

**AGENDA**  
**INTRODUCTION TO THE IN-CENTER HEMODIALYSIS CAHPS SURVEY**  
**WEBINAR TRAINING SESSION**

**11:00 to 4:00 PM, Eastern Time**  
**February 14, 2018**

- Welcome and Overview of Training Session
- Background and Development of the ICH CAHPS Survey
- ICH CAHPS Survey Participation Requirements
- Sample Selection and Sample File Distribution
- Survey Administration
- Confidentiality and Data Security
- Data Processing and Coding
- The ICH CAHPS Website
- Data File Preparation and Submission
- Quality Control
- Vendor Oversight
- Exceptions Request Form and Discrepancy Notification Report
- Public Reporting
- Questions and Answers and Wrap-Up
- Adjourn