



HCAHPS Spotlight February 2009

Important Updates

- HealthStream attended the annual HCAHPS training update with CMS and HSAG on February 4th, 2009. HealthStream will be providing proactive updates in the coming weeks.
- All Q3 data has been submitted to QNet. Hospitals are encouraged to sign into their QNet account and review their data.
- The update to HospitalCompare (for Q3/07 – Q2/08 data) is scheduled for March 26, 2009. Hospitals will then receive and be able to view their preview reports of the information that is to be posted. IPPS hospitals may NOT suppress this information; however if they choose, CAH (critical access hospitals) may continue to suppress.
- Reminder: Calls to patients must be initiated no later than 42 days post discharge. In order to meet that, HealthStream must receive timely sample loads to keep hospitals in compliance.

Preview Reports

The current preview report is scheduled for January 19, 2009 – February 17, 2009. Hospitals can access their preview reports through their QNet account at during this time. This will be the preview period for the first reporting of data collected under the Required RHQDAPU Participation and hospitals will NOT be allowed to suppress the data. (Critical Access Hospitals may still elect to suppress if they participated and so choose). The update to HospitalCompare with this data is scheduled for March 28, 2009 and will include July 2007 – June 2008 discharges. The update to www.hospitalcompare.hhs.gov is scheduled for mid-March. Hospitals are encouraged to review their HQA preview reports available through QNet prior to the update.

Upcoming Data Submission Deadlines

2009 deadlines for HCAHPS data submission are as follows:

- **April 8, 2009** is the data submission deadline for patients discharged in October, November and December 2008. December 2008 Dry Run data also must be submitted by this date.
- **July 8, 2009** is the data submission deadline for patients discharged in January, February and March 2009. March 2009 Dry Run data also must be submitted by this date.
- **October 14, 2009** is the data submission deadline for patients discharged in April, May and June 2009. June 2009 Dry Run data also must be submitted by this date.

For HCAHPS questions or assistance at HealthStream Research:

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Official HCAHPS Website for content, announcements, updates, & reminders:

<http://www.hcahpsonline.org/>