

This is a letter sent to all the QIOs providing them with up-to-date information about HCAHPS. The fact sheet reference in the body of the letter is attached.

Dear Colleague:

We wanted to update you on the progress of HCAHPS. After extensive testing and evaluation, the Agency for Healthcare Research and Quality (AHRQ) submitted a revised version of the HCAHPS survey to the Centers for Medicare & Medicaid Services (CMS), and on November 8th, CMS submitted the instrument to the National Quality Forum (NQF) to proceed through the formal consensus process. Copies of the revised survey are available on the AHRQ's (www.ahrq.gov <<http://www.ahrq.gov/>>) and CMS' (www.cms.gov <<http://www.cms.gov/>>) websites. There is also an updated HCAHPS facts sheet available on both sites which briefly describe the tentative timeline for national implementation. There will be another round of public comment to those interested in commenting on the instrument and proposed methodology for administration. We will forward the information to you once it is available.

Thank you for your interest in the HCAHPS initiative and we look forward to your continued input and support!

Regards,
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