# CAHPS Hospice Survey
# *Quality Assurance Guidelines V1.0*
# Technical Corrections and Clarifications
Revised November 2014

Subsequent to the release of the *CAHPS Hospice Survey Quality Assurance Guidelines V1.0* (QAG V1.0)*, it has been determined that there are specific content items that require correction, addition and/or further clarification. These items are identified below:

➢ **IX. Data Coding and Data File Preparation Chapter Revisions**
- **Added code "6 – Ineligible: Never Involved in Decedent Care" to the coding protocols listed below**

    o **3. Survey Results Record, page 75**

    – <u>CURRENT</u>: The Survey Results Record is required only when "Final Survey Status" in the Decedent/Caregiver Administrative Record is coded "1 – Completed Survey" or "7 – Non-Response: Break-off."
    – <u>REVISED</u>: The Survey Results Record is required only when "Final Survey Status" in the Decedent/Caregiver Administrative Record is coded "1 – Completed Survey," "6 – Ineligible: Never Involved in Decedent Care" or "7 – Non-response: Break-off."

    – <u>CURRENT</u>: *Note: The Survey Results Record is not required for "Final Survey Status" of anything other than "1 – Completed survey" or "7 – Non-Response: Break-off," however, if the Survey Results Record is included, then all fields must have a valid value.*
    – <u>REVISED</u>: *Note: The Survey Results Record is not required for "Final Survey Status" of anything other than "1 – Completed Survey," "6 – Ineligible: Never Involved in Decedent Care" or "7 – Non-Response: Break-off," however, if the Survey Results Record is included, then all fields must have a valid value.*

    o **Decedent/Caregiver Administrative Record, page 78**

    – <u>CURRENT</u>: The "Survey Completion Mode" field must be submitted if the "Survey Mode" in the Header Record is "3 – Mixed mode" and the "Final Survey Status" is "1 – Completed survey" or "7 – Non-response: Break off."
    – <u>REVISED</u>: The "Survey Completion Mode" field must be submitted if the "Survey Mode" in the Header Record is "3 – Mixed mode" and the "Final Survey Status" is "1 – Completed Survey," "6 – Ineligible: Never Involved in Decedent Care" or "7 – Non-response: Break-off."

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o **Decedent/Caregiver Administrative Record, page 81**

– CURRENT: The "Supplemental Questions Count" field must be submitted when the "Final Survey Status is "1 – Completed survey" or "7 – Non-Response: Break off." The value submitted is the count of supplemental questions included in the survey for the given decedent/caregiver (whether or not the supplemental questions were asked/responded to).

– REVISED: The "Supplemental Questions Count" field must be submitted when the "Final Survey Status" is "1 – Completed Survey," "6 – Ineligible: Never Involved in Decedent Care" or "7 – Non-Response: Break-off." The value submitted is the count of supplemental questions included in the survey for the given decedent/caregiver (whether or not the supplemental questions were asked/responded to).

o **Survey Results Record, page 81**

– CURRENT: All survey questions must have a valid value. For "Final Survey Status" of "1 – Completed survey" or "7 – Non-Response: Break-off," code missing answers as "M – Missing/Don't Know" or "88 – Not Applicable."

– REVISED: All survey questions must have a valid value. For "Final Survey Status" of "1 – Completed Survey," "6 – Ineligible: Never Involved in Decedent Care" or "7 – Non-Response: Break-off," code missing answers as " M – Missing/Don't Know" or "88 – Not Applicable."

- **Replaced "too few Core questions" with "too few applicable to all (ATA) questions" for Disposition of Survey Codes, 7 Non-response: Break-off, page 83**

– CURRENT: Survey vendors assign a "Final Survey Status" code of "7 – Non-response: Break-off" when a caregiver provides a response to at least one CAHPS Hospice Survey Core question, but answered too few Core questions to meet the criteria for a completed survey.

