

## CAHPS Hospice Survey Podcast for Hospices – Transcript

### Overview of Survey Changes

Presentation available at <https://hospicecahpssurvey.org/en/hospice-tools/podcasts-for-hospices/>

Updated November 2025

#### *Slide 1 - Podcast for Hospices: Updates to CAHPS Hospice Survey and Administration Procedures*

Welcome to the CAHPS Hospice Survey: Podcast for Hospices series. These podcasts were created for staff at hospice organizations. In this podcast, we will review updates to the CAHPS Hospice Survey and survey administration procedures.

#### *Slide 2 – Changes began with surveys of April 2025 (Q2 2025) decedents/caregivers*

Beginning with April 2025 decedents, vendors began implementing several changes to the CAHPS Hospice Survey. These changes include a revised CAHPS Hospice Survey, a new Web Mail mode, the use of a required prenotification letter, and other updates to administrative procedures.

#### *Slide 3 – The CAHPS Hospice Survey has been revised*

CMS has revised the CAHPS Hospice Survey to make it shorter and easier for caregivers to respond. Changes have included the removal of survey questions, simplified wording and formatting updates, and the use of gender-neutral pronouns.

In response to stakeholder requests to receive information about cultural sensitivity, the religious and spiritual support item now also asks about cultural beliefs. The updated item reads as follows: “Support for religious, spiritual, or cultural beliefs may include talking, praying, quiet time, or respecting traditions. While your family member was in hospice care, how much support for your religious, spiritual, or cultural beliefs did you get from the hospice team?”

#### *Slide 4 – The revised CAHPS Hospice Survey includes three new questions*

In addition to the changes just noted, three new questions have been added to the survey.

To further address stakeholder requests for information about patient wishes, the new questions 12 and 13 have been added.

Question 24, a new question about training, replaces many of the individual questions on training from the previous survey.

#### *Slide 5 – The new Web Mail mode consists of a prenotification letter, two email invitations, and two mail surveys*

Data collection for the new Web Mail mode includes a prenotification letter, an email invitation, a reminder email and up to two survey mailings.

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Please note that the Web Mail mode works best for hospices that have a significant number of available caregiver email addresses and not all vendors offer this mode.

Hospices can continue to use any of the other modes (Mail Only, Phone Only, or Mail Phone) if they prefer.

#### *Slide 6 – There are several changes to survey administration*

In order to help increase response rates, administration of the CAHPS Hospice Survey now includes a prenotification letter mailing and a longer survey field period.

The prenotification letter is sent one week before the survey field period begins. The prenotification letter is meant to alert the caregiver to the upcoming survey.

The extension of the survey field period from 42 to 49 days allows for more time for surveys to be completed.

#### *Slide 7 – A new optional Informational Flyer is available for hospice use*

A new optional informational flyer can be used by hospices to notify caregivers about the CAHPS Hospice Survey. This flyer can be provided to caregivers as part of a bereavement package.

As a reminder, if a hospice would like to let caregivers know that they may receive a survey and encourage them to complete it, the hospice must equally inform all caregivers about the survey. Therefore, if used, the flyer must be provided to all caregivers of decedents from your hospice.

You may find the flyer on the CAHPS Hospice Survey website by choosing “forms” under the “Information for Hospices” drop down on the main page banner.

#### *Slide 8 – Contact CAHPS Hospice Technical Assistance if you need help or have questions*

For questions or more information on these topics please use the CAHPS Hospice Survey website at: [hospicecahpssurvey.org](https://hospicecahpssurvey.org), or contact us by email at [hospicecahpssurvey@hsag.com](mailto:hospicecahpssurvey@hsag.com), or by calling 1-844-472-4621.