Important ICH CAHPS Dates
- Oct. 16, 2020: Prenotification letters mailed out
- Oct. 30, 2020: Fall data collection begins
- Jan. 8, 2021: Fall data collection ends
- Jan. 27, 2021: Data submitted to CMS
- Feb. 28, 2021: Spring survey vendor authorization deadline

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 questions in length, plus demographics & health status items
- Customized questions can be added
- Reports delivered after each survey cycle
- Online portal to access results, response rates, & trending data

2021 Survey Participation Requirements
Your survey-eligible hemodialysis patient count must include patients who:
- Were 18 years or older as of June 30, 2020
- Were alive as of June 30, 2020
- Received hemodialysis on an outpatient basis from your facility for 3 consecutive months or longer at some point in calendar year 2020
- 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 June 30, 2020

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

Why RMS?
- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by Modern Healthcare
- Affordable pricing
- High response rates
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Real-time portal access
- Courteous, helpful, & responsive staff
- Collateral to promote surveys provided
- RMS on-site call center
- Telephone surveys conducted by professional interviewers on-site
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

We Do More Than Patient Surveys
- Healthcare Consulting
- Patient-Centered Medical Home (PCMH™) Recognition
- HIPAA Compliance
- Community Health Assessment (CHA)
- Community Service Plan (CSP)
- Community Health Needs Assessment (CHNA)
- Employee Surveys

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