

About the ICH CAHPS Survey

What?

ICH CAHPS stands for In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems. The goal of the ICH CAHPS survey is to collect data about the care provided by your doctors, dialysis center staff, and the dialysis center itself.

Who?

Adults (18 years of age or older) who have been on dialysis for three or more months at the same dialysis facility are asked about their care experience during dialysis treatments. Patients are randomly selected to take the survey.

When?

This survey is given twice a year, generally in the spring and fall.

Where and How?

The survey may be sent via hard copy mail to your home address or given over the phone by a third-party Medicare-approved survey vendor. *The vendor does not work for your dialysis facility.* This ensures that the survey is given the same way to every patient. It also ensures that your answers are *completely private*. They are never tied to your name. On average, it takes 15 minutes to complete the survey.

Why?

The ICH CAHPS survey provides you with an opportunity to honestly share how you feel about your dialysis experiences. It is important because your answers help impact changes in the care provided to *all* dialysis patients. Your facility's overall results are used by the Centers for Medicare & Medicaid (CMS), the end stage renal disease (ESRD) Network, and your facility to improve how they deliver dialysis care. The survey monitors performance by measuring the quality of patient experiences. This allows the Network, as a quality improvement (QI) organization, to review the results and create QI projects (your facility is in this project) that help to improve your quality of care!

Please take the survey if it is offered to you. The more patients who respond, the more the Network will understand what changes need to be made.



Examples of the survey and more information can be found here:

<https://ichcahps.org>

If you have questions about how to voice a concern or grievance, check out this helpful tool created BY patients FOR patients:

the *Dialysis Patient Grievance Toolkit* at www.hsag.com/NW13GrievanceToolkit.

Or, to file a grievance with Network 13, call 1.800.472.8664.