

Crosswalk for Changes to
Evaluation of the CMS Network of Quality Improvement and Innovation Contractors Program
(NQIIC) (CMS-10769)

Appendix D.1 Nursing Home Survey Prenotification Letter
Appendix D.2 Nursing Home Follow-up Voicemail and Email Script
Appendix D.3 Hospital Survey Prenotification Letter
Appendix D.4 Hospital Follow-up Voicemail and Email Script

Section # on Current CMS-10769	Type of Change	Rational for Change
Appendix D.1 Nursing Home Prenotification Letter	Added statement about the QIN-QIO program to clarify the purpose of the survey.	As recommended by the first round of surveys.
Appendix D.1 Nursing Home Prenotification Letter	Changed survey time duration estimation from 15 to 20 minutes.	As recommended by the pretest.
Appendix D.1 Nursing Home Prenotification Letter	Changed survey recall period from 18 to 12 months.	As recommended by the pretest.
Appendix D.1 Nursing Home Prenotification Letter	Added statement about voluntary participation and facility selection to clarify the value of participation and why facilities were selected.	As recommended by the first round of surveys.
Appendix D.1 Nursing Home Prenotification Letter	Added clarifying statement about use of data.	As recommended by the pretest.
Appendix D.1 Nursing Home Prenotification Letter	Added statement and link for self-scheduling the survey.	As recommended by the first round of surveys.
Appendix D.1 Nursing Home Prenotification Letter	Added statement about verification of authenticity of survey notification.	As recommended by the first round of surveys.
Appendix D.1 Nursing Home Prenotification Letter	Added statement about contacting CMS lead staff for questions.	As recommended by the first round of surveys.
Appendix D.1 Nursing Home Prenotification Letter	Added Anita Monteiro's contact info to signature	As recommended by the first round of surveys.
Appendix D.2 Nursing Home Voicemail and Email Script	Added statement repeating callback number in voicemail script.	As recommended by the first round of surveys.
Appendix D.2 Nursing Home Voicemail and Email Script	Added statement about self-scheduling in voicemail script.	As recommended by the first round of surveys.
Appendix D.2 Nursing Home Voicemail and Email Script	Added statement to the email script about the QIN-QIO program to clarify the purpose of the survey.	As recommended by the first round of surveys.

Section # on Current CMS-10769	Type of Change	Rational for Change
Appendix D.2 Nursing Home Voicemail and Email Script	Added statement to the email script about Booz Allen Hamilton and The HENNE Group to clarify the role of the survey partners.	As recommended by the first round of surveys.
Appendix D.2 Nursing Home Voicemail and Email Script	Added statement to email script about verification of authenticity of survey notification.	As recommended by the first round of surveys.
Appendix D.2 Nursing Home Voicemail and Email Script	Added email link and self-scheduling link to the email script.	As recommended by the first round of surveys.
Appendix D.2 Nursing Home Voicemail and Email Script	Added statement about contacting CMS lead staff for questions to email script.	As recommended by the first round of surveys.
Appendix D.2 Nursing Home Voicemail and Email Script	Changed sign-off and signature to include Anita Monteiro's contact info in the email script.	As recommended by the first round of surveys.
Appendix D.3 Hospital Prenotification Letter	Added statement about the HQIC program to clarify the purpose of the survey.	As recommended by the first round of surveys.
Appendix D.3 Hospital Prenotification Letter	Changed survey time duration estimation from 15 to 20 minutes.	As recommended by the pretest.
Appendix D.3 Hospital Prenotification Letter	Changed survey recall period from 18 to 12 months.	As recommended by the pretest.
Appendix D.3 Hospital Prenotification Letter	Added statement about voluntary participation and hospital selection to clarify the value of participation and why hospitals were selected.	As recommended by the first round of surveys.
Appendix D.3 Hospital Prenotification Letter	Added clarifying statement about use of data.	As recommended by the pretest.
Appendix D.3 Hospital Prenotification Letter	Added statement and link for self-scheduling the survey.	As recommended by the first round of surveys.
Appendix D.3 Hospital Prenotification Letter	Added statement about verification of authenticity of survey.	As recommended by the first round of surveys.
Appendix D.3 Hospital Prenotification Letter	Added statement about contacting CMS lead staff for questions.	As recommended by the first round of surveys.
Appendix D.3 Hospital Prenotification Letter	Added Anita Monteiro's contact info to signature	As recommended by the first round of surveys.
Appendix D.4 Hospital Voicemail and Email Script	Added statement to voicemail script about scheduling.	As recommended by the first round of surveys.

Section # on Current CMS-10769	Type of Change	Rational for Change
Appendix D.4 Hospital Voicemail and Email Script	Changed estimated survey duration from 15 to 20 minutes in voicemail script.	As recommended by the pretest.
Appendix D.4 Hospital Voicemail and Email Script	Added statement in voicemail script repeating callback number.	As recommended by the first round of surveys.
Appendix D.2 Nursing Home Voicemail and Email Script	Added statement in voicemail script about self-scheduling.	As recommended by the first round of surveys.
Appendix D.4 Hospital Voicemail and Email Script	Added statement in voicemail script about desire for facility to participate.	As recommended by the first round of surveys.
Appendix D.4 Hospital Voicemail and Email Script	Added statement to the email script about the HQIC program to clarify the purpose of the survey.	As recommended by the first round of surveys.
Appendix D.4 Hospital Voicemail and Email Script	Added statement to the email script about Booz Allen Hamilton and The HENNE Group to clarify the role of the survey partners.	As recommended by the first round of surveys.
Appendix D.4 Hospital Voicemail and Email Script	Added statement help completing the survey to the email script.	As recommended by the first round of surveys.
Appendix D.4 Hospital Voicemail and Email Script	Changed estimated survey duration from 15 to 20 minutes in email script.	As recommended by the pretest.
Appendix D.4 Hospital Voicemail and Email Script	Added statement to email script about verification of authenticity of survey activity.	As recommended by the first round of surveys.
Appendix D.4 Hospital Voicemail and Email Script	Added self-scheduling link to the email script.	As recommended by the first round of surveys.
Appendix D.4 Hospital Voicemail and Email Script	Added statement about contacting CMS lead staff for questions to email script.	As recommended by the first round of surveys.
Appendix D.4 Hospital Voicemail and Email Script	Changed sign-off and signature to include Anita Monteiro's contact info in the email script.	As recommended by the first round of surveys.