

**Medicare Health Outcomes Survey (HOS)  
Quality Assurance Guidelines and Technical Specifications  
Version 2.4  
July 2020 Update**

The following table outlines updates made to the 2020 Medicare HOS Quality Assurance Guidelines and Technical Specifications V2.4 (QAG), effective immediately. Please note that all revisions and clarifications presented supersede the previous specifications in the HOS QAG. Please contact the HOS Project Team at [hos@ncqa.org](mailto:hos@ncqa.org) if you have any questions.

HOS QAG Section	Update						
Communications and Technical Support, Information and Technical Assistance <b>Revised (page 17)</b>	For additional information and technical assistance <b>related to the availability of HOS data and reports</b> , contact the <a href="mailto:hos@hsag.com">HOS Project Team at HSAG</a> ( <a href="mailto:hos@HCQIS.org">hos@HCQIS.org</a> <a href="mailto:hos@hsag.com">hos@hsag.com</a> ) or 888-880-0077.						
Data Collection Protocol, Overview <b>Revised (page 19)</b>	The mixed mode protocols for both cohorts are the same <del>but have staggered</del> <b>and are fielded on the same</b> timeline. All Baseline and Follow-Up survey mailings must follow the designated mail out dates and survey vendors conduct all Baseline and Follow-Up telephone interviews during the designated interviewing windows.						
Data Collection Protocol, 2020 Data Collection Schedule <b>Revised (pages 19-21)</b>	Updated <b>Table 1. Pre-Data Collection Tasks</b> and <b>Table 2. Data Collection Tasks</b> to reflect new dates for 2020 survey administration. <b>See new Table 1 and Table 2 below.</b>						
Data Collection Protocol, Telephone Protocol <b>Revised (page 38)</b>	Virtual telephone interviewers (i.e., telephone interviewers conducting calls outside of the survey vendor’s or subcontractor’s physical location) are not permitted <b>unless approved by CMS</b> . All telephone interviewing operations must occur within the Continental United States, Hawaii, Alaska, or U.S. Territories.						
Data Collection Protocol, Timing of MAOs’ Data Collection Efforts <b>Revised (page 49)</b>	To avoid over-burdening sampled members, contracts and survey vendors are strongly discouraged from fielding other surveys to their members four weeks prior to, during, or after the 2020 HOS administration (anytime from <b>February July through August November</b> 2020), except for other CMS sponsored surveys, such as the Medicare Advantage and Prescription Drug Plan (MA & PDP) CAHPS® Survey.						
Data Coding, Survey Completion and Coding Guidelines <b>Revised (page 63)</b>	<p><b>Table 14. Survey Round Rules Based on Survey Completion Date</b></p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #d9e1f2;">Survey Completion Date</th> <th style="background-color: #d9e1f2;">Survey Round</th> </tr> </thead> <tbody> <tr> <td>MMDDYYYY <b>March 30 – July 27, 2020</b> <b>August 17 – November 9, 2020</b> <i>Where “MM” is the month, “DD” is the day, and “YYYY” is the year.</i></td> <td>M1, M2, T1, T2, T3, T4, T5, T6, T7, T8, T9, MT, TN</td> </tr> <tr> <td>99999999</td> <td>NC</td> </tr> </tbody> </table>	Survey Completion Date	Survey Round	MMDDYYYY <b>March 30 – July 27, 2020</b> <b>August 17 – November 9, 2020</b> <i>Where “MM” is the month, “DD” is the day, and “YYYY” is the year.</i>	M1, M2, T1, T2, T3, T4, T5, T6, T7, T8, T9, MT, TN	99999999	NC
Survey Completion Date	Survey Round						
MMDDYYYY <b>March 30 – July 27, 2020</b> <b>August 17 – November 9, 2020</b> <i>Where “MM” is the month, “DD” is the day, and “YYYY” is the year.</i>	M1, M2, T1, T2, T3, T4, T5, T6, T7, T8, T9, MT, TN						
99999999	NC						

