How is your ESRD Network involved?

Your ESRD Network will present data from the survey results to the Subject Matter Experts (SMEs) who serve on the Patient Advisory Committee (PAC) to obtain recommendations and approval on the Quality Improvement Activity (QIA) that the network will implement.

Your Network is also available to assist facilities in better understanding their scores and to assist with any quality improvement measures that facilities implement in an effort to improve the level of care being provided to ESRD patients. In better understanding how services are received by the beneficiaries themselves, facilities will be provided an opportunity for growth and improvement not previously available.

For more information and resources, please visit:
www.ahrq.gov/cahps/surveys-guidance/ich

How is the ICH CAHPS survey administered?

Patients are contacted via telephone or U.S. mail to complete the survey.

ESRD NCC
NATIONAL COORDINATING CENTER

www.ESRDNCC.org

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IMPROVING
Patient-Centered Care

About the In Center Hemodialysis (ICH) Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

Improving patient-centered care: Why ICH CAHPS® is important to you

Improving the quality of health care involves both patients and facilities. Without both patient feedback and facility action, improvement is unlikely to occur.

The **In-Center Hemodialysis** (ICH) **Consumer Assessment of Healthcare Providers and Systems** (CAHPS®) is a tool developed by the Agency for Healthcare Research and Quality (AHRQ) to support and promote the assessment of patients' experiences with health care.

Learn more about this effort in this brochure, and understand the role you play in health care quality improvement.

What is Consumer Assessment of Healthcare Providers & Systems (CAHPS)?

The ICH CAHPS survey will specifically ask about the experiences of hemodialysis patients who receive care from dialysis facilities. It is intended to serve as a tool that both dialysis facilities and End Stage Renal Disease (ESRD) Networks can use to measure and improve the patient-centeredness of their care.

Why is ICH CAHPS important to me?

Patients: The ICH CAHPS survey is a secure questionnaire that provides patients with a way to share feedback on the quality of care they received related to their dialysis treatment plan and facility. Patients and family members can share their experiences to guide quality improvement plans at facilities. This feedback is necessary in the quality improvement process.

Providers: CMS is placing high importance on not only maintaining good clinical results for the ESRD population, but also on ensuring that those receiving care are satisfied with the services being provided. With such a high emphasis on patient satisfaction and patient and family engagement in care, it is important that facilities begin to track how they are performing in these areas. ICH CAHPS provides the way to track these factors.

How is the data collected from the survey used?

Once facilities obtain the scores from the ICH CAPHS survey they will have the opportunity to study their performance and gain a better understanding of what the patients noted could use improvement. As the Centers for Medicare & Medicaid Services (CMS) focuses on how the patient perceives the delivery and quality of care being provided, facilities will be expected to maintain a certain level of satisfaction reflected by their ICH CAHPS scores.