

## ICH CAHPS Participation Overview for ICH Facilities

1



**Register for login credentials** on the ICH CAHPS website using this link: <https://ichcahps.org/ForFacilities/FacilityUserRegistration.aspx>.

2



**Review the ICH CAHPS Participation Requirements** announcement in the “Quick Links” Box on the ICH CAHPS homepage found at: <https://ichcahps.org/Home.aspx>.

3



**Register your CCN(s)** by logging onto the website using the login credentials created in Step 1 above. Then, complete the *Facility CCN Registration Form* for your CCN(s) from your customized dashboard (under the Resource column) or click on this link: <https://ichcahps.org/ForFacilities/FacilityCCNRegistration.aspx>.

4



**Contract with a CMS-approved ICH CAHPS Survey vendor** to conduct the survey. A list of approved survey vendors is available at the following link: <https://ichcahps.org/GeneralInformation/ApprovedSurveyVendors.aspx>.

5



**Authorize your contracted survey vendor** to collect and submit ICH CAHPS Survey data for your CCN(s). Detailed steps for completing the online *Vendor Authorization Form* for your CCN(s) are provided here: [https://ichcahps.org/portals/0/docs/ICHCAHPS\\_VendorAuthorizationInstructions.pdf](https://ichcahps.org/portals/0/docs/ICHCAHPS_VendorAuthorizationInstructions.pdf).

6



**Avoid influencing patients** in any way about how to answer the ICH CAHPS Survey. For example, facilities can let patients know that they may be contacted about the survey (and we encourage you to use the flyer/poster and Waiting Room FAQs!) but may not hand out any information to patients about how to answer the survey. (Please refer to the section *Communications With Patients About the ICH CAHPS Survey* in Chapter III of the ICH CAHPS Survey Administration and Specifications Manual found at <https://ichcahps.org/SurveyandProtocols.aspx>).

7



**Review the survey data submission reports** to ensure the data were submitted by your survey vendor on time and without errors. To access these reports, click on the *Data Submission Report* link under the “For Facilities” menu tab after logging into the website.

8



**Monitor the ICH CAHPS website for news and updates** about the ICH CAHPS Survey throughout the year. Announcements can be found here: <https://ichcahps.org/GeneralInformation/Announcements>.