

**Introduction to HCAHPS Training  
Self-training Module  
Available from Monday, February 26 – Thursday, March 1, 2018**

**Agenda Items**

**Welcome & Overview**  
**Background of the HCAHPS Survey**  
**Participation & Program Requirements**  
**Sampling Protocol**  
**Survey Administration**  
**Data Coding & Preparation**  
**HCAHPS Data Submission via the QualityNet Secure Portal**  
**Data Quality Checks**  
**Data Adjustment & Public Reporting**  
**Exception Requests & Discrepancy Reports**  
**Oversight Activities**  
**Next Steps**  
**Evaluation**