

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



CAHPS In-Center Hemodialysis (ICH) Survey

Overview

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CAHPS ICH Survey



- **Component of ESRD Quality Initiative**
 - Dialysis Facility Compare
 - Fistula First Breakthrough
 - ESRD Conditions of Coverage
 - ESRD Clinical Performance Measures
 - ESRD Disease Management Demonstration
 - Consolidated Renal Operations in a Web-based Network (CROWN)

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Partnership

- **AHRQ & renal community**
- **Developing a patient experience of care survey for ESRD patients, focusing on hemodialysis patients in dialysis facilities**

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U.S. Department of Health and Human Services



Patient Perspectives on Care

- **Most frequently requested item by consumers in gauging the quality of care provided by dialysis facilities**
- **Objective: to capture data on patients' perspectives on care provided by doctors and dialysis center staff and about the dialysis center**

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Goals: CAHPS ICH Survey



- Consumers and patients will be able to make “apples to apples” comparisons among dialysis facilities
- Information will allow dialysis facilities to benchmark their performance at local, regional, and national levels
- Provide information for internal quality improvement
- Assist CMS in monitoring dialysis facility performance

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Time Line



- **In 2003**
 - Literature review
 - TEP convened
 - Call for measures
 - Stakeholder interviews
 - Focus groups
 - Feasibility Report

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Time Line

- **In 2004**
 - Cognitive testing
 - Federal Register Notice
 - TEP meetings
 - Stakeholders Meeting
 - OMB Clearance

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Time Line

- **In 2005**
 - Field test conducted
 - QI Project initiated
 - Psychometric analyses completed
 - Survey instrument revisions
 - TEP

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Survey Instrument



- **Core Survey**
 - 59 items including demographics
- **Supplemental Questions**
 - Provided for possible inclusion by facilities that choose to use this instrument for quality improvement purposes

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Survey Instrument - Content



- **Overall ratings**
- **Communication**
- **Care and Concern**
- **Patient perception of staff proficiency**
- **Patient education**
- **Treatment options**
- **Facility environment**
- **Patient safety**
- **Complaints**
- **Demographics & Health**

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