

In-Center Hemodialysis CAHPS® Smart Sheet

Important ICH CAHPS Dates

2018 FALL SURVEY [SAMPLING WINDOW: APRIL 1, 2018 - JUNE 30, 2018]

- **Jan. 11, 2019:** End of data collection
 - **Jan. 30, 2019:** Data submission to CMS
- 2019 SPRING SURVEY [SAMPLING WINDOW: OCT. 1, 2018 - DEC. 31, 2018]**
- **Feb. 28, 2019:** New vendor authorization deadline for 2019 Spring Survey
 - **April 19, 2019:** Prenotification letter mailed to sample patients

2019 Survey Participation Requirements

Your survey-eligible hemodialysis patient count must include patients who:

- were 18 years or older as of December 31, 2018
- were alive as of December 31, 2018
- received hemodialysis on an outpatient basis from your facility for 3 consecutive months or longer at some point in calendar year 2018
- are not currently receiving hospice care
- were not living in a nursing home, other skilled nursing facility or other long-term facility such as a prison or jail as of December 31, 2018

Survey Process

- **2 cycles conducted annually**
- **Mail, telephone or mixed mode**
- Prenotification letter sent to all selected patients
- Mail-only mode includes up to **2 mailings** (4 weeks apart)
- Telephone-only mode includes up to **10 call attempts**
- Mixed mode combines **1 survey mailing** & up to **10 call attempts**
- Exemption application for ICH facilities with less than **30 patients a year**
- CMS will select a sample of patients 18+ years old who have received hemodialysis from an ICH facility for **3 months or longer** to be surveyed
- Survey is **44 core questions in length**, plus demographics & self-reported health status items
- Reports delivered after **each survey cycle**

ICH CAHPS Quality Measures

- Quality & coordination of care
- Providing information to patients
- Interactions with ICH facility providers
- Staff's professionalism & communication
- Patient involvement in decision-making
- Safety & environment

Get in touch



info@rmsresults.com
rmsresults.com



866.567.5422
315.635.9802

Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- Online portal access
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Posters & promotional materials for increased awareness
- Courteous, helpful & responsive staff
- Key contact team
- RMS onsite call center
- Telephone surveys conducted by professional interviewers
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

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