

HHCAHPS Coordination Team Quarterly Review

July 2019

Welcome to the July 2019 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! These newsletters are posted on the HHCAHPS website under the General Information tab. Please visit the HHCAHPS website for more information about the items mentioned in this newsletter: <https://homehealthcahps.org>.

Update on Efforts to Evaluate the HHCAHPS Survey Questions

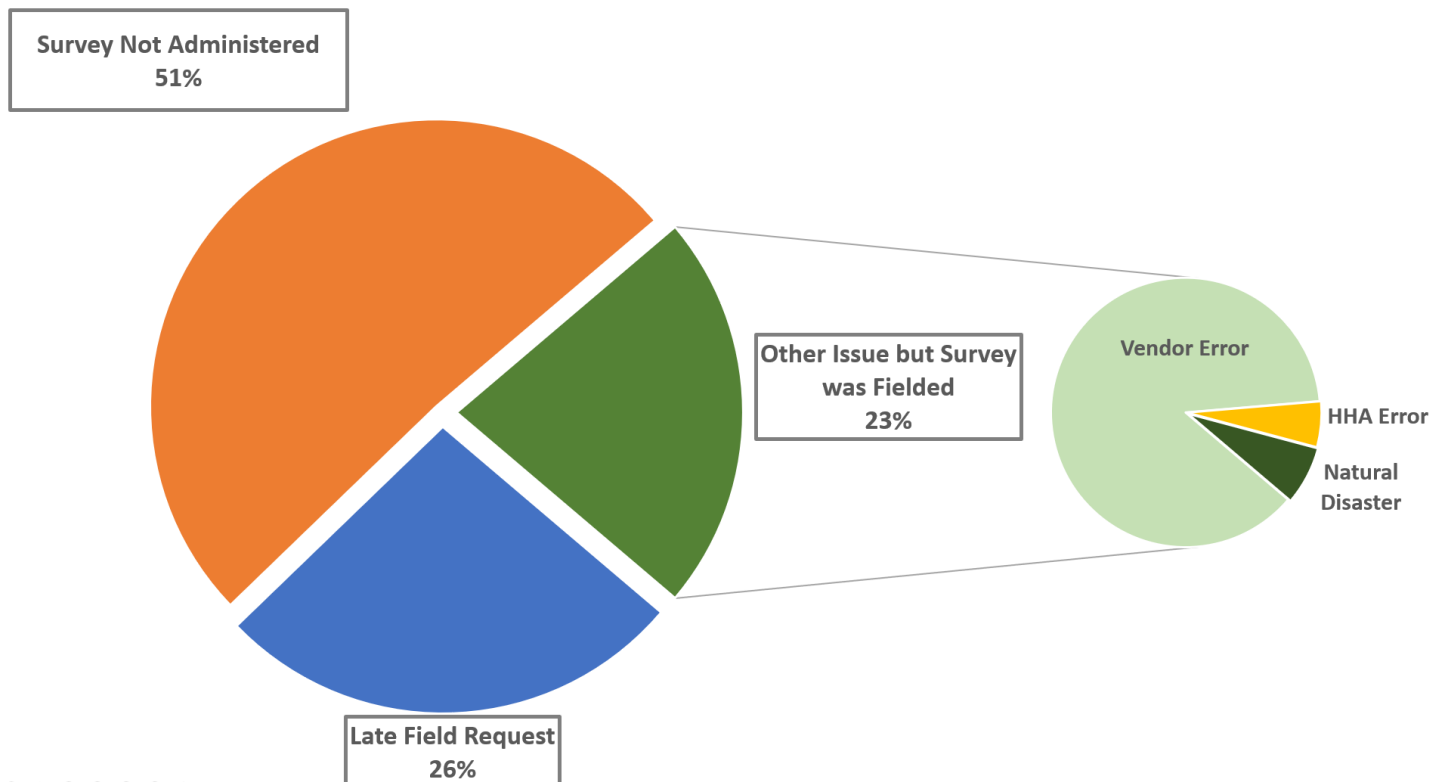
- ✚ CMS is testing revisions to some of the HHCAHPS Survey questions. Current and near-future activities include:
 - **Technical Expert Panel (TEP) review**—On April 17, 2019, we convened the TEP to give us feedback on the results of the first round of cognitive interviews and the early draft revisions. We made additional revisions to questions following the TEP’s suggestions.
 - **Cognitive interviews**—In May and June 2019, we wrapped up a second round of 12 interviews (in Raleigh/Durham, NC; Chicago, IL; Minneapolis, MN; and Puerto Rico—via telephone). CMS will be reviewing recommendations as a result of this round of testing.

What’s New

- ✚ The new Number of Supplemental Questions data element should be submitted as part of the Patient Administrative Data Record starting with the CY2019, Q1 XML file submission. See [announcement](#). XML file templates on the website have been updated.
 - **NOTE:** The “Consent to Share Responses” question is a supplemental question and should be counted for this new data element.
- ✚ The Discrepancy Notification Report (DNR) Excel template for the CY2021 APU participation period is now available on the website. **REMINDER:** Use the Excel template in lieu of submitting multiple online DNRs on the same day.

Types of Discrepancy Notifications

The graphic below shows the reasons that DNRs were submitted during the Calendar Year 2019 APU participation period.



Contact Us

The HHCAHPS Survey Coordination Team can be reached by e-mail (hhcahps@rti.org) or by telephone (1-866-354-0985). A member of the team will respond to your message between 8:30 AM and 5:00 PM Eastern Time Monday through Friday.