

January
2020

ICH CAHPS® Coordination Team Semiannual Review

Message From the ICH CAHPS Team

Welcome to the January 2020 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?

- Because there are no new vendors, an Introduction to the ICH CAHPS Survey Vendor Training session will not be held in 2020. All approved vendors (and subcontractors holding significant roles in the implementation of the ICH CAHPS survey) are required to attend the Update Training on February 13. More information on the Vendor Update training can be found at the [ICH CAHPS website](#).
- The 2018 Spring and 2018 Fall National and State Averages were posted on the ICH CAHPS website on 10/31/2019. These correspond to the October 2019 DFC Refresh.
- Starting with the 2019 Fall Survey, the Coordination Team began providing the last known SID for all current survey period sample patients. This allows vendors to link previously updated contact information from prior survey periods to current sample patients.
- ICH facilities and survey vendors should familiarize themselves with this important announcement about understanding primary/alternate CCN pairs: [ICH CAHPS website](#).
- The ICH CAHPS Survey OMB expiration date has been updated to 12/31/2022. Reminder that vendors should update all survey materials prior to the 2020 Spring Survey. See example to right → →

Upcoming 2020 Deadlines & Reminders

- 1/10—Data collection for the 2019 Fall Survey ends
- 1/29 at 5:00pm EST—Deadline for vendors to submit their 2019 Fall XML Data File to the ICH CAHPS Data Center
- 2/7—Deadline for submitting facility-specific questions for the 2020 Spring Survey
- 2/7—ICH CAHPS Survey Administration and Specifications Manual, Version 8.0, updated telephone script, and mail survey available on the ICH CAHPS website
- 2/13—ICH CAHPS Survey Vendor Update Webinar Training
- 2/28—Deadline for authorizing or changing a survey vendor for the 2020 Spring Survey
- 2/28—Deadline for submitting a 2020 Facility Non-Participation Form (NPF)
- 3/4—Deadline for vendors to alert Coordination Team of any vendor authorization issues for the 2020 Spring Survey

OMB #: 0938-0926

Expiration Date: December 31, 2022

A Technical Assistance Inquiry

Q: What should vendors and facilities do if they come across any websites other than <https://medicare.gov/dialysisfacilitycompare> purporting to display official ICH CAHPS results?

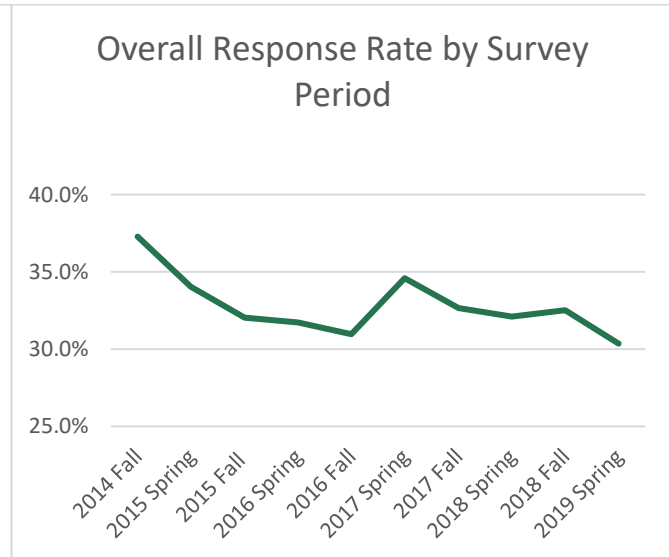
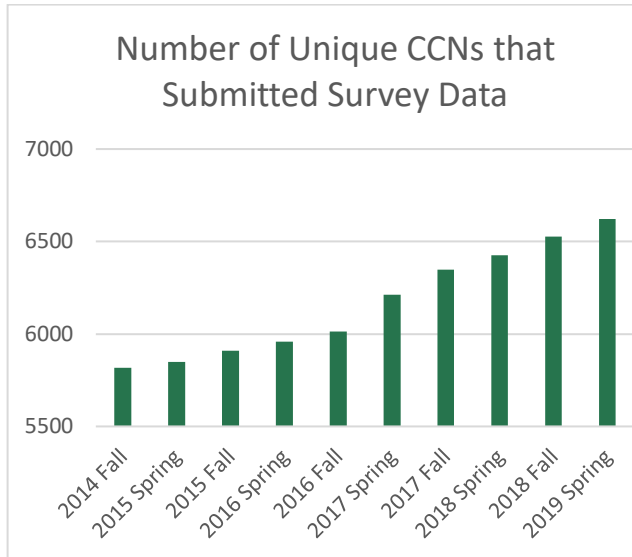
A: CMS and the Coordination Team are aware of websites that appear to display official ICH CAHPS (and other Dialysis Facility Compare (DFC) measures) results. We encourage all vendors and facilities to remind their patients that the only official results that should be considered when researching and comparing ICH facilities are found on the www.medicare.gov DFC webpage.

Data Collection Schedule Spring 2020

Activity	Date
Sampling window	10/1-12/31/2019
Sample files uploaded on ICH CAHPS website	3/27/2020
Vendors attest to receipt of sample file	3/31/2020
Mail prenotification letter	4/17/2020
Mail first questionnaire (mail only and mixed mode) /begin telephone data collection (phone only mode)	5/1/2020
Mail second questionnaire (mail only mode nonrespondents)/begin phone follow-up with mixed-mode nonrespondents	5/29/2020
Data collection ends	7/10/2020
Vendors clean/process final data and construct XML File	7/10-7/28/2020
Deadline for submitting XML data file to ICH CAHPS data center	5:00pm EST 7/29/2020

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Star Ratings on DFC

We determine the star rating for each of the six ICH CAHPS measures by applying a clustering algorithm to the individual measure scores. The overall strategy for this algorithm is to place the CCNs that are the most similar into each star rating. Additionally, the algorithm attempts to make the stars as different as possible. In other words, CCNs that belong to five stars are as different as possible from CCNs that belong to four stars. This is a minimum-maximum approach that makes the stars meaningful.

Once the CCNs are assigned to a star rating for each measure score, we can then examine and report the “cut points” (boundaries). Cut points allow us to define the range for each star rating. For example, a five star on the Global Nephrologist Rating may be a 92% or higher. And the four star cut points for that same measure may range from 85% to 91%. A three star may be 75% to 84%, and so on. Each measure has its own set of cut points. The cut points are recalculated every time the DFC is refreshed.

For more information, visit:

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

DFC Public Reporting Timeline

Survey Periods	Publicly Reported on DFC
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
2020 Fall/2021 Spring	April 2022
2021 Spring/2021 Fall	October 2022
2021 Fall/2022 Spring	April 2023

*The April 2019 refresh was delayed until May 2019.