Telephone Interview Script
for the In-Center Hemodialysis CAHPS Survey—English

GO TO INTRO3 IF THIS IS A FOLLOW-UP CALL TO AN INTERVIEW THAT WAS BEGUN IN A PRECEDING CALL. OTHERWISE GO TO INTRO1.

INTRO1 Hello, may I please speak to [SAMPLED MEMBER’S NAME]?

IF ASKED WHO IS CALLING:
This is [INTERVIEWER NAME] calling from [VENDOR]. I’d like to speak to [SAMPLE MEMBER’S NAME] about a study about health care.

1. YES  [GO TO INTRO 2]
2. NO, NOT AVAILABLE RIGHT NOW  [SET CALLBACK]
3. NO [REFUSAL]  [GO TO Q\_REF SCREEN]
4. MENTALLY/PHYSICALLY INCAPABLE  [GO TO Q\_REF AND CODE AS MENTALLY/PHYSICALLY INCAPABLE]

INTRO2 Hello, this is [INTERVIEWER NAME] calling from [VENDOR]. [ICH Facility Name] is taking part in a national survey to learn more about the quality of care patients receive from their hemodialysis center. Your name was selected at random from among people who receive in-center hemodialysis care by the Centers for Medicare & Medicaid Services to participate in this survey. The Medicare program and dialysis centers will use survey results to help improve the quality of hemodialysis care they provide.

Your participation in this survey is voluntary. Your answers to the survey will be held in confidence and are kept private by law. You can choose to answer any or all of the survey questions.

This interview will take about 16 minutes to complete. Please note that this call may be monitored or recorded for quality improvement purposes.

1. BEGIN INTERVIEW (VERBAL CONSENT)  [GO TO Q1]
2. NO, NOT RIGHT NOW  [SET CALLBACK]
3. NO [REFUSAL]  [GO TO Q\_REF SCREEN]

INTRO3 INTRO3 AND INTRO4 USED ONLY IF CALLING SAMPLE PATIENT BACK TO COMPLETE A SURVEY THAT WAS BEGUN IN A PREVIOUS CALL. NOTE THAT THE PATIENT MUST HAVE ANSWERED AT LEAST ONE QUESTION IN THE SURVEY IN A PRECEDING CALL.

 Hello, may I please speak to [SAMPLE MEMBER’S NAME]?

IF ASKED WHO IS CALLING:
This is [INTERVIEWER NAME] calling from [VENDOR]. I’d like to speak to [SAMPLE MEMBER’S NAME] about a study about health care.

1. YES, SAMPLE PATIENT IS AVAILABLE AND ON PHONE NOW  [GO TO INTRO 4]
2. NO, NOT AVAILABLE RIGHT NOW  [SET CALLBACK]
3. NO [REFUSAL]  [GO TO Q\_REF SCREEN]
4. MENTALLY/PHYSICALLY INCAPABLE  [GO TO Q\_REF AND CODE AS MENTALLY/PHYSICALLY INCAPABLE]

INTRO4 Hello, this is [INTERVIEWER NAME] calling from [VENDOR]. I am calling to continue the survey that we started in a previous call, regarding the hemodialysis care that you receive from [ICH FACILITY NAME]. I’d like to continue with that survey now.

1. CONTINUE WITH INTERVIEW AT FIRST UNANSWERED QUESTION
2. NO, NOT RIGHT NOW  [SET CALLBACK]
3. NO [REFUSAL]  [GO TO Q\_REF SCREEN]
4. Where do you get your dialysis treatments? Would you say…
5. At home or at a skilled nursing home where I live, or  [GO TO Q45\_INTRO2]
6. At the dialysis center?
7. I DO NOT CURRENTLY RECEIVE DIALYSIS  [GO TO Q45\_INTRO2]

M MISSING/DK  [GO TO Q45\_INTRO2]

1. How long have you been getting dialysis at [SAMPLE FACILITY NAME]? Would you say…
2. Less than 3 months,  [GO TO Q45\_INTRO2]
3. At least 3 months but less than 1 year,
4. At least 1 year but less than 5 years, or
5. 5 years or more?
6. I DO NOT CURRENTLY RECEIVE DIALYSIS AT THIS DIALYSIS CENTER  [GO TO Q45\_INTRO2]

M MISSING/DK [GO TO Q45\_INTRO2]

Q3\_INTRO Your kidney doctors are the doctor or doctors most involved in your dialysis care now. This includes kidney doctors that you see inside and outside the center.

