



A Decade of Advancing Patient-Centered Care:  
**The 10th National CAHPS® User Group Meeting**




**CAHPS In-Center Hemodialysis  
(ICH) Survey**  
Overview

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**CAHPS ICH Survey**



- **Component of ESRD Quality Initiative**
  - Dialysis Facility Compare
  - Fistula First Breakthrough
  - ESRD Conditions of Coverage
  - ESRD Clinical Performance Measures
  - ESRD Disease Management Demonstration
  - Consolidated Renal Operations in a Web-based Network (CROWN)

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## Partnership



- **AHRQ & renal community**
- **Developing a patient experience of care survey for ESRD patients, focusing on hemodialysis patients in dialysis facilities**

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## Patient Perspectives on Care



- **Most frequently requested item by consumers in gauging the quality of care provided by dialysis facilities**
- **Objective: to capture data on patients' perspectives on care provided by doctors and dialysis center staff and about the dialysis center**

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## Goals: CAHPS ICH Survey



- Consumers and patients will be able to make “apples to apples” comparisons among dialysis facilities
- Information will allow dialysis facilities to benchmark their performance at local, regional, and national levels
- Provide information for internal quality improvement
- Assist CMS in monitoring dialysis facility performance

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## Time Line



- **In 2003**
  - Literature review
  - TEP convened
  - Call for measures
  - Stakeholder interviews
  - Focus groups
  - Feasibility Report

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## Time Line



- **In 2004**

- Cognitive testing
- Federal Register Notice
- TEP meetings
- Stakeholders Meeting
- OMB Clearance

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## Time Line



- **In 2005**

- Field test conducted
- QI Project initiated
- Psychometric analyses completed
- Survey instrument revisions
- TEP

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## Survey Instrument



- **Core Survey**
  - 59 items including demographics
- **Supplemental Questions**
  - Provided for possible inclusion by facilities that choose to use this instrument for quality improvement purposes

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## Survey Instrument - Content



- Overall ratings
- Communication
- Care and Concern
- Patient perception of staff proficiency
- Patient education
- Treatment options
- Facility environment
- Patient safety
- Complaints
- Demographics & Health

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