

# What is the ICH CAHPS Survey?

The In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAHPS) survey asks patients with kidney disease who are on hemodialysis at an in-center facility about their experiences with care from dialysis facilities and staff. Understanding that patients are the only ones who can judge many aspects of the quality of the care they receive, this survey is intended to obtain the patients' experience of the care that they receive.



- All facilities with over 30 adult patients treated in a year are required by Medicare to have their patients surveyed.
- Surveys are administered by companies that are not connected to the dialysis facility.
- Surveys are conducted two times per year, in the spring and the fall.
- Survey questions focus on kidney doctors' communication and caring; quality of dialysis center care and operations; and providing information to patients.
- Results are provided to the dialysis center for the group of patients from the center that completed the survey. Patient names are not given to the dialysis facility staff.



Completing the survey is your chance to share your feelings about the care you have received. Your dialysis facility will use the results for their patients and begin to implement changes based at the facility.

**HAVE YOUR VOICE HEARD.  
BE A PART OF THE SOLUTION!**

