

HCAHPS *Quality Assurance Guidelines V6.0*

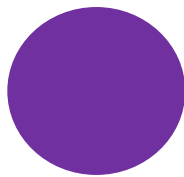
Technical Corrections and Clarifications

Issued May 19, 2011

Subsequent to the release of the HCAHPS *Quality Assurance Guidelines V6.0*, it has been determined that there are specific content items that require correction, addition and/or further clarification. These items are identified below:

1. Sampling Protocol chapter, page 55:
Step A in the HCAHPS Sampling Protocol Illustration was inadvertently omitted and is included here.

Step A: Population (All Patient Discharges)



2. Mail Only Survey, Telephone Only Survey, Mixed Mode Survey, and Active IVR Survey chapters, pages 63, 74, 85, and 104 respectively:
Core HCAHPS survey question numbers were incorrectly listed as 1-23 instead of 1-22.
Correct wording is as follows.

Note: The Core HCAHPS questions (Questions 1-22) and “About You” HCAHPS questions (Questions 23-27) are works of the U.S. Government. These HCAHPS questions are in the public domain and therefore are NOT subject to U.S. copyright laws.

3. Appendix D, HCAHPS Mail Survey (Russian) page 4: The section title for the instructions prior to question 21 omitted the required underlining and was not in the correct font. Please see the correct format below.

ОБЩИЙ РЕЙТИНГ БОЛЬНИЦЫ

Пожалуйста, ответьте на следующие вопросы опроса о данном пребывании в больнице, указанной в сопроводительном письме . Не включайте в свои ответы информацию о каких-либо других пребываниях в больницах.

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4. Miscellaneous corrections:

Sampling Protocol chapter, Page 39:

“V.27 MS-DRG codes” text was inadvertently omitted from the listing of the CMS allowable HCAHPS Service Line determination methodologies.

Mail Only Survey Administration chapter, Page 60:

Mail Only mode misspelled as Nail Only mode in the sentence “The basic tasks and timing for conducting the HCAHPS survey using Mail Only Mode of survey administration are summarized below.”

Appendix K – Sample Frame layout:

Footer on even pages should indicate HCAHPS Quality Assurance Guidelines V6.0 rather than V5.0.