– REVISED: Survey vendors assign a "Final Survey Status" code of "7 – Non-response: Break-off" when a caregiver provides a response to at least one CAHPS Hospice Survey Core question, but answered too few applicable to all (ATA) questions to meet the criteria for a completed survey.

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➢ **X. Data Submission Chapter Revision**
   • **Revised the survey file naming convention as shown below**

   o **Survey File Submission Naming Convention, pages 90-91**

      – CURRENT: Vendorname.submissionN.mmddyy.txt.pgp

      Where
      N = number within day to count the number of submissions; can be any number of characters. If more than one submission is made on the same day this number must be different for each submitted file.
      mm = number of month of submission (justify leading zero)
      dd = day of the month of submission (justify leading zero)
      yy = 2 digit year of submission

      Example: XYZResearch.submission1.051514.txt.pgp

      – REVISED: Vendorname.hospiceCCN.N.mmddyy.xml.pgp

      Where
      Vendorname = name of Vendor
      HospiceCCN = 6 digit Hospice CMS Certification Number
      N = number to identify the count of submissions; can be any number of characters. If more than one submission is made on the same day this number must be different for each submitted file.
      mm = number of month of submission (justify leading zero)
      dd = day of the month of submission (justify leading zero)
      yy = 2 digit year of submission

      Example: XYZResearch.123456.1.051515.xml.pgp

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➢ **CAHPS Hospice Survey Appendix D**
- **Provided clarification to the meaning of "Facility Name"**

  o **Data Element "Facility Name," page 1**

| Data Element | Length | Value Labels and Use | Required for Data Submission |
|---|---|---|---|
| Facility Name | 100 | Name of hospice, inpatient or nursing home facility, if applicable (optional) | No |

  o A caregiver may associate their loved one's care with the facility where hospice care has received, rather than the actual name of the hospice organization. Therefore, "Facility Name" refers to the name of the facility/organization where care was. For example, if the decedent received care from Hospice ABC while in facility XYZ, the CAHPS Hospice Survey Sample File includes an option to provide Facility XYZ as the "Facility Name."
  o The "Facility Name" is also an optional field for CAHPS Hospice Survey data submission file (See Appendix E, XML File Specifications)


➢ **CAHPS Hospice Survey Appendix E**
- **Revised several items in the CAHPS Hospice Survey XML File Specification V1.0**

  o **Added code "6 – Ineligible: Never Involved in Decedent Care" to the coding protocols listed below**

    – **Instructions, page 1**

      ▪ CURRENT: Survey results records are not required for a valid data submission but if survey results are included, then all answers must have an entry. Survey results records are required if the final <survey-status> is "1 - Completed survey" or "7 - Non-response: Break off".
      ▪ REVISED: Survey results records are not required for a valid data submission but if survey results are included, then all answers must have an entry. Survey results records are required if the final <survey-status> is "1 – Completed Survey," "6 – Ineligible: Never Involved in Decedent Care" or "7 – Non-response: Break-off."

o **Valid Values examples have been revised in the items below**

- **XML Element: live-discharges, page 3**

  - CURRENT: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This header element should only occur once per file.
    **Example: <live-discharges>150</live-discharges>**
  - REVISED: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This header element should only occur once per file.
    **Example: <live-discharges>5</live-discharges>**

- **XML Element: no-publicity, page 3**

  - CURRENT: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This header element should only occur once per file.
    **Example: <no-publicity>150</no-publicity>**
  - REVISED: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This header element should only occur once per file.
    **Example: <no-publicity>1</no-publicity>**

- **XML Element: number-ineligible, page 4**

  - CURRENT: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This header element should only occur once per file.
    **Example: <number-ineligible>650</number-ineligible>**
  - REVISED: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This header element should only occur once per file.
    **Example: <number-ineligible>5</number-ineligible>**

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– **XML Element: sample-size, page 4**