HOS QAG Section	Update						
Data Coding, Survey Completion and Coding Guidelines <b>Revised (page 67)</b>	<p><b>Table 18. Survey Completion Date Rules Based on Disposition Code</b></p> <table border="1" data-bbox="526 285 1419 558"> <thead> <tr> <th data-bbox="526 285 1000 323">Disposition Code</th> <th data-bbox="1000 285 1419 323">Date Survey Was Completed</th> </tr> </thead> <tbody> <tr> <td data-bbox="526 323 1000 443">M10, T10, M11, T11, M31, T31</td> <td data-bbox="1000 323 1419 443">           MMDDYYYY  <del>March 30 – July 27, 2020</del>  <b>August 17 – November 9, 2020</b> </td> </tr> <tr> <td data-bbox="526 443 1000 558">M20, T20, M21, T21, M23, T23, T24, M25, M26, M32, T32, M33, T33, M34, T34, M35, T35, M36, T36</td> <td data-bbox="1000 443 1419 558">99999999</td> </tr> </tbody> </table>	Disposition Code	Date Survey Was Completed	M10, T10, M11, T11, M31, T31	MMDDYYYY <del>March 30 – July 27, 2020</del> <b>August 17 – November 9, 2020</b>	M20, T20, M21, T21, M23, T23, T24, M25, M26, M32, T32, M33, T33, M34, T34, M35, T35, M36, T36	99999999
Disposition Code	Date Survey Was Completed						
M10, T10, M11, T11, M31, T31	MMDDYYYY <del>March 30 – July 27, 2020</del> <b>August 17 – November 9, 2020</b>						
M20, T20, M21, T21, M23, T23, T24, M25, M26, M32, T32, M33, T33, M34, T34, M35, T35, M36, T36	99999999						
Data Submission, Preparation for Data Submission <b>Revised (page 71)</b>	At the conclusion of the data collection period, survey vendors have <b>two weeks four business days</b> to perform final data cleaning and editing routines and assess the integrity of collected data prior to the final data submission deadline.						
Data Submission, Data Submission Process <b>Revised (page 72)</b>	<p><b>Interim Data Files:</b> Survey vendors submit interim data files by 11:59 p.m. Eastern Time on <b>June 25 October 8, 2020</b>. All survey data received up to three business days prior (<b>June 22 October 5, 2020</b>) to the interim data submission due date must be processed and included in the interim data files. Submitting interim data files will provide survey vendors an opportunity to test the data submission process and correct any data file errors before submitting the final data files.</p> <p>Survey vendors may begin to submit interim data on <b>June 23 October 6, 2020</b>. All interim data files must be submitted by <b>June 25 October 8, 2020</b>.</p>						
Data Submission, Data Submission Process <b>Revised (page 72)</b>	<p><b>Final Data Files:</b> Survey vendors submit final HOS data files by 11:59 p.m. Eastern Time on <b>August 10 November 16, 2020</b>. Data files <b>not</b> submitted by the deadline are not included in the publicly-reported HOS results.</p>						
Data Submission, Data Validation Checks <b>Revised (page 73)</b>	All HOS final data files must be marked “final” by 11:59 p.m. Eastern Time on <b>August 10 November 16, 2020</b> . Data files not submitted by the deadline are <b>not</b> included in the publicly-reported HOS results.						
Data Analysis and Public Reporting, Analysis of HOS Data and Reporting of HOS Data to MAOs <b>Revised (page 77)</b>	Survey vendors may refer MAOs to the Data - Dissemination of HOS Results to MAOs page on the <a href="https://www.hosonline.org">HOS website</a> ( <a href="https://www.hosonline.org">https://www.hosonline.org</a> ) for information about the timeline for receiving reports or instruct them to contact the <a href="mailto:hsag@hsag.com">HSAG HOS Project Team</a> ( <a href="mailto:hos@HCQIS.org">hos@HCQIS.org</a> <a href="mailto:hos@hsag.com">hos@hsag.com</a> ).						
Quality Oversight, Quality Oversight Activities <b>Revised (pages 78-79)</b>	Updated <b>Table 22. Quality Oversight Schedule</b> to reflect new dates for 2020 survey administration. <b>See new Table 22 below.</b>						

