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A concept closely related to quality assurance is survey process quality management, otherwise referred to as quality control (see Figure 4), which refers to a planned system of process monitoring, verification and analysis of indicators of quality, and updates to quality assurance procedures, to ensure that quality assurance works.

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Survey Quality - Cross-Cultural Survey Guidelines

One of the limitations of an annual CAHPS survey as a measurement tool is the lag time between the implementation of changes, the impact on people's experiences, and the assessment of that impact. For that reason, the team needs to define both ultimate goals as well as incremental objectives that can be used to gauge short-term progress.

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