

AGENDA

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

**11:00 A.M. to 4:00 P.M., Eastern Time
February 13, 2019**

- 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 Survey Website
- Data File Preparation, Submission, and Reports
- Quality Control
- Vendor Oversight
- Exceptions Request Form and Discrepancy Notification Report
- Public Reporting
- Questions & Answers and Wrap-up