

Hospice CAHPS Services

Partnering with you from set up to reporting. Easy and Affordable.

Service Components	Included
Highly Responsive, Dedicated Support Team	✓
Customized Hospice CAHPS Survey & Cover Letter	✓
On-demand Reports	✓
All Surveys Report (One Report, All Surveys)	✓
User Friendly Hospice CAHPS Reporting	✓
Online Access to Survey Images	✓
Additional Languages Surveys	✓
Best Practice Webinar Presentations	✓
Timely Quarterly Submissions to CMS	✓
Data Collection Options: Mail Mode or Mixed Mode	✓

Mail Mode Data Collection

Survey and cover letter are mailed two months following the sample month. A second survey is mailed 3 weeks later to those who did not respond to the first survey. The data collection period is 42 days/six weeks. WellSky performs all data collection functions for both mailings from printing through data input. The agency's only responsibility is to transmit accurate and complete decedent/caregiver files according to the Data Collection Schedule using WellSky's HIPAA compliant, secure web upload service.

Mixed Mode Data Collection

Mailed survey with telephone follow up. A survey and cover letter are mailed two months following the sample month. About 3 weeks after the survey is mailed, a telephone follow up is conducted for those that did not respond to the mailed survey. The data collection period is 42 days/six weeks. WellSky performs all data collection functions for both the mailing and telephone calls from printing through data input. The agency's only responsibility is to transmit accurate and complete decedent / caregiver files according to the Data Collection Schedule using WellSky's HIPAA compliant, secure web upload service.