Cognitive Testing of the CAHPS In-Center Hemodialysis Survey

Roger Levine, Ph.D.
American Institutes for Research

What is cognitive testing?

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

Selected Findings

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

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