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)
Partnership

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

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
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

Time Line

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

• **In 2004**
  - Cognitive testing
  - Federal Register Notice
  - TEP meetings
  - Stakeholders Meeting
  - OMB Clearance

Time Line

• **In 2005**
  - Field test conducted
  - QI Project initiated
  - Psychometric analyses completed
  - Survey instrument revisions
  - TEP
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

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