



HCAHPS Essentials: October 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 is Underway

The December 2009 Hospital Compare Preview Reports for the Hospital Quality Alliance (HQA) and Reporting Hospital Quality Data for Annual Payment Update (RHQDAPU) initiatives are available through your my QualityNet account. The Preview period will run through November 4, 2009 and 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 will begin in 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 participated in the August 17-18, 2009 CMS training for vendors on the new Home Health Care CAHPS Survey. HealthStream Research has completed all requirements to become a certified Home Health vendor. **HealthStream Research will begin 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.

For HCAHPS questions or assistance at HealthStream Research:

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