

URGENT: CAHPS Hospice Survey Data Submission Deadline Approaching

To: NHPCO Members
From: NHPCO Quality Team
Date: February 8, 2019

The data submission deadline for patients that passed away in July, August and September 2018 (Quarter 3 2018) is **February 13, 2019. Survey vendors are responsible for successfully submitting files by 11:59 PM Eastern Time on February 13, 2019.** Please make sure to allow adequate time to submit data in case resubmissions are necessary.

A series of edit checks will be applied to successfully submitted files. All files that are able to be decrypted will receive reports containing the results of these edit checks. Survey vendors and hospices will receive an email indicating CAHPS Hospice Survey Data Submission Reports are available for viewing in their respective folders in the CAHPS Hospice Survey Data Warehouse. Reports will be posted by 5:00 PM Eastern Time on the next business day after submission by the survey vendor.

Should you encounter any data submission issues, please contact the CAHPS Hospice Survey Data Coordination Team at cahpshospicetechsupport@rand.org.

In addition, hospices must have a CAHPS Hospice Survey Vendor Authorization Form on file with the RAND Corporation in order for the survey vendor to submit data on behalf of the hospice. Contact the CAHPS Hospice Survey Project Team (hospicecahpssurvey@HCQIS.org) immediately if your organization has not already submitted the CAHPS Hospice Survey Vendor Authorization Form.

NHPCO members with questions for our team should email quality@nhpco.org.