

# ICH-CAHPS

CMS/Forum Annual Meeting

April 6, 2006

Mid-Atlantic Renal Coalition

# Participating Facilities

- DaVita Covington, Covington, VA  
Team Leader: Chris Nicely, RN
- FMC Charleston, Charleston, WV  
Team Leader: Kelly Hughart, RN

# Opportunity for Improvement

## Covington

- Improve patient's perception of staff available to answer questions and provide information as felt needed

# Action Steps

## Covington

- Developed and implemented a patient survey to obtain suggestions on interventions
- Conducted patient interviews
- Developed patient survey for ongoing assessment purposes

# Interventions

## Covington

- In service with staff on meeting customer needs
- Staff sensitivity training on patient perceptions

# Challenges

## Covington

- Change of corporate ownership delayed implementation
- Patient refusal to complete ongoing surveys

# Opportunity for Improvement

## Charleston

- Improve patient's perception of staff caring about them as people

# Action Steps

## Charleston

- Developed and implemented patient survey to generate ideas for intervention
- Staff meeting to present survey results and to obtain suggestions for intervention

# Interventions

## Charleston

- Staff to call patients by name
- Staff to acknowledge patients as they encounter them
- Streamlining patient shift changes
- “All hands on deck” policy during shift changes
- Initiating games with patients

# Challenges

## Charleston

- Initially difficult to coordinate communication
- Finding time with other priorities to devote to recording results

# Where are we now?

- Too early for facility results
- CAHPS follow up survey at some point in future