

Important Dates

- **February 28, 2024:** Spring vendor authorization deadline
- **May 3, 2024:** Spring data collection begins
- **July 12, 2024:** Spring data collection ends
- **July 31, 2024:** Spring data submission deadline

ICH CAHPS 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 up to 10 call attempts
- Exemption application for ICH facilities with less than 30 patients a year
- Survey is 62 questions in length, with option for supplemental questions
- English & Spanish surveying*
- Data submission to CMS at the conclusion of each cycle
- Client reports available after data submission
- Online portal to access results, response rates, & trending data

Spring/Fall 2024 Survey Participation Requirements

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

- Were 18 years or older as of December 31, 2023
- Were alive as of December 31, 2023
- Received hemodialysis on an outpatient basis from your facility for 3 months or longer in calendar year 2023
- Are not currently receiving hospice care
- Are 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, 2023
- Patients who receive home or peritoneal dialysis are not eligible to participate
- Patients who reside in a nursing home/skilled nursing but travel to an ICH facility for dialysis are eligible to participate

ICH CAHPS Survey Quality Measures

- Nephrologists (Kidney Doctor) 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

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 performance
- Deadlines promptly met
- Establish engaging partnerships with clients
- 24/7 Online portal access
- Collateral provided to promote patient engagement
- Professional interviewers
- No robocalls
- Attentive & responsive to patient hot comments
- Fully HIPAA compliant

We Offer More

- Healthcare Consulting
- Patient-Centered Medical Home (PCMH™) Consulting
- Distinction in Behavioral Health Integration 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: CG, ECHO, ED, H, HH, Hospice, OAS

*Mail Only - Chinese and Samoan

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