CAHPS Hospice Survey Quality Assurance Guidelines Version 10.0
Summary of Updates and Emphasis

This document is a reference tool that highlights the major changes from the *CAHPS Hospice Survey Quality Assurance Guidelines Version 9.0 to 10.0*. This document is not a substitute for reviewing the *CAHPS Hospice Survey Quality Assurance Guidelines V10.0* in its entirety. The *CAHPS Hospice Survey Quality Assurance Guidelines V10.0* manual is effective upon its release in September 2023. General formatting and minor wording revisions have occurred throughout the manual and are not included in this change matrix. Please contact the CAHPS Hospice Survey Project Team for any specific questions.

QAG Section	Summary of Key Changes in V10.0
Chapters	
Miscellaneous	• **Updates:** o Revised V9.0 to V10.0 o Revised dates as necessary (e.g., 2022 to 2023; 2023 to 2024) o Minor formatting and wording revisions throughout the manual o Updated references to appendices as needed o References to XML File Specification V9.0 have been updated to XML File Specification V10.0
II. Introduction and Overview	• **Updates:** o Updated Background section o Updated Office of Management and Budget's (OMB's) survey reapproval o Updated CAHPS Hospice Survey Mode Experiment section o Updated Star Ratings in the CAHPS Hospice Survey Public Reporting section o Updated Compare Tool Refresh Date Timeline table o Updated CAHPS Hospice Survey Development and National Implementation Timeline o Updated Data Collection and Submission Timeline
III. Program Requirements	• **Updates:** o Added that the CAHPS Hospice Survey Vendor Authorization Form must be submitted via the CAHPS Hospice Survey website beginning January 1, 2024 o Added teletypewriter (TTY, also known as TDD) or relay service for supporting calls from the deaf or hearing impaired o Added a Spanish version of Frequently Asked Questions (FAQ) document (Appendix H) • **Emphasis:** o Clarified that the CAHPS Hospice Survey Participation Form for Survey Vendors must be submitted by organizations requesting approval to become an approved CAHPS Hospice Survey vendor and by approved vendors requesting approval for additional survey modes
IV. Communications and Technical Support	• **No revisions**

QAG Section	Summary of Key Changes in V10.0

V. Sampling Protocol	• **Updates:**
	  o Added a requirement for vendors to document the number of unique decedent/caregiver records received from the hospice
	  o Added a new variable indicating the unique decedent/caregiver records received which must be submitted beginning with January 2024 decedents
	
	• **Emphasis:**
	  o Clarified the hospice counts survey vendors must provide
	  o Clarified the calculated counts survey vendors must provide

VI. Mail Only Survey Administration	• **Updates:**
	  o Updated OMB approval expiration date
	  o Added teletypewriter (TTY, also known as TDD) or relay service for supporting calls from the deaf or hearing impaired
	
	• **Emphasis:**
	  o Clarified approximately 21 days after the first questionnaire mailing as 21 to 28 days after the first questionnaire mailing
	  o Clarified that text indicating the purpose of the unique identifier must be printed either immediately after the survey instruction on the questionnaire or on the cover letter and may appear on both

VII. Telephone Only Survey Administration	• **Updates:**
	  o Added that the call monitoring system must allow for calls to be live monitored beginning at any point of the interview
	  o Added Monitoring and Quality Oversight section
	
	• **Emphasis:**
	  o Clarified that multiple telephone attempts should not be made in one day unless the interviewer received a busy signal, or a callback has been requested
	  o Clarified that vendors must utilize commercial software, internet directories, and/or directory assistance to update phone numbers
	  o Clarified that vendors should run the telephone update against the sample file just before or after uploading data to the survey management system
	  o Clarified that if telephone numbers are missing from the hospice file, survey vendors must contact the hospice to request missing telephone numbers

QAG Section	Summary of Key Changes in V10.0

VIII. Mixed Mode Survey Administration	• **Updates:**
	   o Updated OMB approval expiration date
	   o Added teletypewriter (TTY, also known as TDD) or relay service for supporting calls from the deaf or hearing impaired
	   o Added Staff Training section
	   o Added that the call monitoring system must allow for calls to be live monitored beginning at any point of the interview
	   o Added Monitoring and Quality Oversight section
	• **Emphasis:**
	   o Clarified approximately 21 days after the first questionnaire mailing as 21 to 28 days after the first questionnaire mailing
	   o Clarified that text indicating the purpose of the unique identifier must be printed either immediately after the survey instruction on the questionnaire or on the cover letter and may appear on both
	   o Clarified that multiple telephone attempts should not be made in one day unless the interviewer received a busy signal, or a callback has been requested
	   o Clarified that vendors must use commercial software, internet directories, and/or directory assistance to update phone numbers
	   o Clarified that vendors should run the telephone update against the sample file just before or after uploading data to the survey management system
	   o Clarified that if telephone numbers are missing from the hospice file, survey vendors must contact the hospice to request missing telephone numbers

