

In-Center Hemodialysis CAHPS Survey Global Ratings and Composites

CMS plans to publicly report ICH CAHPS Survey results on the Dialysis Facility Compare link on the Medicare.gov Web site. Survey results from three global ratings and three composite measures will be publicly reported. Composites are groupings of two or more questions that measure the same dimensions of health care. The three global ratings that will be publicly reported are rating of the nephrologists, the dialysis center staff and the dialysis facility. The following table shows the survey items included in each of the ICH CAHPS composite measures.

Nephrologists' Communication and Caring

#	Composite	Response Categories
Q3.	For the questions that follow, your kidney doctors means the doctor or doctors most involved in your dialysis care now. This could include kidney doctors that you see inside and outside the center. In the last 3 months, how often did your kidney doctors listen carefully to you?	Never, Sometimes, Usually, Always
Q4.	In the last 3 months, how often did your kidney doctors explain things in a way that was easy for you to understand?	Never, Sometimes, Usually, Always
Q5.	In the last 3 months, how often did your kidney doctors show respect for what you had to say?	Never, Sometimes, Usually, Always
Q6.	In the last 3 months, how often did your kidney doctors spend enough time with you?	Never, Sometimes, Usually, Always
Q7.	In the last 3 months, how often did you feel your kidney doctors really cared about you as a person?	Never, Sometimes, Usually, Always
Q9.	Do your kidney doctors seem informed and up-to-date about the health care you receive from other doctors?	Yes, No

Quality of Dialysis Center Care and Operations

#	Composite	Response Categories
Q10.	For the next questions, dialysis center staff does not include doctors. Dialysis center staff means nurses, technicians, dietitians and social workers at this dialysis center. In the last 3 months, how often did the dialysis center staff listen carefully to you?	Never, Sometimes, Usually, Always
Q11.	In the last 3 months, how often did the dialysis center staff explain things in a way that was easy for you to understand?	Never, Sometimes, Usually, Always
Q12.	In the last 3 months, how often did the dialysis center staff show respect for what you had to say?	Never, Sometimes, Usually, Always
Q13.	In the last 3 months, how often did the dialysis center staff spend enough time with you?	Never, Sometimes, Usually, Always
Q14.	In the last 3 months, how often did you feel the dialysis center staff really cared about you as a person?	Never, Sometimes, Usually, Always

#	Composite	Response Categories
Q15.	In the last 3 months, how often did dialysis center staff make you as comfortable as possible during dialysis?	Never, Sometimes, Usually, Always
Q16.	In the last 3 months, did dialysis center staff keep information about you and your health as private as possible from other patients?	Yes, No
Q17.	In the last 3 months, did you feel comfortable asking the dialysis center staff everything you wanted about dialysis care?	Yes, No
Q21.	In the last 3 months, how often did dialysis center staff insert your needles with as little pain as possible?	Never, Sometimes, Usually, Always, I insert my own needles
Q22.	In the last 3 months, how often did dialysis center staff check you as closely as you wanted while you were on the dialysis machine?	Never, Sometimes, Usually, Always
Q24.	In the last 3 months, how often was the dialysis center staff able to manage problems during your dialysis?	Never, Sometimes, Usually, Always
Q25.	In the last 3 months, how often did dialysis center staff behave in a professional manner?	Never, Sometimes, Usually, Always
Q26.	Please remember that for these questions, dialysis center staff does <u>not</u> include doctors. Dialysis center staff means nurses, technicians, dietitians and social workers at this dialysis center. In the last 3 months, did dialysis center staff talk to you about what you should eat and drink?	Yes, No
Q27.	In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand?	Never, Sometimes, Usually, Always
Q33.	In the last 3 months, when you arrived on time, how often did you get put on the dialysis machine within 15 minutes of your appointment or shift time?	Never, Sometimes, Usually, Always
Q34.	In the last 3 months, how often was the dialysis center as clean as it could be?	Never, Sometimes, Usually, Always
Q43.	In the last 12 months, how often were you satisfied with the way they handled these problems?	Never, Sometimes, Usually, Always

Providing Information to Patients

#	Composite	Response Categories
Q19.	The dialysis center staff can connect you to the dialysis machine through a graft, fistula, or catheter. Do you know how to take care of your graft, fistula or catheter?	Yes, No
Q28.	As a patient you have certain rights. For example, you have the right to be treated with respect and the right to privacy. Did this dialysis center ever give you any written information about your rights as a patient?	Yes, No
Q29.	Did dialysis center staff at this center ever review your rights as a patient with you?	Yes, No
Q30.	Has dialysis center staff ever told you what to do if you experience a health problem at home?	Yes, No

# Composite	Response Categories
Q31. Has any dialysis center staff ever told you how to get off the machine if there is an emergency at the center?	Yes, No
Q36. You can treat kidney disease with dialysis, kidney transplant or with dialysis at home. In the last 12 months, did your kidney doctors or dialysis center staff talk to you as much as you wanted about which treatment is right for you?	Yes, No
Q38. In the last 12 months, has a doctor or dialysis center staff explained to you why you are not eligible for a kidney transplant?	Yes, No
Q39. Peritoneal dialysis is dialysis given through the belly and is usually done at home. In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?	Yes, No
Q40. In the last 12 months, were you as involved as much as you wanted in choosing the treatment that is right for you?	Yes, No