



## PPS-Exempt Cancer Hospitals Quality Reporting (PCHQR) Program

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### Support Contractor

#### PCHQR Program: Overview of Public Reporting

##### Questions and Answers

##### Moderator/Speaker:

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Project Manager, PCHQR Program

Hospital Inpatient Value, Incentives, and Quality Reporting (VIQR)

Outreach and Education Support Contractor (SC)

##### Speaker:

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**2 p.m. ET**

**Question:** Can you clarify the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey "adjusted score"?

*The Centers for Medicare & Medicaid Services (CMS) employs all survey responses in the development of the HCAHPS Star Ratings. The responses for each question are converted to a score, as described on slide 27. Prior to creating the 0-100 linear-scaled HCAHPS scores, CMS applies risk adjustment for the effects of factors such as patient mix, survey mode, and quarterly weighting. Please refer to the document Technical Notes for HCAHPS Star Ratings available at [www.hcahpsonline.org](http://www.hcahpsonline.org) for details.*