CAHPS Hospice Survey
Podcast for Hospices – Transcript

Data Submission

Presentation available at https://hospicecahpssurvey.org/podcasts/5_data-submission.mp4

Updated December 2019

Slide 1

Welcome to the CAHPS Hospice Survey: Podcast for Hospices series. These podcasts were created for administrators and other staff members at hospice organizations. In this podcast, we will discuss the reports available in the data warehouse, along with instructions for accessing the data warehouse.

Slid
e 2 – Data Submission

Your survey vendor is required to submit your survey data to the CAHPS Hospice Survey Data Warehouse on a quarterly basis. The quarterly data submission deadlines are available on the FAQs page of the CAHPS Hospice Survey website, www.hospicecahpssurvey.org.

Your hospice should review the data submitted by your survey vendor in order to ensure that it is meeting the data submission requirements.

Slide 3 – Accessing your Data Submission Reports

To access your hospice's reports, your hospice will need to complete the CAHPS Hospice Survey Data Warehouse Access Form, which is located on the CAHPS Hospice Survey Web site (www.hospicecahpssurvey.org).

The RAND Corporation must receive your form 90 days prior to the first time data will be submitted to the CAHPS Hospice Survey Data Warehouse. For example, for the August 9, 2017 data submission deadline, Data Warehouse Forms must be received by May 9, 2017.

It is important to designate two people from your hospice to have access to the CAHPS Hospice Survey Data Warehouse in order to be able to review data submission reports. Your hospice's data administrators will be sent login information once the form is received and processed.

Make sure to notify the CAHPS Hospice Survey Data Coordination Team of any staff changes. You may do this by sending a new CAHPS Hospice Survey Data Warehouse Form and noting on the form that it is an update.

Slide 4 – Data Submission Reports

Four reports will be generated each time your survey vendor successfully uploads data. These will be posted to your hospice folder no later than 5:00 PM Eastern time on the next business day following the upload.

None of these reports will provide the actual responses of sampled caregivers. Instead, they serve to confirm whether your survey vendor has successfully uploaded a data file without any errors.

Slide 5 – Data Submission Detail Report (Part 1)

The Data Submission Detail Report, part 1, indicates whether or not the data submitted by your vendor was accepted and processed. If the uploaded file fails to meet the required standards, the file will not be processed, and the remainder of the reports will not be generated. A correct file will need to be resubmitted by your vendor prior to the deadline.

Slide 6 – Data Submission Detail Report (Part 2)

The Data Submission Detail Report, part 2, indicates if the submitted data passed data quality checks, including associated range checks. For example, if the correct year of death is 2017, and the file has a case with a year of death in 2015, the file will be rejected.

If any values are out of range, 'Data Value Checks Status' will show as 'Rejected' and your vendor must submit a new file before the data submission deadline. If all data values pass the data quality checks, 'Data Value Checks Status' will show as 'Accepted,' and no further action is needed.

Slide 7 – Survey Status Summary Report

The Survey Status Summary Report lists a number of important variables. Hospices should review this report and follow up with their survey vendor if they have any questions or concerns about their report.

Let's walk through each column of this report.

The first column indicates the month of death for the decedent.

The next column, Hospice Record Accepted, indicates whether a Hospice Record was submitted and accepted for the month. A Hospice Record must be submitted for each CCN in each month, even if the CCN has a Sample Size of zero for that month.

Sample Size is the number of survey-eligible decedents/caregivers selected for the month, as submitted by your survey vendor. It does not include decedents/caregivers who were determined to be ineligible or excluded.

Decedent/Caregiver Administrative-Level Records is a count of the number of Decedent/Caregiver Administrative Records submitted by CCN and month. This record contains details about each sampled decedent/caregiver. It must be submitted for every sampled case for the month, including those found to be ineligible or excluded prior to survey administration, and regardless of whether or not the caregiver responded to the survey.

Valid Survey Status Codes is a count of Decedent/Caregiver Administrative Records with a valid final Survey Status code. Valid final Survey Status codes are 1-15; they must be submitted for every decedent/caregiver who was selected for the sample.

Finally, Completed Surveys is a count of the Decedent/Caregiver Administrative Records with a final Survey Status code of 1, which represents a Completed Survey.

Slide 8 – Review and Correction Report

The Review and Correction Report lists the number of valid and invalid responses to each categorical variable in the file. If the file has been successfully submitted, all of the values will be "valid."

Slide 9 – Accessing the Data Submission Reports

Your hospice must submit a CAHPS Hospice Survey Data Warehouse Access Form in order to gain access to the data warehouse. Once this form is received and processed, your administrators will receive an email that contains instructions for logging into the warehouse and reviewing your hospice's reports.

There are six steps to follow to access the data submission reports.

In Step 1, you will receive an email with a link, and proceed to the CAHPS Hospice Survey Data Warehouse site.

Slide 10 – Accessing the Data Submission Reports - Continued

You will be asked to create a password. Enter your email address and the password you created, then click "register".

Slide 11 – Accessing the Data Submission Reports - Continued

If this is your first time logging in, you will have the option to view a brief tutorial video. Remember, hospices will only be reviewing reports, and will never need to upload data to the Data Warehouse.

Slide 12 – Accessing the Data Submission Reports - Continued

Once this step is completed, you will be taken to the file manager screen from which you can access your reports.

Slide 13 – Accessing the Data Submission Reports - Continued

Choose your hospice's name from the left-hand panel to open the folder where your reports are stored. Reports will be displayed and may be downloaded by clicking on them. Be sure to review your vendor's data submission on a regular basis. If you have any questions about the data submitted, contact your survey vendor.

Slide 14 – CAHPS Hospice Survey Technical Assistance

More information on these topics can be obtained at the CAHPS Hospice Survey website at: www.hospicecahpssurvey.org, by email at hospicecahpssurvey@HSAG.com, or by calling 1-844-472-4621.

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