PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program

Support Contractor

Using HCAHPS Reports to Your Advantage

Questions & Answers

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Question 1: Are all facilities asking for the same time period?

Answer 1: We are unable to answer the question given that we are not sure what information the question is looking for. If the participant who had this question can send us additional clarification, we will be able to answer.

Question 2: How long will I have access to a favorite folder? Does it get deleted after a certain amount of time?

Answer 2: This is the question that is being researched given that the Help Guide does not state a timeframe. It appears that if the user saves a report to a 'Favorites' folder and then deletes the report from their list of reports, it appears as though the report is still available in the 'Favorites' folder. However, when the user clicks on the report within their 'Favorites,' they get an error message. Another aspect of the question we are researching is the issue of the Public Reporting Preview Reports that are only available on QualityNet during the Preview Period. If the user saves a Preview Report to a 'Favorites' folder, will it remain available for viewing after the Preview Period closes or does it have the same effect as deleting the report from the user's report listing.