HOS QAG Section	Update
Quality Oversight, Quality Oversight Activities <b>Revised (pages 82-83)</b>	<p><b>Site/Remote Visit</b>            The HOS Project Team may conduct a site/remote visit during the survey administration period to review compliance with HOS requirements. Site/remote visits allow the HOS Project Team to review and verify procedures, facilities, resources, and documentation. The HOS Project Team assesses protocols based upon these <i>Medicare HOS Quality Assurance Guidelines and Technical Specifications V2.4</i>. All materials relevant to survey administration are subject to review.</p> <p>The HOS Project Team coordinates with survey vendor staff to cover agenda items presented in advance to the survey vendor. The HOS Project Team may also review any additional information or facilities determined to be necessary to complete the site/remote visit, including work performed by subcontractors, if applicable. Survey vendors make their subcontractors available to participate in the site/remote visits as needed. Remote visits are conducted via web conference. During remote visits, vendors share and present all required systems, processes, and documentation using web conferencing.</p>
Quality Oversight, Quality Oversight Activities <b>Revised (page 83)</b>	During the data collection period, survey vendors submit <del>11</del> 8 progress reports to the <a href="mailto:hos@ncqa.org">HOS Project Team</a> (hos@ncqa.org). These reports provide updates on data collection activities and interim statistics on responses rates and survey dispositions.
Quality Oversight, Quality Oversight Activities <b>Revised (pages 84-86)</b>	Updated <b>Table 23. Reporting Requirements for Survey Vendor Progress Reports</b> to reflect new reporting requirements for 2020 survey administration. <b>See new Table 23 below.</b>
Appendix A: HOS 2020 Minimum Business Requirements, Organizational Survey Capacity <b>Revised (page A-3)</b>	Commercial physical plant. All survey-related work, including mail survey administration activities and telephone interviewing, must be conducted at the survey vendor's or approved subcontractor/external partner's official business location. Home-based places of work (e.g., residences) and virtual organizations will not be considered or permitted <b>without CMS approval.</b>
Appendix A: HOS 2020 Minimum Business Requirements, HOS 2020 Rules of Participation <b>Revised (page A-11)</b>	14. Acknowledge that the use of virtual telephone interviewers is prohibited <b>unless approved by CMS.</b>

HOS QAG Section	Update				
Appendix D: HOS 2020 Sample File Layout and Survey File Record Layout, Survey File Record Layout <b>Revised (page D-16)</b>	<b>Field Description</b>	<b>Field Position Start</b>	<b>Field Position End</b>	<b>Field Length</b>	<b>Valid Values</b>
	Survey Completion Date <i>Date when survey vendor received the mail survey or date when survey vendor conducted the telephone interview.</i>	288	295	8	MMDDYYYY <del>March 30 – July 27, 2020</del> August 17 – November 9, 2020 99999999 = Not applicable
Appendix H: HOS 2020 Master Calendar <b>Revised</b>	Updated <b>Appendix H</b> to reflect new 2020 survey administration dates. <u>See updated <b>Appendix H</b> below.</u>				

## Updated Tables

The tables listed below replace the corresponding tables in the QAG in their entirety.

**Table 1. Pre-Data Collection Tasks**

Task	2020 Dates	Timeframe
MAOs notify the HOS Project Team of contractual arrangements.	By Friday, January 10	-220 Days
Survey vendors develop mailing materials and program telephone systems.	Beginning Thursday, February 6	-193 Days
HOS Project Team provides sample files to survey vendors.	Wednesday, July 22	-26 Days
Survey vendors obtain telephone numbers from MAOs via the <i>SUPPLEMENTAL</i> files provided with the sample files. Survey vendors do <b>not</b> send the sample files to MAOs. (Obtaining addresses and language preference flags is optional.)	Beginning Wednesday, July 22	-26 Days
Survey vendors obtain “second source” telephone numbers for members eligible for electronic telephone interviewing.	Beginning Wednesday, July 22	-26 Days
Survey vendors test external functionality of customer support telephone numbers and email addresses prior to the prenotification letter mailing.	By Monday, August 17	Day 0

