

Important ICH CAHPS Dates

- **February 28, 2022:** Spring vendor authorization deadline
- **June 8, 2022:** Spring data collection begins
- **July 26, 2022:** Spring data collection ends
- **August 10, 2022:** Data submitted to CMS

Survey Process

- 2 cycles conducted annually
- Mail, telephone, or mixed mode
- Pre-notification 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 and 6-10 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
- English & Spanish surveying
- Supplemental questions can be added
- Reports delivered after each survey cycle
- Online portal to access results, response rates, & trending data

2022 Survey Participation Requirements

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

- Were 18 years or older as of June 30, 2021
- Were alive as of June 30, 2021
- Received hemodialysis on an outpatient basis from your facility for 3 months or longer in calendar year 2021
- 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 in calendar year 2021

ICH CAHPS Quality Measures

- Nephrologists' communication and caring
- Quality of dialysis center care and operations
- Providing information to patients
- Rating of Nephrologists
- Rating of dialysis center staff
- Rating of the dialysis facility

RMS is a proud member of the Renal Healthcare Association

Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable & flexible pricing
- Strategies provided to improve response rates
- Deadlines promptly met
- Establish partnerships with clients
- 24/7 online portal access
- Collateral provided to promote patient engagement
- Professional interviewers
- No robocalls
- Attentive & responsive to hot comments
- Fully HIPAA compliant

We Offer More

- Practice Transformation Consulting
- Patient-Centered Medical Home (PCMH™) Consulting
- Employee Surveys
- Customized Surveys
- Image & Awareness Studies
- Brand Testing
- Community Health Assessment (CHA)
- Community Health Needs Assessment (CHNA)
- Surveys on Patient Safety Culture™ (SOPS®)
- Other CAHPS Surveys: ACO/MIPS, CG, ECHO, ED, H, HH, Hospice, OAS