



**RMS**

RESEARCH & MARKETING  
STRATEGIES, INC.

## IN-CENTER HEMODIALYSIS (ICH) CAHPS® SMART SHEET

RMS has been helping dialysis facilities meet Centers for Medicare & Medicaid Services (CMS) requirements since 2012

**RMS IS YOUR ONE-STOP VENDOR**

### ICH CAHPS SURVEY FRAMEWORK

- 2 cycles conducted annually: spring and fall
- Mail, telephone, or mixed (mail to phone) mode options
- Patient data provided from CMS
- Pre-notification letter sent to all selected patients
- Mail-only mode includes up to 2 mailings
- Telephone-only mode includes up to 10 calls
- Mixed (mail to phone) mode combines 1 mailing and up to 10 calls
- Survey includes all required questions, with option for supplemental questions
- English & Spanish language surveying\*
- RMS submits data to CMS at the conclusion of each cycle

### ADDITIONAL VALUE FROM RMS

- Reports provided at end of each cycle detailing longitudinal benchmarking
- Collateral & individualized consultation provided to promote engagement
- Affordable & flexible pricing
- Online portal access
- Calls made by trained professionals
- Accessible administration team available for assistance

### SURVEY PARTICIPATION REQUIREMENTS

#### WHO GETS SURVEYED? PATIENTS WHO:

- Are 18 years of age or older
- Received hemodialysis on an outpatient basis from your facility for 3 months or longer
- Are not currently receiving hospice care
- Reside in a nursing home/skilled nursing facility but travel to an ICH facility for dialysis

#### WHO DOES NOT GET SURVEYED? PATIENTS WHO:

- Reside in a nursing home, other skilled nursing facility, or other long-term facility such as a prison or jail
- Receive home or peritoneal dialysis

### THIS SURVEY ASSESSES:

- 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

*\*Mail Only languages also include Chinese, Vietnamese & Samoan*  
CAHPS® Consumer Assessment of Healthcare Providers and Systems is a registered trademark of the Agency for Healthcare Research and Quality.

Visit MedicareCompare at [medicare.gov/care-compare](https://www.medicare.gov/care-compare) and

ICH CAHPS at [ichcahps.org](https://www.ichcahps.org)

### LET'S COLLABORATE

See how your facility can enjoy all the benefits RMS' one-stop vendor partnership offers

**Ask. Listen. Solve.**

RMSRESULTS.COM

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