CAHPS Hospice Survey Quality Assurance Guidelines Version 6.0
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 5.0 to 6.0.* This document is not a substitute for reviewing the *CAHPS Hospice Survey Quality Assurance Guidelines V6.0* in its entirety. The *CAHPS Hospice Survey Quality Assurance Guidelines V6.0* manual is effective upon its release in September 2019. 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 V6.0
Chapters	
Miscellaneous	**Updates:** - Revised V5.0 to V6.0 - Revised dates as necessary (e.g., 2018 to 2019) - Minor formatting and wording revisions throughout the manual - Updated references to appendices as needed - References to XML File Specification V5.0 have been updated to XML File Specification V6.0 - Changed the CAHPS Hospice Survey Technical Assistance email address throughout the manual to hospicecahpssurvey@hsag.com - Added references to the CAHPS Hospice Survey Telephone Script (Russian) - Update references to include the Telephone script (Russian) as needed
II. Introduction and Overview	**Updates:** - Updated section regarding the public reporting of CAHPS Hospice Survey results - Updated Hospice Compare Refresh Date Timeline table - Updated CAHPS Hospice Survey Development and National Implementation Timeline - Updated Data Collection and Submission Timeline
III. Program Requirements	**Updates:** - Clarified that hospices may not contact caregivers directly regarding survey responses - Clarified Customer Support Line requirement to support calls from the deaf or hearing impaired - Clarified that a Consent to Share question is not required by CMS in order to share identifiable caregiver responses with hospices - Clarified that any responses that would identify a particular decedent/caregiver must not be shared with direct care staff - Clarified that a 24-month wait period is required for survey vendors that do not re-apply, when approval status is withdrawn due to having no clients within the initial 24-month approval period, before the survey vendor is eligible to apply again

QAG Section	Summary of Key Changes in V6.0

V. Sampling Protocol	• **Updates:**
	  o Clarified that contracted caregivers should not be considered primary informal caregivers
	• **Emphasis:**
	  o Clarified that a caregiver relationship of "8-No caregiver of record" should be used to identify decedents who have no caregiver of record
	  o Clarified that decedents/caregivers are eligible for inclusion in the sample frame if they meet all the eligibility criteria

VI. Mail Only Survey Administration	• **Updates:**
	  o Added the requirement for the OMB expiration date to be printed on the front page of the questionnaire
	  o Clarified the Customer Support Line requirement to support calls from the deaf or hearing impaired

VII. Telephone Only Survey Administration	• **Updates:**
	  o Added references to the Telephone script (Russian)
	  o Clarified requirement that telephone monitoring not be conducted from a residence
	  o Clarified the Customer Support Line requirement to support calls from the deaf or hearing impaired

VIII. Mixed Mode Survey Administration	• **Updates:**
	  o Added references to the Telephone script (Russian)
	  o Added the requirement for the OMB expiration date to be printed on the front page of the questionnaire
	  o Clarified requirement that telephone monitoring not be conducted from a residence
	  o Clarified the Customer Support Line requirement to support calls from the deaf or hearing impaired

IX. Data Coding and Data File Preparation	• **Updates:**
	  o Clarified that for a survey vendor's final submission(s) each quarter, a separate file for each month of data is not permitted
	• **Emphasis:**
	  o Clarified that "zero cases" submissions must not be used when survey vendors do not confirm in writing that the hospice had zero eligible decedents/caregivers in a month

QAG Section	Summary of Key Changes in V6.0

X. Data Submission	• **Updates:**
	  o Updated the instructions for completing the CAHPS Hospice Survey Vendor Authorization Form
	  o Clarified that each file uploaded to the CAHPS Hospice Survey Data Warehouse must have a unique name, even if the prior file uploaded was rejected from the Warehouse for any reason. Any file uploaded with an identical file name to a prior file cannot be processed.
	  o Updated the CAHPS Hospice Survey Data Warehouse new password creation requirement to be at least 8 characters in length and contain at least one of each of the following classes of characters: uppercase letters, lowercase letters, numbers, and, special characters
	  o Update the instructions for accessing the CAHPS Hospice Survey Data Warehouse
	• **Emphasis:**
	  o Clarified that for vendors, the "Upload" button within their organization's "Hospice" folder will allow the user to upload their organization's files

XI. Oversight Activities	No revisions

XII. Data Reporting	• **Updates:**
	  o Updated the Provider Preview Period and Hospice Compare Refresh dates
	  o Added a table illustrating the Response Scales related to Top-Box, Middle-Box, and Bottom-Box scoring
	  o Updated the text regarding the Response Scales related to Top-Box, Middle-Box, and Bottom-Box scoring

XIII. Exception Request Process	No revisions

XIV. Discrepancy Report Process	• **Updates:**
	  o Clarified that a Discrepancy Report must be submitted when a sampled eligible decedent/caregiver is found to be ineligible
	  o Added recommendation that hospices contact their survey vendors to inquire about the outcome of the review of submitted Discrepancy Report(s)

