

HCAHPS Essentials: November 2009

Q2 2009 Data Submission ended on October 14, 2009. All patient records for April – June 2009 discharges have been submitted to CMS through the QualityNet site.

December 2009 Preview Period Has Ended

The December 2009 Hospital Compare Preview Reports for the Hospital Quality Alliance (HQA) and Reporting Hospital Quality Data for Annual Payment Update (RHQDAPU) initiatives ran through November 4, 2009. Data is expected to be updated on Hospital Compare in mid-December.

HealthStream Is Now a Certified Home Health Care CAHPS Survey Vendor

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Home Health Care Survey, hereafter referred to as the "Home Health Care CAHPS Survey" is designed to measure the experiences of people receiving home health care from Medicare-certified home health agencies. The Home Health Care CAHPS Survey will be conducted for home health agencies by approved Home Health Care CAHPS Survey vendors. The National Implementation of the Home Health Care CAHPS Survey with Medicare-certified home health care agencies began in October 2009 with home health agencies that wish to voluntarily participate in the survey. Home health agencies that participate in the national implementation will need to contract with an approved survey vendor to conduct the Home Health Care CAHPS Survey. Approved survey vendors will conduct the Home Health Care CAHPS Survey on an ongoing basis and submit data on a quarterly basis. Home Health Care CAHPS Survey results will be publicly reported on [Home Health Compare](#) once an agency has four quarters of data.

HealthStream Research has completed all requirements to become a certified Home Health vendor.

HealthStream Research successfully began Home Health data collection in October 2009. CMS is seeking hospitals to participate in modality testing. Please contact HealthStream Research at researchinfo@healthstream.com (or contact your Client Services Manager) if you are interested in participating in the modality testing.

Upcoming Data Submission Deadlines

2009 and 2010 deadlines for HCAHPS data submission are as follows:

- **January 13, 2010** is the data submission deadline for patients discharged in July, August and September 2009. September 2009 Dry Run data also must be submitted by this date.
- **April 14, 2010** is the data submission deadline for patients discharged in October, November and December 2009. December 2009 Dry Run data also must be submitted by this date.
- **July 14, 2010** is the data submission deadline for patients discharged in January, February and March 2010. March 2010 Dry Run data also must be submitted by this date.
- **October 13, 2010** is the data submission deadline for patients discharged in April, May and June 2010. June 2010 Dry Run data also must be submitted by this date.

Upcoming Public Reporting Schedule

MARCH 2010 HCAHPS PUBLIC REPORTING

- QUARTERS INCLUDED: 2Q09, 1Q09, 4Q08, 3Q08
- DATE OF PREVIEW: January 11 – February 9, 2010
- DATE OF PUBLIC REPORTING: March 18, 2010

NOTE: 2Q09 rolled on, and 2Q08 rolled off

JUNE 2010 HCAHPS PUBLIC REPORTING

- QUARTERS INCLUDED: 3Q09, 2Q09, 1Q09, 4Q08
- DATE OF PREVIEW: April 9 – May 8, 2010
- DATE OF PUBLIC REPORTING: June 17, 2010

NOTE: 3Q09 rolled on, and 3Q08 rolled off

SEPTEMBER 2010 HCAHPS PUBLIC REPORTING

- QUARTERS INCLUDED: 4Q09, 3Q09, 2Q09, 1Q09
- DATE OF PREVIEW: July 2010
- DATE OF PUBLIC REPORTING: September 2010

NOTE: 4Q09 rolled on, and 4Q08 rolled off

DECEMBER 2010 HCAHPS PUBLIC REPORTING

- QUARTERS INCLUDED: 1Q10, 4Q09, 3Q09, 2Q09
- DATE OF PREVIEW: October 2010
- DATE OF PUBLIC REPORTING: December 2010

NOTE: 1Q10 rolled on, and 1Q09 rolled off

MARCH 2011 HCAHPS PUBLIC REPORTING

- QUARTERS INCLUDED: 2Q10, 1Q10, 4Q09, 3Q09
- DATE OF PREVIEW: January 2011
- DATE OF PUBLIC REPORTING: March 2011

NOTE: 2Q10 rolled on, and 2Q09 rolled off

For HCAHPS questions or assistance at HealthStream Research:

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