Crosswalk for Changes to

Evaluation of the CMS Network of Quality Improvement and Innovation Contractors Program (NQIIC) (CMS-10769)

Appendix D.1 Nursing Home Survey Prenotification Letter

Appendix D.2 Nursing Home Follow-up Voicemail and Email Script

Appendix D.3 Hospital Survey Prenotification Letter

Appendix D.4 Hospital Follow-up Voicemail and Email Script

| **Section # on Current**  **CMS-10769** | **Type of Change** | **Rational for Change** |
| --- | --- | --- |
| Appendix D.1 Nursing Home Prenotification Letter | Added statement about the QIN-QIO program to clarify the purpose of the survey. | As recommended by the first round of surveys. |
| Appendix D.1 Nursing Home Prenotification Letter | Changed survey time duration estimation from 15 to 20 minutes. | As recommended by the pretest. |
| Appendix D.1 Nursing Home Prenotification Letter | Changed survey recall period from 18 to 12 months. | As recommended by the pretest. |
| Appendix D.1 Nursing Home Prenotification Letter | Added statement about voluntary participation and facility selection to clarify the value of participation and why facilities were selected. | As recommended by the first round of surveys. |
| Appendix D.1 Nursing Home Prenotification Letter | Added clarifying statement about use of data. | As recommended by the pretest. |
| Appendix D.1 Nursing Home Prenotification Letter | Added statement and link for self-scheduling the survey. | As recommended by the first round of surveys. |
| Appendix D.1 Nursing Home Prenotification Letter | Added statement about verification of authenticity of survey notification. | As recommended by the first round of surveys. |
| Appendix D.1 Nursing Home Prenotification Letter | Added statement about contacting CMS lead staff for questions. | As recommended by the first round of surveys. |
| Appendix D.1 Nursing Home Prenotification Letter | Added Anita Monteiro’s contact info to signature | As recommended by the first round of surveys. |
| Appendix D.2 Nursing Home Voicemail and Email Script | Added statement repeating callback number in voicemail script. | As recommended by the first round of surveys. |
| Appendix D.2 Nursing Home Voicemail and Email Script | Added statement about self-scheduling in voicemail script. | As recommended by the first round of surveys. |
| Appendix D.2 Nursing Home Voicemail and Email Script | Added statement to the email script about the QIN-QIO program to clarify the purpose of the survey. | As recommended by the first round of surveys. |
| Appendix D.2 Nursing Home Voicemail and Email Script | Added statement to the email script about Booz Allen Hamilton and The HENNE Group to clarify the role of the survey partners. | As recommended by the first round of surveys. |
| Appendix D.2 Nursing Home Voicemail and Email Script | Added statement to email script about verification of authenticity of survey notification. | As recommended by the first round of surveys. |
| Appendix D.2 Nursing Home Voicemail and Email Script | Added email link and self-scheduling link to the email script. | As recommended by the first round of surveys. |
| Appendix D.2 Nursing Home Voicemail and Email Script | Added statement about contacting CMS lead staff for questions to email script. | As recommended by the first round of surveys. |
| Appendix D.2 Nursing Home Voicemail and Email Script | Changed sign-off and signature to include Anita Monteiro’s contact info in the email script. | As recommended by the first round of surveys. |
| Appendix D.3 Hospital Prenotification Letter | Added statement about the HQIC program to clarify the purpose of the survey. | As recommended by the first round of surveys. |
| Appendix D.3 Hospital Prenotification Letter | Changed survey time duration estimation from 15 to 20 minutes. | As recommended by the pretest. |
| Appendix D.3 Hospital Prenotification Letter | Changed survey recall period from 18 to 12 months. | As recommended by the pretest. |
| Appendix D.3 Hospital Prenotification Letter | Added statement about voluntary participation and hospital selection to clarify the value of participation and why hospitals were selected. | As recommended by the first round of surveys. |
| Appendix D.3 Hospital Prenotification Letter | Added clarifying statement about use of data. | As recommended by the pretest. |
| Appendix D.3 Hospital Prenotification Letter | Added statement and link for self-scheduling the survey. | As recommended by the first round of surveys. |
| Appendix D.3 Hospital Prenotification Letter | Added statement about verification of authenticity of survey. | As recommended by the first round of surveys. |
| Appendix D.3 Hospital Prenotification Letter | Added statement about contacting CMS lead staff for questions. | As recommended by the first round of surveys. |
| Appendix D.3 Hospital Prenotification Letter | Added Anita Monteiro’s contact info to signature | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Added statement to voicemail script about scheduling. | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Changed estimated survey duration from 15 to 20 minutes in voicemail script. | As recommended by the pretest. |
| Appendix D.4 Hospital Voicemail and Email Script | Added statement in voicemail script repeating callback number. | As recommended by the first round of surveys. |
| Appendix D.2 Nursing Home Voicemail and Email Script | Added statement in voicemail script about self-scheduling. | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Added statement in voicemail script about desire for facility to participate. | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Added statement to the email script about the HQIC program to clarify the purpose of the survey. | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Added statement to the email script about Booz Allen Hamilton and The HENNE Group to clarify the role of the survey partners. | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Added statement help completing the survey to the email script. | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Changed estimated survey duration from 15 to 20 minutes in email script. | As recommended by the pretest. |
| Appendix D.4 Hospital Voicemail and Email Script | Added statement to email script about verification of authenticity of survey activity. | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Added self-scheduling link to the email script. | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Added statement about contacting CMS lead staff for questions to email script. | As recommended by the first round of surveys. |
| Appendix D.4 Hospital Voicemail and Email Script | Changed sign-off and signature to include Anita Monteiro’s contact info in the email script. | As recommended by the first round of surveys. |