

Training Agenda
Home Health Care CAHPS Survey Webinar Update Training Session
January 28, 2022
12:00–2:00 P.M. Eastern Standard Time

Welcome and Overview

Participation Requirements/Updates

Protocols and Guidelines Manual, Version 14.0: Updates

Technical Assistance Topics for HHAs and Survey Vendors

HHCAHPS Survey Coordination Team Reminders for Survey Vendors

HHCAHPS Remote Site Visit Protocols, Helpful Tips and Lessons Learned

HHCAHPS Quick Refresher on the Patient Mix Adjustment Factors

HHCAHPS Data of Interest

Update on the Mode Experiment

Adjourn