

January
2019

ICH CAHPS® Coordination Team Semiannual Review

Message From the ICH CAHPS Team

Welcome to the January 2019 issue of the In-Center Hemodialysis CAHPS (ICH CAHPS) Coordination Team (CT) Semiannual Review! These newsletters are posted on the ICH CAHPS website under the General Information Tab. Please visit the ICH CAHPS website for more information on the items mentioned in this newsletter: <https://ichcahps.org>

What's New?

- CMS began using star ratings to publicly report the ICH CAHPS quality measures that are published on the Dialysis Facility Compare (DFC) in October 2018. Read more about the star ratings methodology at the [ICH CAHPS website](#).
- The 2017 Spring and 2017 Fall National and State Averages were posted on the ICH CAHPS website on 10/26/2018 and can be found at the [ICH CAHPS website](#).
- Guidance on contacting and handling ICH CAHPS sample patients at nursing homes, including an updated mail questionnaire and telephone script, was posted on 9/19/18. The updated mail survey and telephone script must be used starting with the 2019 Spring Surveys, if not already implemented for 2018 Fall. The full announcement can be found at the [ICH CAHPS website](#).
- As of October 2018, ICH CAHPS no longer requires the submission of hardcopy ICH Facility Survey Administrator (SA) Consent Forms. Designated ICH CAHPS Facility SAs will now submit an online SA consent form as a part of the online CCN registration process. More information on this process can be found in the ICH CAHPS Survey Administration and Specifications Manual, Version 7.0 (to be posted in February 2019).

Upcoming 2019 Deadlines & Reminders

- 1/11—Data collection for the 2018 Fall Survey ends
- 1/30 at 5:00pm EST—Deadline for vendors to submit their XML Data File to the ICH CAHPS Data Center
- 2/8—Deadline for submitting facility-specific questions for the 2019 Spring Survey
- 2/8—ICH CAHPS Survey Administration and Specifications Manual, Version 7.0, updated telephone script and mail survey available on ICH CAHPS website
- 2/13—Introduction to the ICH CAHPS Survey Webinar Training
- 2/14—ICH CAHPS Survey Vendor Update Webinar Training
- 2/28—Deadline for authorizing a survey vendor for the 2019 Spring Survey
- 2/28—Deadline for submitting 2019 Facility NPF
- 3/7—Deadline for vendors to alert CT of any vendor authorization issues for the 2019 Spring Survey

A Technical Assistance Inquiry

Q: What is the Facility Non-Participation Form (NPF) and does it impact QIP compliance?

A: ICH facilities that have determined that they are not required to participate in the ICH CAHPS surveys because of low patient census are required to submit an NPF on the ICH CAHPS website. Facilities can determine if they are required to participate at the [ICH CAHPS website](#). The NPF is available on the ICH CAHPS website at the beginning of each calendar year and is valid only for the year in which it was submitted. The NPF alerts the ICH CAHPS CT to not provide a sample to a vendor for the surveys during the calendar year the NPF was submitted. This form is different than the attestation in CROWNWeb (CW). QIP does not use the NPF to inform compliance. If you have specific questions about attestation in CW or QIP compliance in general, please contact the QIP team.