1. In the last 3 months, how often did your kidney doctors listen carefully to you? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did your kidney doctors explain things in a way that was easy for you to understand? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did your kidney doctors show respect for what you had to say? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did your kidney doctors spend enough time with you? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did you feel your kidney doctors really cared about you as a person? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. Using any number from 0 to 10, where 0 is the worst kidney doctors possible and 10 is the best kidney doctors possible, what number would you use to rate the kidney doctors you have now?

REPEAT QUESTION IF NECESSARY

00 0 Worst kidney doctors possible

01 1

02 2

03 3

04 4

05 5

06 6

07 7

08 8

09 9

10 10 Best kidney doctors possible

M MISSING/DK

1. Do your kidney doctors seem informed and up-to-date about the health care you receive from other doctors?
2. YES
3. NO

M MISSING/DK

Q10\_INTRO For the next questions, dialysis center staff does **not** include doctors. Dialysis center staff means nurses, technicians, dietitians, and social workers at this dialysis center.

1. In the last 3 months, how often did the dialysis center staff listen carefully to you? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did the dialysis center staff explain things in a way that was easy for you to understand? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did the dialysis center staff show respect for what you had to say? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did the dialysis center staff spend enough time with you? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did you feel the dialysis center staff really cared about you as a person? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did dialysis center staff make you as comfortable as possible during dialysis? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, did dialysis center staff keep information about you and your health as private as possible from other patients? Would you say…
2. Yes, or
3. No?

M MISSING/DK

1. In the last 3 months, did you feel comfortable asking the dialysis center staff everything you wanted about dialysis care?
2. YES
3. NO

M MISSING/DK

1. In the last 3 months, has anyone on the dialysis center staff asked you about how your kidney disease affects other parts of your life?
2. YES
3. NO

M MISSING/DK

1. The dialysis center staff can connect you to the dialysis machine through a graft, fistula, or catheter. Do you know how to take care of your graft, fistula, or catheter?
2. YES
3. NO

M MISSING/DK

(INCLUDE PRONUNCIATION GUIDE IN HELP FUNCTION FOR FISTULA (FISS-tyoo-luh) AND CATHETER (KATH-uh-tur) ON THIS QUESTION)

1. In the last 3 months, which one did they use most often to connect you to the dialysis machine? Would you say…
2. Graft,
3. Fistula, or
4. Catheter?  [GO TO Q22]
5. DON’T KNOW  [GO TO Q22]

M MISSING  [GO TO Q22]

1. In the last 3 months, how often did dialysis center staff insert your needles with as little pain as possible? Would you say…
2. Never,
3. Sometimes,
4. Usually,
5. Always, or
6. You insert your own needles?

M MISSING/DK

1. In the last 3 months, how often did dialysis center staff check you as closely as you wanted while you were on the dialysis machine? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, did any problems occur during your dialysis?
2. YES
3. NO  [GO TO Q25]

M MISSING/DK  [GO TO Q25]

1. In the last 3 months, how often was the dialysis center staff able to manage problems during your dialysis? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often did dialysis center staff behave in a professional manner? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

Q26\_INTRO Please remember that for these questions, dialysis center staff does **not** include doctors. Dialysis center staff means nurses, technicians, dietitians, and social workers at this dialysis center.

1. In the last 3 months, did dialysis center staff talk to you about what you should eat and drink?
2. YES
3. NO

M MISSING/DK

1. In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. As a patient you have certain rights. For example, you have the right to be treated with respect and the right to privacy. Did this dialysis center ever give you any written information about your rights as a patient?
2. YES
3. NO

M MISSING/DK

1. Did dialysis center staff at this center ever review your rights as a patient with you?
2. YES
3. NO

M MISSING/DK

1. Has dialysis center staff ever told you what to do if you experience a health problem at home?
2. YES
3. NO

M MISSING/DK

1. Has any dialysis center staff ever told you how to get off the machine if there is an emergency at the center?
2. YES
3. NO

M MISSING/DK

1. Using any number from 0 to 10, where 0 is the worst dialysis center staff possible and 10 is the best dialysis center staff possible, what number would you use to rate your dialysis center staff?

