

2021 Training Agenda
Home Health Care CAHPS Survey Webinar Update Training Session
January 29, 2021
12:00-2:00 P.M. Eastern Standard Time

1. Welcome and Overview
2. Participation Requirements and Public Reporting
3. Protocols and Guidelines Manual, Version 13.0
4. HHCAHPS Survey Vendor Helpful Information
5. HHCAHPS Site Visit Protocols Under COVID-19
6. HHCAHPS Data of Interest
7. Revised Survey and Web Mode Experiment
8. Questions and Answers
9. Adjourn