**Table 2. Data Collection Tasks**

Task	2020 Dates	Timeframe
Mail <b>Baseline</b> and <b>Follow-Up</b> prenotification letter.	Monday, August 17	Day 0
Open customer support services (telephone and email).		
Open electronic telephone interviewing for inbound member requests to complete survey by telephone.		
Mail <b>Baseline</b> and <b>Follow-Up</b> first questionnaire.	Monday, August 24	Day 7
Mail <b>Baseline</b> and <b>Follow-Up</b> reminder/thank-you postcard.	Monday, August 31	Day 14
Mail <b>Baseline</b> and <b>Follow-Up</b> second questionnaire.	Monday, September 14	Day 28
Mail <b>Baseline</b> second reminder/thank-you postcard ( <b>as applicable, Russian only</b> ).	Monday, September 21	Day 35
Conduct <b>Baseline</b> and <b>Follow-Up</b> outbound electronic telephone interviewing call attempts for nonrespondents. <ul style="list-style-type: none"> <li>• Call attempts must be scheduled at different times of the day, on different days of the week, and in different weeks.</li> <li>• Minimum of six attempts and maximum of nine attempts.</li> <li>• English, Spanish, and Chinese only.</li> </ul>	Monday, September 28 – Monday, November 9	Days 42 – 84

Task	2020 Dates	Timeframe
Submit interim data files to the HOS Project Team. <ul style="list-style-type: none"> <li>Survey vendors may begin to submit data on October 6 but <b>must</b> submit all interim data files by October 8 via the HOS Data Submission System.</li> <li>All survey data received up to three business days prior to the interim data submission due date must be processed and included in the interim data files.</li> </ul>	Tuesday, October 6 – Thursday, October 8	Days 50 – 52
End <b>Baseline</b> and <b>Follow-Up</b> data collection. <ul style="list-style-type: none"> <li>End all data entry/scanning of returned mail surveys.</li> <li>End all telephone interviews.</li> <li>Close customer support services (telephone and email).</li> </ul>	Monday, November 9	Day 84
Prepare and submit final data files.	Tuesday, November 10 – Monday, November 16	Days 85 – 91
Submit final data files to the HOS Project Team. <ul style="list-style-type: none"> <li>Final data files are due four business days after close of data collection via the HOS Data Submission System.</li> <li>No files are accepted after the submission deadline of November 16.</li> </ul>	Monday, November 16	Day 91

**Table 22. Quality Oversight Schedule**

Quality Oversight Activities	2020 Dates
HOS Survey Vendor Training.	Thursday, February 6
Survey vendors submit printed materials to the HOS Project Team to obtain written approval prior to volume printing.	Friday, February 21
HOS Project Team provides response to survey vendors after review of printed materials.	Friday, March 6
Survey vendors finalize all mail materials (any revisions made after approval must be submitted to the HOS Project Team).	Monday, March 16
Survey vendors submit electronic telephone interviewing screenshots to the HOS Project Team to obtain written approval prior to telephone protocol.	Friday, March 6
Survey vendor project report #1 (QAP) due.	Friday, March 13
HOS Project Team responds to survey vendors after reviewing telephone screenshots.	Wednesday, July 22
Survey vendors submit updates to report #1 (QAP), if applicable.	Friday, August 7
Survey vendor QAP conference calls.	Wednesday, August 12 – Friday, August 14
Survey vendors finalize all telephone screenshots (any revisions made after approval must be submitted to the HOS Project Team).	Monday, August 17
Survey vendor project report #2 due.	Friday, August 28
Survey vendor project report #3 due.	Friday, September 11
Survey vendor project report #4 due.	Friday, September 25
Survey vendor project report #5 due.	Friday, October 9
Survey vendor project report #6 due.	Friday, October 23
Survey vendor project report #7 due.	Friday, November 6

Quality Oversight Activities	2020 Dates
Survey vendor project report #8 (Final Report) due.	Friday, November 20
Report of HOS Records Stored and Facility Standards for Records Storage Facilities Inspection Checklist.	Friday, December 4