- <u>CURRENT</u>: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This header element should only occur once per file.
  **Example: <sample-size>600</sample-size>**
- <u>REVISED</u>: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This header element should only occur once per file.
  **Example: <sample-size>145</sample-size>**

– **XML Element: location-home, page 15**

- <u>CURRENT</u>: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This caregiver response data element should only occur once per caregiver.  If the check box for 'Home' is selected, enter value '1' for this data element
  If the check box for  'Home' is not selected (and at least one other check box for race is selected), enter value '0' for this data element
  If none of the check boxes for this question are selected on the survey, enter the value 'M' for this data element and for all other data elements
  **Example: <location-home>0</location-home>**
- <u>REVISED</u>: Each element must have a closing tag that is the same as the opening tag but with a forward slash. This caregiver response data element should only occur once per caregiver.  If the check box for 'Home' is selected, enter value '1' for this data element.
  If the check box for  'Home' is not selected (and at least one other check box for race is selected), enter value '0' for this data element.
  If none of the check boxes for this question are selected on the survey, enter the value 'M' for this data element and for all other data elements.
  **Example: <location-home>1</location-home>**

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o **Added XML Element: eligible-sample, page 4**

| **\<eligible-sample\>** | Each element must have a closing tag that is the same as the opening tag but with a forward slash. This header element should only occur once per file. **Example: \<eligible-sample\>145\</eligible-sample\>** | | | | |
|---|---|---|---|---|---|
| Sub-element of header | None | Number of survey-eligible decedents/caregivers in the sample frame for the month, excluding those with "Final Survey Status" codes of 3 or 6. Calculated as \<sample-size\> less the number of decedents/caregivers with "Final Survey Status" codes of "3 – Ineligible: Not in Eligible Population" and "6 – Ineligible: Never Involved in Decedent Care." | N/A | Numeric | 10 | Yes |

o **Added additional guidance in Valid Values column for the following items**

– **XML Element: birth-yr, Valid Values, page 5**

- CURRENT: YYYY
  YYYY (cannot be 9999)
- REVISED: YYYY
  YYYY (cannot be 9999)
  Use 8888 only if unable to obtain information by the data submission due date.

– **XML Element: birth-month, Valid Values, page 5**

- CURRENT: MM
  MM = (1 - 12)
  (cannot be 00, 13 - 99)
- REVISED: MM
  MM = (1 - 12)
  (cannot be 00, 13 - 99)
  Use 88 only if unable to obtain information by the data submission due date.

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- – **XML Element: birth-day, Valid Values, page 6**

  - ▪ CURRENT: DD
    DD = (1 - 31)
    (cannot be 00, 32 - 99)
  - ▪ REVISED: DD
    DD = (1 - 31)
    (cannot be 00, 32 - 99)
    Use 88 only if unable to obtain information by the data submission due date.

- o **Revised Data Type for the following item**

  - – **XML Element: decedent-primary-diagnosis, Data Type, page 10**

    - ▪ CURRENT: Numeric
    - ▪ REVISED: Alphanumeric Character

- ➢ **CAHPS Hospice Survey for English and Spanish Mail Surveys**
  - • **Instructions: Oval response version (English and Spanish)**

    - o **Revised survey instructions to indicate filling in the "circle" rather than the "square"**

      - – The instructions on page 2 (bullet 3) of the surveys should read as follows:
      - ♦ Answer <u>all</u> the questions by completely filling in the circle to the left of your answer.

        0     Yes
        ❶     No

      - ♦ Conteste <u>todas</u> las preguntas y llene completamente el círculo que aparece a la izquierda de la respuesta que usted seleccione.

        0     Yes
        ❶     No

      - – The instructions on page 2 (bullet 4) of the surveys should read as follows:
      - ♦ To indicate an answer selected was in error, clearly draw a line through the circle and select another circle.

      - ♦ Si se selecciona una respuesta en error, trazar claramente una línea a través del círculo y seleccionar otro círculo.