

January  
2023

# ICH CAHPS® Coordination Team Semiannual Review

## Message From the ICH CAHPS Team

Welcome to the January 2023 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>

### Hear (or Read) All About It!

- In our July 2022 newsletter, we noted that we received OMB approval for the ICH CAHPS Survey Mode Experiment!
  - The mode experiment is ongoing, running concurrently with the 2022 ICH CAHPS Fall Survey. As a reminder, the purpose of this mode experiment is to (1) test a shorter ICH CAHPS Survey to help ease patient burden and to (2) test the feasibility of adding a web mode to the ICH CAHPS Survey protocol.
  - The data collection for the mode experiment ended on 1/13/2023 and data analysis will be ongoing for the next several months.
  - The final results of the mode experiment and potential changes to the ICH CAHPS survey will be shared with ICH CAHPS Vendors once CMS makes final decisions.
- The mode experiment asked selected patients to complete the survey via a web mode. However, as noted in the July 2022 newsletter, there were not many email addresses in the EQRS data we use for sampling! We continue to encourage ICH facilities to add email addresses of sampled patients, when possible, while updating data in EQRS.
  - Tips for entering patient email addresses in EQRS were emailed to all registered facilities and vendors on May 25, 2022. You can also find the announcement on the ICH CAHPS website: ([Tips for Entering Patient Email Addresses in EQRS](#)).
- If having the ICH CAHPS Survey translated into a different language than what is currently offered would be beneficial to your facilities, please reach out to the CT: [ichcahps@rti.org](mailto:ichcahps@rti.org).
- The ICH CAHPS Survey OMB expiration date has been updated to 9/30/2025. Reminder that vendors should update their mail survey prior to the 2023 Spring Survey. See example below ↓.

OMB #: 0938-0926

Expiration Date: September 30, 2025

### Upcoming 2023 Deadlines & Reminders

- 1/13— Data collection for the 2022 Fall Survey ends
- 1/16— RTI International will be closed in observance of Martin Luther King, Jr. Day
- 1/25 at 5:00 PM ET—Deadline for vendors to submit their 2022 Fall XML data file to the Data Center
- 2/3—Deadline for submitting new facility-specific questions for the 2023 Spring Survey Period
- 2/8 at 2:00 PM ET—ICH CAHPS Survey Vendor Update Webinar Training. [Register for the Update training](#) until 5:00 PM ET on 2/7/23
- 2/8-2/15—ICH CAHPS Survey Vendor Introduction Training (Self-Paced Format). [Register for the Vendor training](#) until 5:00 PM ET on 2/8/23
- 2/28—Deadline for authorizing or changing a survey vendor for the 2023 Spring Survey
- 2/28—Deadline for submitting a [2023 Facility Non-Participation Form](#)
- 3/1—Deadline for vendors to alert the CT of any vendor authorization issues for the 2023 Spring Survey

