



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




Cognitive Testing of the CAHPS In-Center Hemodialysis Survey

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What is cognitive testing?



**Interviews intended to provide insights into
the respondent's thought processes as they
read (or hear) and respond to questions.**

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Purpose of Cognitive Testing



- **Determine if survey items are working as intended**
 - Will they elicit valid information?
 - Will the items provide information that is useful analytically?
 - Are the items measuring the constructs we think they are measuring?
 - *If not, why?*

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Selected Findings



- **Misunderstanding of key concepts**
 - Kidney doctor
 - Treatment choices
 - Health provider
 - Dialysis center staff

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Selected Findings



- “Dialysis center” means “facility” to some and “facility and staff” to others
- “Weighed out within 15 minutes after your dialysis was over” was confusing due to different interpretations of “after your dialysis was over” and unfamiliarity with the term “weighed out”

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Selected Findings



- **For “long-timers,” many items were not appropriate indicators of their satisfaction nor of quality of service.**
 - Getting as much information about dialysis as you wanted
 - DCS talking to you about access site care
 - DCS giving you as much information as you wanted about taking care of kidney disease
 - DCS talking to you about treatment choices

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