

**Introduction to HCAHPS Training
Self-training Module
Available from Monday, May 4 –
Thursday, May 7, 2026**

Agenda Items

Welcome & Overview

Background of the HCAHPS Survey

Program Requirements

Survey Management

Sampling Protocol

Modes of Survey Administration (Mail Only, Phone Only, Mail-Phone, Web-First Modes)

Data Specifications and Coding

HCAHPS Data Submission via the Hospital Quality Reporting (HQR) System

Data Quality Checks

Data Adjustment and Public Reporting

Exception Request and Discrepancy Report

Oversight Activities

Next Steps and Resources