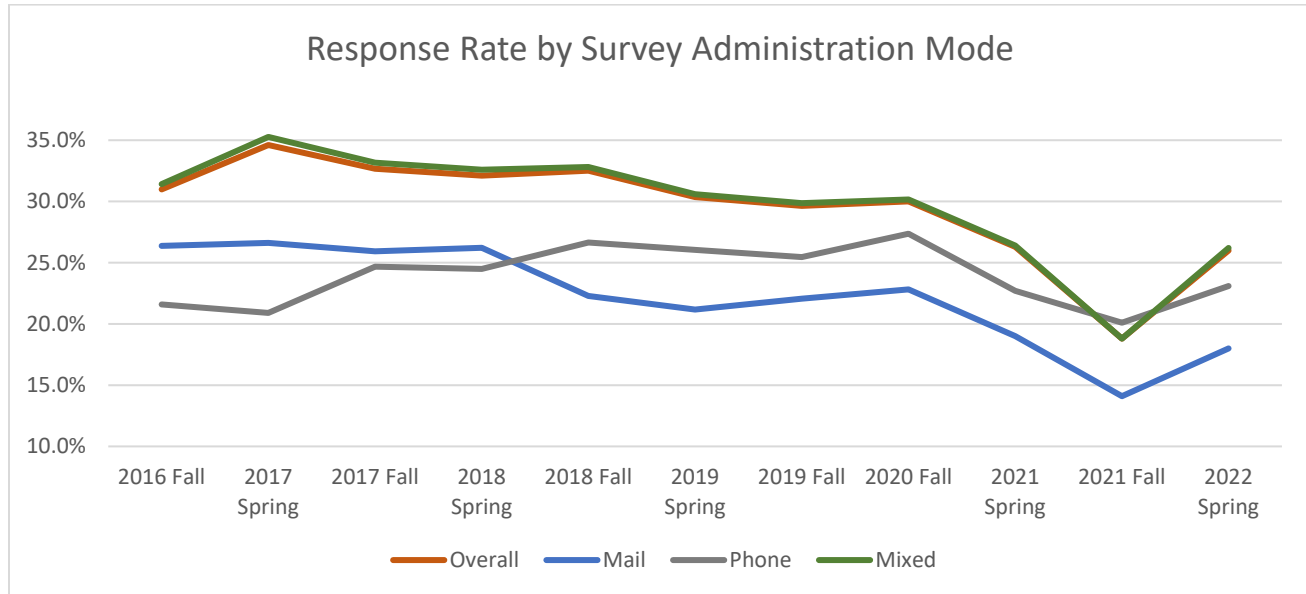
### Tentative Data Collection Schedule 2023 Spring\*

Activity	Date
Sampling window	10/1/2022-12/31/2022
Sample files uploaded on ICH CAHPS website	3/31/2023
Vendors attest to receipt of sample file	4/4/2023
Mail prenotification letter	4/21/2023
Mail first survey (mail-only and mixed mode)/begin telephone data collection (phone-only mode)	5/5/2023
Mail second survey (mail-only nonrespondents)/begin phone follow-up with mixed-mode nonrespondents	6/2/2023
Data collection ends	7/14/2023
Vendors clean/process final data and construct XML File	7/14/2023-7/26/2023
Deadline for submitting XML data file to ICH CAHPS data center	7/26/2023

\*Please note that these dates are subject to change

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Please note that the 2020 Spring response rates were excluded from this graph because of the voluntary nature of that survey period.

### ICH CAHPS Survey Response Rates

- After a drop in response rates for the 2021 Fall Survey Period, the 2022 Spring Survey Period response rates rebounded to similar levels seen in the 2021 Spring Survey Period. Great news!
- We continue to look for ways to encourage patient participation. As a reminder:
  - We encourage you to read (or reread) [our April announcement on this topic](#).
  - RTI added a [dialysis patient page](#) with FAQs about the survey to the ICH CAHPS website. We are continuing to see an uptick in the number of page visits with the 2022 Fall Survey mailings so we hope this page will help encourage patients to complete the survey!
  - Facilities should consider what they can do to help increase response rates, including showing patients the ICH CAHPS Survey envelope, telling patients what phone number to expect a call from, using a poster/flyer within facilities, and explaining the ICH CAHPS Survey with your patients to remind them how the survey can help improve patient care.

### ICH CAHPS Public Reporting

The ICH CAHPS Survey data will be refreshed again on Care Compare on Medicare.gov in April 2023.

Survey Periods of Combined Data	Month Data Are Publicly Reported on Care Compare on Medicare.gov
This refresh period was frozen and continues to display data from the October 2020 refresh (2019 Spring and 2019 Fall)	October 2021
2020 Fall and 2021 Spring	April 2022
2021 Spring and 2021 Fall	October 2022 (delayed till November 2022)
2021 Fall and 2022 Spring	April 2023
2022 Spring and 2022 Fall	October 2023
2022 Fall and 2023 Spring	April 2024
2023 Spring and 2023 Fall	October 2024
2023 Fall and 2024 Spring	April 2025
2024 Spring and 2024 Fall	October 2025