IX. Data Coding and Data File Preparation	• **Updates:**
	   o Added the new variable "records received" which indicates the number of decedent/caregiver records actually received by each hospice CCN each month
	   o Updated Available Sample calculation as Available Sample = Records Received – (Missing DOD + Ineligible Pre-sample) beginning with January 2024 decedents
	   o Updated the Sample Hospice Record table to include the new "Records Received" variable
	• **Emphasis:**
	   o Clarified that for hospice CCNs that begin with a letter, the letter must be capitalized in the XML file submission (i.e., A10100; B20100)

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X. Data Submission	• **Updates:**
	  o Updated the Data Submission Deadline to 8:00 PM Eastern Time
	  o Added that the CAHPS Hospice Survey Vendor Authorization Form must be submitted through the CAHPS Hospice Survey Website beginning January 1, 2024
	  o Updated the Survey Vendor Authorization Form timeline table
	  o Added that the CAHPS Hospice Data Access Form must be submitted through the CAHPS Hospice Survey Website beginning January 1, 2024
	• **Emphasis:**
	  o Clarified that the XML file must include the ".xml" in the file name or the file cannot be processed
	  o Clarified that files submitted to the CAHPS Hospice Survey Data Warehouse that are not encrypted will be deleted

XI. Oversight Activities	• **No Revisions**

XII. Data Reporting	• **Updates:**
	  o Updated the Public Reporting Provider Preview Period and Refresh Date table
	  o Updated the CAHPS Hospice Survey Star Ratings section
	  o Added Footnote 15 used for CAHPS Hospice Survey Star Ratings

XIII. Exception Request Process	• **Updates:** o Removed note regarding Exception Request submission for approval to conduct remote operations past December 31, 2022
XIV. Discrepancy Report Process	• **No Revisions**
XV. Data Quality Checks	• **No Revisions**
Appendices	
Appendix A Minimum Business Requirements	• **Updates:** o Added that home-based or virtual interviewers cannot be used to administer the CAHPS Hospice Survey, nor conduct any survey administration process unless an Exception Request has been submitted and approved by CMS

Appendix B Survey Vendor Authorization Form	• **Updates:**
	  o Added that starting January 1, 2024, the Survey Vendor Authorization Form must be submitted online through the CAHPS Hospice Survey Website
	  o Updated the Survey Vendor Authorization Form timeline table
	  o Added the online Hospice Administrator Attestation section

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Appendix C Data Warehouse Access Form for Vendors and Hospices	• **Updates:** o Updated the Data Warehouse Access Form for online submission
Appendix D Sample File Layout	• **Updates:** o Alphabetized "Decedent Race"
Appendix E XML File Layout Version 10.0	• **Updates:** o Revised dates as necessary (e.g., 2023 to 2024) o Alphabetized "Decedent Race" o Added "records-received" variable
Appendix F Interviewing Guidelines for Telephone Surveys	• **No Revisions**
Appendix G Frequently Asked Questions for Customer Support	• **No Revisions**
Appendix H Frequently Asked Questions for Customer Support (Spanish)	• **Updates:** o Added a Spanish version of the Frequently Asked Questions for Customer Support Appendix
Appendix I Model Quality Assurance Plan	• **No Revisions**
Appendix J Exception Request Form	• **No Revisions**
Appendix K Discrepancy Report Form	• **Updates:** o Updated reporting fields

QAG Section	Summary of Key Changes in V10.0
Appendix L Participation Exemption for Size Form	• **Updates:** o Updated dates within the form
Appendix M Attestation Statement	• **No Revisions**
Appendix N Examples of Additional Supplemental Questions for Survey Vendor Use	• **No Revisions**
Appendix O Mail Survey Materials (English)	• **Updates:** o Updated OMB expiration date
Appendix P Mail Survey Materials (Spanish)	• **Updates:** o Updated OMB expiration date
Appendix Q Mail Survey Materials (Traditional Chinese)	• **Updates:** o Updated OMB expiration date
Appendix R Mail Survey Materials (Simplified Chinese)	• **Updates:** o Updated OMB expiration date
Appendix S Mail Survey Materials (Russian)	• **Updates:** o Updated OMB expiration date
Appendix T Mail Survey Materials (Portuguese)	• **Updates:** o Updated OMB expiration date
Appendix U Mail Survey Materials (Vietnamese)	• **Updates:** o Updated OMB expiration date

QAG Section	Summary of Key Changes in V10.0
Appendix V Mail Survey Materials (Polish)	• **Updates:** o Updated OMB expiration date
Appendix W Mail Survey Materials (Korean)	• **Updates:** o Updated OMB expiration date
Appendix X Telephone Script (English)	• **No Revisions**
Appendix Y Telephone Script (Spanish)	• **No Revisions**
Appendix Z Telephone Script (Russian)	• **No Revisions**