**CAHPS® In-Center Hemodialysis Survey**

***Supplemental Questions in English***

CAHPS In-Center Hemodialysis Survey Supplemental Questions

I. ICH CAHPS Supplemental Questions, Quality Improvement

The following questions have been cognitively tested, field tested and proven to have validity and reliability. They were not included in the core instrument, but are being provided here for possible inclusion by facilities that choose to use this instrument for quality improvement purposes.

S1. In the last 3 months, did your kidney doctors keep you informed and up-to-date about your condition?

1 Yes

2 No

S2. Sometimes dialysis center staff cover patients or use a curtain to protect a patient’s privacy. In the last 3 months, did you ever need dialysis center staff to protect your privacy in this way?

1 Yes

2 No  **If No, Go to Q4**

S3. In the last 3 months, how often did dialysis center staff cover you or use a curtain to protect your privacy?

1 Never

2 Sometimes

3 Usually

4 Always

S4. In the last 3 months, how often did dialysis center staff respond to these problems as soon as you wanted?

1 Never

2 Sometimes

3 Usually

4 Always

S5. In the last 3 months, how often did dialysis center staff change their gloves between patients?

1 Never

2 Sometimes

3 Usually

4 Always

5 I don’t know

S6. Is there a family member or friend involved with your dialysis care?

1 Yes

2 No  **If No, Go to Q8**

S7. Do dialysis center staff include your family member or friend as much as you want?

1 Yes

2 No

S8. In the last 3 months, how often was the dialysis center as calm and quiet as it could be?

1 Never

2 Sometimes

3 Usually

4 Always

S9. Medicare and your State have special agencies that check the quality of care at this dialysis center. Has anyone at the dialysis center ever given you information about how to make a complaint to these agencies?

1 Yes

2 No

II. ICH CAHPS Supplemental Questions, Other

These questions have not been cognitively tested or field tested. No determination has been made regarding validity or reliability. They are included here for optional use, because they deal with subjects are that are of known interest to various ESRD stakeholders.

A. ICH CAHPS Supplemental Questions - Physical Plant, Transportation and Access

S10. In the last three months, how often was the temperature at the dialysis center comfortable for you?

1 Never

2 Sometimes

3 Usually

4 Always

S11. In the last three months, how often was your dialysis station kept clean?

1 Never

2 Sometimes

3 Usually

4 Always

S12. Some dialysis centers arrange transportation to the center for patients. This help can be a shuttle bus or van or tokens or vouchers for a bus or taxi.

In the last three months, did you call the center for help with transportation?

1 Yes

2 No

S13. In the last three months, how often did the help with transportation meet your needs?

1 Never

2 Sometimes

3 Usually

4 Always

S14. Do you need to park at the center where you go for treatment?

1 Yes

2 No  **If No, Go to Q16**

S15. In the last three months, how often were you able to park in a convenient location?

1 Never

2 Sometimes

3 Usually

4 Always

S16. In the last three months, how often were you able to get into the dialysis center or unit easily?

1🞏 Never

2🞏 Sometimes

3🞏 Usually

4🞏 Always

B. ICH CAHPS Supplemental Questions - Interpreter Services

S17. An interpreter is someone who helps you talk with others who don’t speak the same language as you. During the last 3 months, did you ever need an interpreter to help you talk with your kidney doctors or dialysis center staff?

1 Yes

2 No  **If no, go to Q22**

S18. During the last 3 months, how often did you have problems at this dialysis center because you had to wait for an interpreter?

1 Never

2 Sometimes

3 Usually

4 Always

S19. During the last 3 months, when you needed an interpreter to help you at this dialysis center, how often did the dialysis center provide one?

1 Never

2 Sometimes

3 Usually

4 Always

S20. During the last 3 months, who usually acted as your interpreter when you needed to talk with your kidney doctors or dialysis center staff?

1 A member of the dialysis center staff

2 A friend or family member **SKIP Q21**

3 Someone else  Who? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

S21. Using any number from 0 to 10, where 0 is the worst possible interpreter and 10 is the best possible interpreter, what number would you give the interpreters that the dialysis center provided most often in the last 3 months? Do not include friends and family members.

0 0 Worst possible interpreter

1 1

2 2

3 3

4 4

5 5

6 6

7 7

8 8

9 9

10 10 Best possible interpreter