

HCAHPS NOTICE
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DEPARTMENT OF HEALTH AND HUMAN SERVICES

Centers for Medicare and Medicaid Services

[Document Identifier: CMS-10102]

Agency Information Collection Activities; Proposed Collection;
Comment Request

AGENCY: Centers for Medicare and Medicaid Services.

In compliance with the requirement of section 3506(c)(2)(A) of the Paperwork Reduction Act of 1995, the Centers for Medicare and Medicaid Services (CMS) (formerly known as the Health Care Financing Administration (HCFA)), Department of Health and Human Services, is publishing the following summary of proposed collections for public comment. Interested persons are invited to send comments regarding this burden estimate or any other aspect of this collection of information, including any of the following subjects: (1) The necessity and utility of the proposed information collection for the proper performance of the agency's functions; (2) the accuracy of the estimated burden; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) the use of automated collection techniques or other forms of information technology to minimize the information collection burden.

1. Type of Information Collection Request: New Collection; Title of Information Collection: National Implementation of the Hospital CAHPS Survey; Form No.: CMS-10102 (OMB 0938-NEW); Use: Hospital CAHPS, part of the Hospital Quality Alliance, is an effort to provide comparative performance information on hospitals to the public. **HCAHPS** includes a standardized survey instrument and data collection protocol allowing for flexibility in the mode of administration. The goals of the **HCAHPS** are to offer consumers choice and create incentives for hospitals to improve performance in areas that are important to

patients. The current version of the questionnaire and implementation strategy has been tested and modified to reflect public input. CMS will begin training and implementation for **HCAHPS** following National Quality Forum endorsement and the Office of Management and Budget approval.; Frequency: Monthly; Affected Public: Individuals or households; Number of Respondents: 2,855,250; Total Annual Responses: 2,855,250; Total Annual Hours: 285,525.

To obtain copies of the supporting statement and any related forms for the proposed paperwork collections referenced above, access CMS' Web site address at <http://www.cms.hhs.gov/regulations/pr/>, or E-mail

your request, including your address, phone number, OMB number, and CMS document identifier, to Paperwork@cms.hhs.gov, or call the Reports Clearance Office on (410) 786-1326.

Written comments and recommendations for the proposed information collections must be mailed within 60 days of this notice directly to the CMS Paperwork Clearance Officer designated at the following address: CMS, Office of Strategic Operations and Regulatory Affairs, Division of Regulations Development and Issuances, Attention: Melissa Musotto, Room C5-14-03, 7500 Security Boulevard, Baltimore, Maryland 21244-1850.

Dated: November 10, 2004.

John P. Burke, III,
Paperwork Reduction Act Team Leader, Office of Strategic Operations and Strategic Affairs, Division of Regulations Development and Issuances.
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