

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



## Overview of CAHPS In-Center Hemodialysis Quality Improvement Project

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## Using CAHPS Surveys for Quality



- **CAHPS surveys are designed and used for many different purposes:**
  - *Public reporting*
  - *Pay for performance*
  - *Quality improvement (QI)*

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## CAHPS ICH Survey as a QI Tool



- CAHPS ICH Survey lends itself to public reporting (e.g., Dialysis Facility Compare) as well as quality improvement
- CMS sponsored a quality improvement project to evaluate how well the CAHPS ICH Survey works as a tool for quality improvement

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## Structure of ICH QI Project



- CMS selected ESRD Network 15 as coordinator (Colorado)
- Each grantee was paired with 3 other ESRD networks and two facilities within these networks; Network 15 worked with 1 center
- 7 QI facilities selected from field test
- AIR provided tailored reports to the QI facilities
- Facilities used survey results to identify improvement opportunities
- Re-survey to detect improvements from the interventions

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## Purpose of ICH QI Demonstrations



- Document how the Networks and facilities work with the ICH CAHPS Survey and the reporting process
- Learn from the experiences of the Network and facilities in implementing new practices to improve survey performance
- Share lessons learned with other Networks, dialysis facilities and CMS
- Assess the effects of the interventions on changes in ICH CAHPS scores over time

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## CAHPS ICH Field Test Survey Administration



- CAHPS ICH Survey data collected from January through April 2005
- Surveyed 1,454 patients from 32 dialysis facilities across the United States
- Facilities were selected for variation by geographic region, size of center, and type of ownership
- Survey sampling frame –
  - Patients 18 years of age or older
  - On dialysis for three months or more

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## CAHPS Grantee Role



- Provide help to ESRD Networks and facilities in interpreting their initial survey results
- Help networks and facilities select specific area(s) for quality improvement
- Participate in quality improvement design planning sessions
- Observe and document the QI diagnostic and intervention processes
- Create a lessons learned summary

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## Up Next



- Updates from each grantee
  - AIR (including reports design)
  - RAND
  - Harvard

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