

Reference #: 2024-33-PCH

From: Inpatient & Outpatient Healthcare Quality Systems Development & Program Support
Sent: June 18, 2024
To: PCHQR Program ListServe
Subject: NOTICE: Q1 2024 HCAHPS Data Due By Wednesday, July 3, 2024

The submission deadline for the Hospital Consumer Assessment of Healthcare Providers and Systems (CAHPS)* patient perspectives of care survey data for Quarter 1 2024 (January 1–March 31, 2024) discharges is **Wednesday, July 3, 2024**.

The Centers for Medicare & Medicaid Services (CMS) strongly encourages all Prospective Payment System-Exempt Cancer Hospitals (PCHs), whether they self-administer the survey or use a survey vendor, to submit data at least two days prior to the deadline to allow time to address any submission issues.

Review and Correction Period

Immediately following the **July 3, 2024**, data submission deadline, participating PCHs and survey vendors have a seven-day opportunity, the **July 4–10, 2024, review and correction period**, to access and review the HCAHPS Data Review and Correction Report. The report contains a summary of the data accepted into the HCAHPS data warehouse for the quarter. The warehouse does not accept new data during the review and correction period. During the seven-day review and correction period, you can only replace incorrect data that arrived at the warehouse before the **July 3, 2024**, deadline.

Contact Information

- For questions regarding specific HCAHPS hospital data, contact the HCAHPS Project Team at (888) 884-4007 or hcahps@hsag.com.
- For general questions regarding the HCAHPS Hospital Survey, contact CMS at HospitalCAHPS@cms.hhs.gov.
- For questions regarding information on the HCAHPS initiative, file specifications, or data-submission protocols, use the contact information on the HCAHPS website at www.hcahponline.org.
- Questions regarding the PCHQR Program may be submitted through the QualityNet Question and Answer Tool at https://cmsqualitysupport.servicenowservices.com/qnet_qa or to the Inpatient & Outpatient Healthcare Quality Systems Development & Program Support at (844) 472-4477.

*CAHPS (Consumer Assessment of Healthcare Providers and Systems) is a registered trademark of the Agency for Healthcare Research and Quality, a U.S. Government agency.

Please do not respond directly to this email. For further assistance regarding the information contained in this message, please contact the Inpatient & Outpatient Healthcare Quality Systems Development & Program Support at https://cmsqualitysupport.servicenowservices.com/qnet_qa or (844) 472-4477.