**Table 23. Reporting Requirements for Survey Vendor Progress Reports**

Reporting Requirements	2020 Due Dates
<b>REPORT #1</b> <b>Survey Vendor QAP:</b> Survey vendors submit a QAP to the HOS Project Team that addresses all required elements as described throughout the <i>Medicare HOS Quality Assurance Guidelines and Technical Specifications V2.4</i> and in <b>Appendix B</b> .	Friday, March 13
<b>REPORT #1 Update</b> Survey vendors submit an updated QAP to the HOS Project Team that reflects any changes in operations.	Friday, August 7
<b>REPORT #2</b> <b>Narrative Report:</b> <ul style="list-style-type: none"> <li>• Overview of Baseline and Follow-Up prenotification letter and first questionnaire mailing printing and fulfillment processes.</li> <li>• Verification of mail out date of Baseline and Follow-Up prenotification letter and first questionnaire mailing (e.g., USPS generated report).</li> <li>• Status of staff training and SMS development.</li> <li>• Confirmation of customer support functionality and testing.</li> <li>• Outstanding issues or concerns.</li> </ul> <b>Other Deliverable:</b> Member correspondence (white mail), if applicable.	Friday, August 28
<b>REPORT #3</b> <b>Summary Status Report:</b> (template provided by the HOS Project Team) <ul style="list-style-type: none"> <li>• Baseline Cohort.</li> <li>• Follow-Up Cohort.</li> </ul> <b>Narrative Report:</b> <ul style="list-style-type: none"> <li>• Overview of Baseline and Follow-Up reminder/thank-you postcard.</li> <li>• Verification of mail out date of Baseline and Follow-Up reminder/thank-you postcard mailing (e.g., USPS generated report).</li> <li>• Outstanding issues or concerns.</li> </ul> <b>Other Deliverable:</b> Member correspondence (white mail), if applicable.	Friday, September 11

Reporting Requirements	2020 Due Dates
<p><b>REPORT #4</b></p> <p><b>Summary Status Report:</b></p> <ul style="list-style-type: none"> <li>• Baseline Cohort.</li> <li>• Follow-Up Cohort.</li> </ul> <p><b>Narrative Report:</b></p> <ul style="list-style-type: none"> <li>• Overview of Baseline and Follow-Up second questionnaire mailing.</li> <li>• Verification of mail out dates of Baseline and Follow-Up second questionnaire mailing and second reminder/thank-you postcard mailing (e.g., USPS generated report).</li> <li>• Overview of progress with protocol to date.</li> <li>• Detail problems or issues to date.</li> <li>• Provide high-level summary statistics on respondent calls to customer support line or email (summarize FAQ) and number of requests for Spanish version of the instrument.</li> <li>• Outstanding issues or concerns.</li> </ul> <p><b>Other Deliverable:</b></p> <ul style="list-style-type: none"> <li>• Member correspondence (white mail), if applicable.</li> <li>• Submit a sample of the interim/progress report that is provided to HOS clients.</li> </ul>	Friday, September 25
<p><b>REPORT #5</b></p> <p><b>Summary Status Report:</b></p> <ul style="list-style-type: none"> <li>• Baseline Cohort.</li> <li>• Follow-Up Cohort.</li> </ul> <p><b>Narrative Report:</b></p> <ul style="list-style-type: none"> <li>• Overview of progress with protocol to date.</li> <li>• Detail problems or issues to date.</li> <li>• Describe process of converting partially completed surveys to complete, and progress.</li> <li>• Describe telephone protocol and training.</li> <li>• Report on progress of Baseline and Follow-Up electronic telephone interviewing implementation.</li> <li>• Report on experience with submitting interim data files.</li> </ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	Friday, October 9
<p><b>REPORT #6</b></p> <p><b>Summary Status Report:</b></p> <ul style="list-style-type: none"> <li>• Baseline Cohort.</li> <li>• Follow-Up Cohort.</li> </ul> <p><b>Narrative Report:</b></p> <ul style="list-style-type: none"> <li>• Overview of progress with protocol to date.</li> <li>• Detail problems or issues to date.</li> <li>• Report on progress of Baseline and Follow-Up electronic telephone interviewing implementation.</li> </ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	Friday, October 23
<p><b>REPORT #7</b></p> <p><b>Summary Status Report:</b></p> <ul style="list-style-type: none"> <li>• Baseline Cohort.</li> <li>• Follow-Up Cohort.</li> </ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	Friday, November 6



Reporting Requirements	2020 Due Dates
<b>REPORT #8</b> <b>Final Detailed Status Report</b> <ul style="list-style-type: none"> <li>• See guidelines below.</li> </ul> <b>Other Deliverable:</b> Member correspondence (white mail), if applicable.	Friday, November 20
<b>Report of HOS Records Stored</b> <ul style="list-style-type: none"> <li>• Number of HOS records stored on site and off site.</li> <li>• The HOS Project Team provides the report template prior to the due date.</li> </ul>	Friday, December 4

