

**Training Agenda**  
**Home Health Care CAHPS Survey Webinar Update Training Session**  
January 31, 2023  
12:00–2:00 P.M. Eastern Standard Time

**Welcome and Overview**

**Participation Requirements/Updates**

**Protocols and Guidelines Manual, Version 15.0 Updates**

**HHCAHPS Survey Administration Quality Control Reminders**

**HHCAHPS Information to Share with HHA Clients**

**HHCAHPS Oversight Reminders for Survey Vendors**

**HHCAHPS Data of Interest**

**Update on the Mode Experiment**