

## Important ICH CAHPS Dates

- **August 31, 2022:** Fall vendor authorization deadline
- **November 14, 2022:** Fall data collection begins
- **January 13, 2023:** Fall data collection ends
- **January 25, 2023:** 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 survey mailings (4 weeks apart)
- Telephone-only mode includes up to 10 call attempts
- Mixed mode combines 1 survey mailing and 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 62 questions in length, including 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 December 31, 2021
- Were alive as of December 31, 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 as of December 31, 2021

## ICH CAHPS Quality Measures

- Kidney Doctor (Nephrologist) communication and caring
- Quality of dialysis center care and operations
- Providing information to patients
- Global rating of Kidney Doctor
- Global rating of dialysis center staff
- Global 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

- Healthcare 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: MIPS, CG, ECHO, ED, H, HH, Hospice, OAS