



CAHPS INSIDER

Insights and Updates for Effective Compliance

December 2024

nrc
HEALTH

Human Understanding®

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HCAHPS

Reporting and Benchmarking Updates

Updates to the HCAHPS Survey take effect with January 1, 2025, which will impact reporting and benchmarking, including:

- **Seven HCAHPS dimensions** will remain unchanged.
- **Two new HCAHPS dimensions** will be introduced.
- **Two existing HCAHPS dimensions** will be updated to align with the revised survey questions.
- **NRC Health reporting views** for new questions and dimension changes will be available the week of January 20, 2025.
- **NRC Health preliminary benchmark data will be available** with our January 2025 benchmark refresh, thanks to some early adoption of the updated HCAHPS questions.



CAHPS Hospice

Preview Reports

Hospices can review their results that will be published on [Care Compare](#) in advance of the February 2025 refresh. Preview Reports are available for review through the Certification and Survey Provider Enhanced Reports (CASPER) application until December 13, 2024. The reports will be available to download for an additional 30 days after the preview period ends. Please click [here](#) for additional information on CAHPS Hospice Preview Reports.

Public Reporting Refresh

Publicly reported CAHPS Hospice results on [Care Compare](#) have been updated to reflect results from Q1 2022 – Q4 2023 (January 1, 2022 – December 31, 2023) decedents.



CAHPS Hospice

Informational Flyer

A new flyer has been created to help hospices inform caregivers about the CAHPS Hospice Survey. It can be included in bereavement packages provided after a patient's death. Click [here](#) to download the flyer template.

CAHPS Insider Live

CAHPS Insider Live Webcast

The Q4 2024 CAHPS Insider Live webcast is available [here](#). Watch as we discuss best practices for web-first survey administration, guidance for communicating with patients about CAHPS Surveys, upcoming HCAHPS reporting changes, and more!



External Submission Deadlines

	Q2 2024 Discharges	Q3 2024 Discharges	Q4 2024 Discharges	Q1 2025 Discharges
HCAHPS	10/2/2024	1/2/2025	4/2/2025	7/9/2025
Premier	10/18/2024	1/17/2025	4/18/2025	7/18/2025
Vizient	10/11/2024	1/10/2025	4/11/2025	7/18/2025
HHCAHPS	10/17/2024	1/16/2025	4/17/2025	7/17/2025
CAHPS Hospice	11/13/2024	2/12/2025	5/14/2025	8/13/2025
OAS CAHPS	10/9/2024	1/8/2025	4/9/2025	7/9/2025
ICH CAHPS	7/31/2024 (Spring 2024)		1/29/2025 (Fall 2024)	
PCF PECS	1/17/2025 (2024)			
ACO REACH	1/13/2025 (2024)			
CAHPS for MIPS	1/16/2025 (2024)			
<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.

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