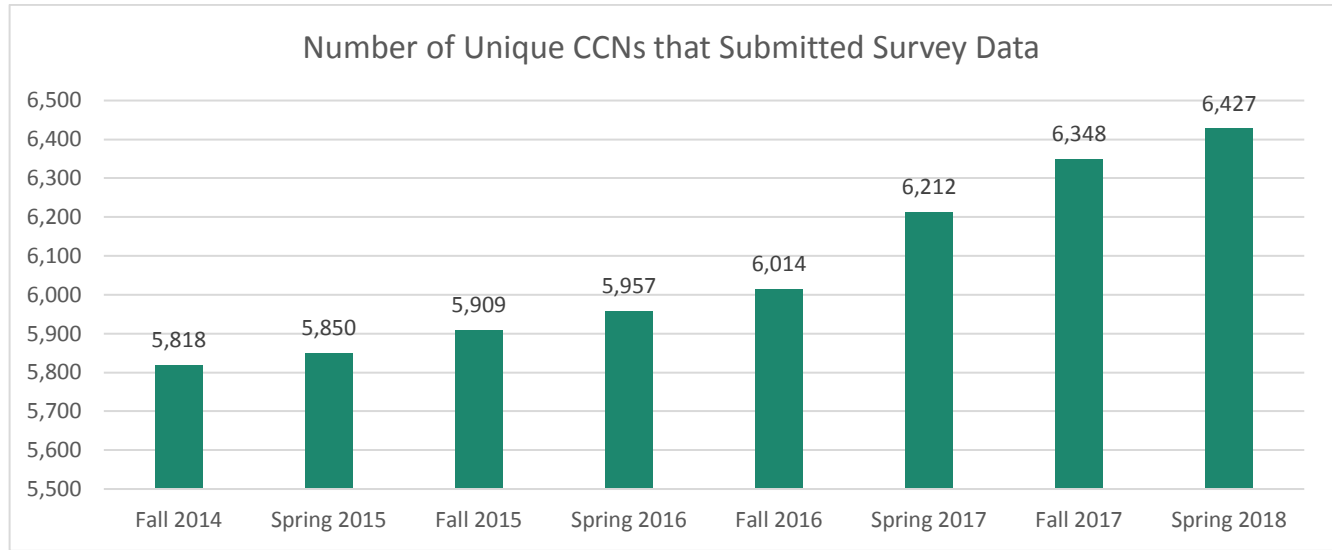
Data Collection Schedule Spring 2019

Activity	Date
Sampling window	10/1-12/31/2019
Sample files uploaded on ICH CAHPS website	3/29/2019
Vendors attest to receipt of sample file	4/2/2019
Mail prenotification letter	4/19/2019
Mail first questionnaire (mail only and mixed mode) /begin telephone data collection (phone only mode)	5/3/2019
Mail second questionnaire (mail only mode nonrespondents)/begin phone follow-up with mixed-mode nonrespondents	5/31/2019
Data collection ends	7/12/2019
Vendors clean/process final data and construct XML File	7/13-7/30/2019
Deadline for submitting XML data file to ICH CAHPS data center	5:00pm EST 7/31/2019

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Unique ICH Facilities That Submitted ICH CAHPS Survey Data (by Survey Period)



Star Ratings on DFC

ICH CAHPS star ratings use a 5-star scale that makes it easier for consumers to compare ICH facilities. More stars mean better quality care. Star ratings are calculated for each of the three publicly reported global ratings, each of the three composites, and an overall summary star. The table below provides an example to show how the summary star is calculated:

	Individual ICH CAHPS Measure Star Ratings	ICH CAHPS Survey Summary Star Rating Average (unrounded)	ICH CAHPS Survey Summary Star Rating (rounded)
Global Ratings			
Nephrologist	4	$(4 + 3 + 4 + 4 + 3 + 3) = 21 \div 6 = 3.5$	4
Dialysis Center Staff	3		
Dialysis Center	4		
Composite Scores			
Communication and Caring	4		
Quality and Operations	3		
Providing Information	3		

For more information, visit:

<https://www.medicare.gov/dialysisfacilitycompare/>

DFC Public Reporting Timeline

Survey Periods	Publicly Reported on DFC
2015 Spring/2015 Fall	October 2016
2015 Fall/2016 Spring	April 2017
2016 Spring/2016 Fall	January 2018*
2016 Fall/2017 Spring	April 2018
2017 Spring/2017 Fall	October 2018
2017 Fall/2018 Spring	April 2019
2018 Spring/2018 Fall	October 2019
2018 Fall/2019 Spring	April 2020
2019 Spring/2019 Fall	October 2020
2019 Fall/2020 Spring	April 2021
2020 Spring/2020 Fall	October 2021

*The October 2017 refresh was delayed until January 2018.