XV. Data Quality Checks	No revisions

QAG Section	Summary of Key Changes in V6.0
Appendices	
Appendix A Minimum Business Requirements	• **Updates:** o Clarified that a 24-month wait period is required for survey vendors that do not re-apply, when approval status is withdrawn due to having no clients within the initial 24-month approval period, before the survey vendor is eligible to apply again
Appendix B Survey Vendor Authorization Form	• **Updates:** o Updated Survey Vendor Authorization Form o Updated address, contact name, and phone number in the mailing and FedEx instructions o Added additional guidance for determining start date for vendor authorization
Appendix C Data Warehouse Access Form for Vendors and Hospices	• **Updates:** o Updated address and contact name in the mailing and FedEx instructions
Appendix D Sample File Layout	• **Updates:** o Clarified the Decedent Last Location/Setting of Care o Removed the "Decedent Primary Diagnosis Code Format" field • **Emphasis:** o Clarified "Caregiver Relationship to the Decedent" should be "8-No caregiver of record" to identify decedents who have no caregiver of record
Appendix E XML File Layout Version 6.0	• **Updates:** o Revised dates as necessary (e.g., 2018 to 2019) o Removed the "diagnosis-code-format" field
Appendix F Interviewing Guidelines for Telephone Surveys	No Revisions
Appendix G Frequently Asked Questions for Customer Support	No Revisions

QAG Section	Summary of Key Changes in V6.0
Appendix H Model Quality Assurance Plan	• **Updates:** o Added additional survey vendor contact information to be provided in the Organizational Background and Structure section o Added "Note" emphasizing the importance that the CAHPS Hospice Survey Project Team be able to reach a survey vendor organization in case of problems with the data or other operational issues o Clarified that survey vendors must update and resubmit their QAP at the time of process and/or key personnel changes as part of retaining participation status
Appendix I Exception Request Form	• **Updates:** o Added Captcha requirement for form submission
Appendix J Discrepancy Report Form	• **Updates:** o Added Captcha requirement for form submission
Appendix K Participation Exemption for Size Form	• **Updates:** o Added Captcha requirement for form submission
Appendix L Attestation Statement	No revisions
Appendix M Examples of Additional Supplemental Questions for Survey Vendor Use	No revisions
Appendix N Mail Survey Materials (English)	• **Updates:** o Added OMB Expiration Date on the front page of the questionnaire o Added OMB Expiration Date to the OMB Paperwork Reduction Act Language
Appendix O Mail Survey Materials (Spanish)	• **Updates:** o Added OMB Expiration Date on the front page of the questionnaire o Added OMB Expiration Date to the OMB Paperwork Reduction Act Language

QAG Section	Summary of Key Changes in V6.0
Appendix P Mail Survey Materials (Traditional Chinese)	• **Updates:** 　o Added OMB Expiration Date on the front page of the questionnaire 　o Added OMB Expiration Date to the OMB Paperwork Reduction Act Language
Appendix Q Mail Survey Materials (Simplified Chinese)	• **Updates:** 　o Added OMB Expiration Date on the front page of the questionnaire 　o Added OMB Expiration Date to the OMB Paperwork Reduction Act Language
Appendix R Mail Survey Materials (Russian)	• **Updates:** 　o Added OMB Expiration Date on the front page of the questionnaire 　o Added OMB Expiration Date to the OMB Paperwork Reduction Act Language
Appendix S Mail Survey Materials (Portuguese)	• **Updates:** 　o Added OMB Expiration Date on the front page of the questionnaire 　o Updated the Survey Instructions 　o Added OMB Expiration Date to the OMB Paperwork Reduction Act Language
Appendix T Mail Survey Materials (Vietnamese)	• **Updates:** 　o Added OMB Expiration Date on the front page of the questionnaire 　o Added OMB Expiration Date to the OMB Paperwork Reduction Act Language
Appendix U Mail Survey Materials (Polish)	• **Updates:** 　o Added OMB Expiration Date on the front page of the questionnaire 　o Added OMB Expiration Date to the OMB Paperwork Reduction Act Language
Appendix V Mail Survey Materials (Korean)	• **Updates:** 　o Added OMB Expiration Date on the front page of the questionnaire 　o Added OMB Expiration Date to the OMB Paperwork Reduction Act Language
Appendix W Telephone Script (English)	• **Updates:** 　o Updated Initiating Contact instructions 　o Updating Call Back to Complete a Previously Started Survey instruction 　o Updated If Asked Whether Someone Else Can Serve as A Proxy For Sampled Caregiver instructions
Appendix X Telephone Script (Spanish)	• **Updates:** 　o Updated Initiating Contact instructions 　o Updating Call Back to Complete a Previously Started Survey instruction 　o Updated If Asked Whether Someone Else Can Serve as A Proxy For Sampled Caregiver instructions
Appendix Y Telephone Script (Russian)	• **Updates:** 　o New script