REPEAT QUESTION IF NECESSARY

00 0 Worst dialysis center staff possible

01 1

02 2

03 3

04 4

05 5

06 6

07 7

08 8

09 9

10 10 Best dialysis center staff possible

M MISSING/DK

1. In the last 3 months, when you arrived on time, how often did you get put on the dialysis machine within 15 minutes of your appointment or shift time? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. In the last 3 months, how often was the dialysis center as clean as it could be? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. Using any number from 0 to 10, where 0 is the worst dialysis center possible and 10 is the best dialysis center possible, what number would you use to rate this dialysis center?

REPEAT QUESTION IF NECESSARY

00 0 Worst dialysis center possible

01 1

02 2

03 3

04 4

05 5

06 6

07 7

08 8

09 9

10 10 Best dialysis center possible

M MISSING/DK

Q36\_INTRO The next few questions ask about your care in the last 12 months. As you answer these questions, think only about your experience at [SAMPLE FACILITY NAME], even if you have not been receiving care there for the entire 12 months.

1. You can treat kidney disease with dialysis at a center, a kidney transplant, or with dialysis at home. In the last 12 months, did your kidney doctors or dialysis center staff talk to you as much as you wanted about which treatment is right for you?
2. YES
3. NO

M MISSING/DK

1. Are you eligible for a kidney transplant?
2. YES  [GO TO Q39]
3. NO
4. DON’T KNOW  [GO TO Q39]

M MISSING  [GO TO Q39]

1. In the last 12 months, has a doctor or dialysis center staff explained to you why you are not eligible for a kidney transplant?
2. YES
3. NO

M MISSING/DK

1. Peritoneal dialysis is dialysis given through the belly and is usually done at home. In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?
2. YES
3. NO

M MISSING/DK

(INCLUDE PRONUNCIATION GUIDE IN HELP FUNCTION FOR PERITONEAL ON THIS QUESTION: (Per-ih-ton-EE-ul))

1. In the last 12 months, were you as involved as much as you wanted in choosing the treatment for kidney disease that is right for you?
2. YES
3. NO

M MISSING/DK

1. In the last 12 months, were you ever unhappy with the care you received at the dialysis center or from your kidney doctors?
2. YES
3. NO  [GO TO Q45\_INTRO]

M MISSING/DK  [GO TO Q45\_INTRO]

1. In the last 12 months, did you ever talk to someone on the dialysis center staff about this?
2. YES
3. NO  [GO TO Q45\_INTRO]

M MISSING/DK  [GO TO Q45\_INTRO]

1. In the last 12 months, how often were you satisfied with the way they handled these problems? Would you say…
2. Never,
3. Sometimes,
4. Usually, or
5. Always?

M MISSING/DK

1. Medicare and your State have special agencies that check the quality of care at this dialysis center. In the last 12 months, did you make a complaint to any of these agencies?
2. YES
3. NO

M MISSING/DK

Q45\_INTRO This last set of questions asks for information about you. Please listen to all response choices before you answer the following questions.  [GO TO Q45]

Q45\_INTRO2 The following questions are about you and your health. This information will help the Centers for Medicare & Medicaid Services better understand how well you are doing.

1. In general, how would you rate your overall health? Would you say that it is…
2. Excellent,
3. Very good,
4. Good,
5. Fair, or
6. Poor?

M MISSING/DK

1. In general, how would you rate your overall mental or emotional health? Would you say that it is…
2. Excellent,
3. Very good,
4. Good,
5. Fair, or
6. Poor?

