semi-Annual Review

The ICH CAHPS Survey Coordination Team publishes a semi-annual newsletter with important updates and reminders including information on the mode experiment, key dates, and response rate trends. The January 2023 edition is now available on the [ICH CAHPS website](#). Please contact the Coordination Team at [ichcahps@rti.org](mailto:ichcahps@rti.org) or 866-245-8083 if you have any questions or would like additional information.

## Vendor Authorization and Non-Participation Form Deadline

Facilities participating in the 2023 ICH CAHPS Spring Survey must have an authorized survey vendor by the February 28, 2023 deadline. Vendor authorization is only required if this is your organization's first time participating, you are changing to a new survey vendor, or Fall 2022 is listed as the ending survey period in your existing vendor authorization. If your facility does not plan to participate, please submit a [Non-Participation Form \(NPF\)](#) by February 28, 2023. Note if there is a primary and alternate pair of CCNs, an NPF should be submitted for each CCN. Visit the [ICH CAHPS website](#) for additional information.

## 2023 Public Reporting

ICH CAHPS publicly reported data will be refreshed on [Care Compare](#) to display data from the Fall 2021 and Spring 2022 fielding periods. Preview Reports will include a footnote stating that due to issues with the transition from CROWNWeb to EQRS, the Fall 2021 fielding used patient data from April – June 2020. The October 2023 refresh will display data from the Spring and Fall 2022 fielding periods, and no footnote is anticipated.

# ICH CAHPS

## Mode Experiment

A mode experiment was conducted concurrent with the Fall 2022 ICH CAHPS fielding to test a shortened version of the survey and a mixed web + mail mode methodology. The revised survey removed 22 questions from the mail survey (for a total of 40 questions) and removed 21 questions from the telephone survey (for a total of 38 questions). The ICH CAHPS Survey Coordination Team is analyzing the data, including patient-mix adjustments, non-response bias, mode effects, and psychometric measures. Results will be shared with CMS and potential changes to the survey will be announced at a future date.

## Spring 2023 Fielding Schedule

| Activity  | Date            |
|---|-----------------|
| Mail prenotification letter   | 4/21/2023       |
| Data collection   | 5/5 – 7/14/2023 |
| Mail 1 <sup>st</sup> survey (mail only and mixed mode)<br>Initiate phone interviews (phone only mode) | 5/5/2023        |
| Mail 2 <sup>nd</sup> survey (mail only mode)<br>Begin phone follow-up (mixed mode)                    | 6/2/2023        |
| Data collection ends  | 7/14/2023       |
| Data submission deadline  | 7/26/2023       |



## PCF PECS Newsletter

The PCF PEC Survey Team published its' quarterly newsletter on the [PCF PECS website](#) under the General Information tab. The January 2023 issue includes resources and FAQs for PCF practices. Practices can contact Primary Care First Support at [PCF@telligen.com](mailto:PCF@telligen.com) or 888-517-7753 with questions.

## Vendor Authorization Window

PCF practices are required to authorize a survey vendor. Authorization will be open from March 20 – June 30, 2023. Practices who participated in the survey in 2022 are not required to reauthorize their current vendor but should update their authorization if they wish to work with a different vendor in 2023. Please visit the [PCF PECS website](#) under Quick Links for Practices for additional information on vendor authorization or switching vendors.



# External Submission Deadlines

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



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](mailto:compliance@nrchealth.com).

The materials and information contained herein are intended for general informational and educational purposes only and are not intended to be legal advice. These materials are intended, but not promised or guaranteed to be current, complete, or up-to-date and should not be considered an indication of future results. You should not act or rely on any information contained in this newsletter without first seeking the advice of an attorney.