## Updated Appendix H: HOS 2020 Master Calendar

Task Type	Task	Date
Pre-Data Collection	MAOs notify the HOS Project Team of contractual arrangements.	By Friday, January 10
Training	HOS Survey Vendor Training.	Thursday, February 6
Pre-Data Collection	Survey vendors develop mailing materials and program telephone systems.	Beginning Thursday, February 6
Pre-Data Collection	Survey vendors develop mailing materials and program telephone systems.	Beginning Thursday, February 6
Quality Oversight	Survey vendors submit printed materials to the HOS Project Team to obtain written approval prior to volume printing.	Friday, February 21
Quality Oversight	HOS Project Team provides response to survey vendors after review of printed materials.	Friday, March 6
Quality Oversight	Survey vendors submit electronic telephone interviewing screenshots to the HOS Project Team to obtain written approval prior to telephone protocol.	Friday, March 6
Quality Oversight	Survey vendor project report #1 (QAP) due.	Friday, March 13
Quality Oversight	Survey vendors finalize all mail materials (any revisions made after approval must be submitted to the HOS Project Team).	Monday, March 16
Quality Oversight	HOS Project Team responds to survey vendors after reviewing telephone screenshots.	Wednesday, July 22
Pre-Data Collection	HOS Project Team provides sample files to survey vendors.	Wednesday, July 22
Pre-Data Collection	Survey vendors obtain telephone numbers from MAOs via the <i>SUPPLEMENTAL</i> files provided with the sample files. Survey vendors do <b>not</b> send the sample files to MAOs. (Obtaining addresses and language preference flags is optional.)	Beginning Wednesday, July 22
Pre-Data Collection	Survey vendors obtain “second source” telephone numbers for members eligible for electronic telephone interviewing.	Beginning Wednesday, July 22
Quality Oversight	Survey vendors submit updated QAP to the HOS Project Team that reflects any changes in operations.	Friday, August 7
Quality Oversight	Survey vendor QAP conference calls.	Wednesday, August 12 – Friday, August 14

Task Type	Task	Date
Pre-Data Collection	Survey vendors test external functionality of customer support telephone numbers and email addresses prior to the prenotification letter mailing.	By Monday, August 17
Data Collection	Mail <b>Baseline</b> and <b>Follow-Up</b> prenotification letter.	Monday, August 17
Data Collection	Open customer support services (telephone and email).	Monday, August 17
Data Collection	Open electronic telephone interviewing for inbound member requests to complete survey by telephone.	Monday, August 17
Quality Oversight	Survey vendors finalize all telephone screenshots (any revisions made after approval must be submitted to the HOS Project Team).	Monday, August 17
Data Collection	Mail <b>Baseline</b> and <b>Follow-Up</b> first questionnaire.	Monday, August 24
Quality Oversight	Survey vendor project report #2 due.	Friday, August 28
Data Collection	Mail <b>Baseline</b> and <b>Follow-Up</b> reminder/thank-you postcard.	Monday, August 31
Quality Oversight	Survey vendor project report #3 due.	Friday, September 11
Data Collection	Mail <b>Baseline</b> and <b>Follow-Up</b> second questionnaire.	Monday, September 14
Data Collection	Mail <b>Baseline</b> second reminder/thank-you postcard ( <b>as applicable, Russian only</b> ).	Monday, September 21
Quality Oversight	Survey vendor project report #4 due.	Friday, September 25
Data Collection	Conduct <b>Baseline</b> and <b>Follow-Up</b> outbound electronic telephone interviewing call attempts for nonrespondents.	Monday, September 28 – Monday, November 9
Quality Oversight	Survey vendor project report #5 due.	Friday, October 9
Data Collection	Submit interim data files to the HOS Project Team.	Tuesday, October 6 – Thursday, October 8
Quality Oversight	Survey vendor project report #6 due.	Friday, October 23
Quality Oversight	Survey vendor project report #7 due.	Friday, November 6
Data Collection	End <b>Baseline</b> and <b>Follow-Up</b> data collection.	Monday, November 9
Data Collection	Prepare and submit final data files.	Tuesday, November 10 – Monday, November 16
Data Collection	Submit final data files to the HOS Project Team.	Monday, November 16
Quality Oversight	Survey vendor project report #8 (Final Report) due.	Friday, November 20

Task Type	Task	Date
Quality Oversight	Report of HOS Records Stored and Facility Standards for Records Storage Facilities Inspection Checklist.	Friday, December 4