

ICH CAHPS Response Rates by Mode and Race/Ethnicity

As response rates steadily decline in the survey industry, we continue to look for ways to encourage patient participation in the ICH CAHPS Survey. We continue to look at response rates by data collection mode and race and ethnicity to determine whether certain modes may be better for specific populations.

The table below has now been updated to show the ICH CAHPS Survey response rates for the 2023 Fall Survey and the 2024 Spring Survey. Response rate information is provided by race and Hispanic ethnicity for each data collection mode. The data collection mode—mail-only, phone-only, or mixed mode—is the mode the vendor used to administer the survey, per the XML file submitted by each vendor. The race and ethnicity designations are from the End-Stage Renal Disease Quality Reporting System (EQRS) data obtained for sampling.

CMS encourages facilities to consider this information when determining which mode of survey administration might be best for their patient population. For example, if a facility has a large Native Hawaiian or Other Pacific Islander population, it may be more beneficial to have their vendor administer the survey via mixed mode, as the response rates for that mode for that race category are significantly higher than mail-only or phone-only.

Race/Ethnicity	2023 Fall Response Rate			2024 Spring Response Rate		
	Mail-Only	Phone-Only	Mixed Mode	Mail-Only	Phone-Only	Mixed Mode
American Indian/Native Alaskan	7.9%	6.7%	18.1%	9.1%	19.0%	17.9%
Asian	19.1%	13.7%	21.1%	17.8%	12.6%	21.8%
Black	14.5%	26.0%	21.0%	14.5%	18.3%	21.1%
Native Hawaiian/Other Pacific Islander	7.0%	8.0%	22.0%	8.3%	8.7%	20.8%
White	24.6%	20.1%	26.6%	24.2%	16.0%	27.2%
Other*	14.4%	17.2%	22.7%	13.2%	23.8%	21.1%
Hispanic	9.1%	26.4%	23.2%	9.9%	19.7%	25.0%

* Other includes when race is missing in EQRS or multiple races were selected in EQRS