M MISSING/DK

1. Are you being treated for high blood pressure?
2. YES
3. NO

M MISSING/DK

1. Are you being treated for diabetes or high blood sugar?
2. YES
3. NO

M MISSING/DK

1. Are you being treated for heart disease or heart problems?
2. YES
3. NO

M MISSING/DK

1. Are you deaf or do you have serious difficulty hearing?
2. YES
3. NO

M MISSING/DK

1. Are you blind or do you have serious difficulty seeing, even when wearing glasses?
2. YES
3. NO

M MISSING/DK

1. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?
2. YES
3. NO

M MISSING/DK

1. Do you have serious difficulty walking or climbing stairs?
2. YES
3. NO

M MISSING/DK

1. Do you have difficulty dressing or bathing?
2. YES
3. NO

M MISSING/DK

1. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone, such as visiting a doctor’s office or shopping?
2. YES
3. NO

M MISSING/DK

1. What is the highest grade or level of school that you have completed? Would you say…
2. No formal education,
3. 5th grade or less,
4. 6th, 7th, or 8th grade,
5. Some high school, but did not graduate,
6. High school graduate or GED,
7. Some college or 2-year degree,
8. 4-year college graduate, or
9. More than 4-year college degree?

M MISSING/DK

1. What language do you mainly speak at home? Would you say…
2. English,
3. Spanish,
4. Chinese,
5. Samoan,
6. Russian,
7. Vietnamese,
8. Portuguese, or
9. Some other language? (please identify)  [GO TO Q57a]

M MISSING/DK

Q57a. What is that language? (ENTER RESPONSE BELOW).

{ALLOW UP TO 50 CHARACTERS}

M MISSING/DK

1. Are you of Spanish, Hispanic or Latino origin or descent?
2. YES
3. NO  [GO TO Q59]

M MISSING/DK  [GO TO Q59]

Q58a. Would you say you are…

1. Puerto Rican,
2. Mexican, Mexican American, Chicano,
3. Cuban, or
4. Other Spanish/Hispanic/Latino?

M MISSING/DK

1. What is your race? You may choose one or more of the following. Are you…
2. American Indian or Alaska Native,
3. Asian,
4. Black or African American,
5. Native Hawaiian or Pacific Islander, or
6. White?
7. NONE OF THE ABOVE

M MISSING/DK

PROGRAMMER INSTRUCTIONS: IF WHITE ONLY, BLACK/AFRICAN AMERICAN ONLY, OR AMERICAN INDIAN/ALASKA NATIVE ONLY, OR ANY COMBINATION OF THESE THREE OPTIONS, OR NONE OF THE ABOVE, GO TO Q\_END.

IF ASIAN ONLY, GO TO Q59A. IF WHITE, BLACK/AFRICAN AMERICAN, AND/OR AMERICAN INDIAN/ALASKA NATIVE **AND** ASIAN ARE CHOSEN, GO TO Q59A. IF NATIVE HAWAIIAN/PACIFIC ISLANDER IS ALSO CHOSEN, SEE INSTRUCTION AFTER Q59A.

IF NATIVE HAWAIIAN/PACIFIC ISLANDER ONLY, GO TO 59B. IF WHITE, BLACK/AFRICAN AMERICAN, AND/OR AMERICAN INDIAN/ALASKA NATIVE **AND** NATIVE HAWAIIAN/PACIFIC ISLANDER ARE CHOSEN, GO TO Q59B.

Q59a. Which groups best describe you? You may choose one or more of the following. Are you…

1. Asian Indian,
2. Chinese,
3. Filipino,
4. Japanese,
5. Korean,
6. Vietnamese, or
7. Other Asian?
8. NONE OF THE ABOVE

M MISSING/DK

IF NATIVE HAWAIIAN/PACIFIC ISLANDER WAS ALSO CHOSEN IN Q59, GO TO Q59B. ELSE, GO TO Q\_END.

Q59b. Which groups best describe you? You may choose one or more of the following. Are you…

1. Guamanian or Chamorro,
2. Native Hawaiian,
3. Samoan, or
4. Other Pacific Islander?
5. NONE OF THE ABOVE

M MISSING/DK

Q\_END These are all the questions I have for you. Please note that to help us understand how the experiences of hemodialysis patients change over time, you may be contacted again in the future to provide additional feedback about your dialysis care. Thank you for your time. Have a good (day/evening).

REFUSAL SCREEN:

Q\_REF Thank you for your time. Have a good (day/evening).