

Changes to Survey Administration Specifications for the CY2014 ICH CAHPS Survey

In-center Hemodialysis CAHPS Survey

In calendar year 2013 (CY2013), in-center hemodialysis (ICH) facilities and their survey vendors are administering the In-center Hemodialysis CAHPS (ICH CAHPS) Survey using specifications and procedures developed by the Agency for Healthcare Research and Quality (AHRQ). Beginning in CY2014, ICH facilities will be required to use survey protocols and specifications developed by the Centers for Medicare & Medicaid Services (CMS). This document summarizes the differences between the current AHRQ ICH CAHPS Survey specifications and the specifications that will be used to administer the ICH CAHPS Survey conducted in CY2014. A manual containing detailed information about survey administration specifications and procedures for the CY2014 ICH CAHPS Survey will be posted on the ICH CAHPS Web site at <https://ichcahps.org/> in fall 2013. Note that in CY2014, the ICH CAHPS Survey will be conducted once; in subsequent calendar years, the ICH CAHPS Survey will be administered semiannually.

Table 1. AHRQ and CMS ICH CAHPS Specifications

Topic	Current AHRQ ICH CAHPS Survey Specifications	CMS ICH CAHPS Survey Specifications (for the CY2014 ICH CAHPS Survey)
Survey periodicity	Not Specified	<ul style="list-style-type: none"> ▪ In CY2014, once a year (in Fall 2014) ▪ In CY2015 and subsequent years, twice annually
Survey administration	<ul style="list-style-type: none"> ▪ Administered by a third-party vendor ▪ Cannot be administered in the ICH facilities or by ICH facility staff ▪ Cannot be administered using a mail-only data collection protocol ▪ Cannot be administered in a face-to-face interview 	<ul style="list-style-type: none"> ▪ Administered by a third-party vendor approved by CMS ▪ Cannot be administered in the ICH facility or by ICH facility staff ▪ Can be administered using a mail-only data collection protocol ▪ Cannot be administered in a face-to-face interview
Data collection modes	<ul style="list-style-type: none"> ▪ Telephone only ▪ Mail with telephone follow-up of nonrespondents 	<ul style="list-style-type: none"> ▪ Mail only ▪ Telephone only ▪ Mail with telephone follow-up of nonrespondents

(continued)

Table 1. AHRQ and CMS ICH CAHPS Specifications (continued)

Topic	Current AHRQ ICH CAHPS Survey Specifications	CMS ICH CAHPS Survey Specifications (for the CY2014 ICH CAHPS Survey)
Expected response rate	<ul style="list-style-type: none"> ▪ 40% 	<p>Response rate is expected to vary by data collection mode</p> <ul style="list-style-type: none"> ▪ 35% for mail only ▪ 45% for telephone only ▪ 50% for mixed mode
Patients eligible to be included in survey	<p>ICH patients who:</p> <ul style="list-style-type: none"> ▪ Are 18 years old and older ▪ Have received dialysis at their current ICH facility for 3 months or longer ▪ Are not known to be receiving hospice care 	<p>ICH patients who:</p> <ul style="list-style-type: none"> ▪ Are 18 years old and older ▪ Have received dialysis at their current ICH facility for 3 months or longer ▪ Are not known to be receiving hospice care ▪ Receive dialysis at a skilled nursing facility but do not reside in a nursing home ▪ Live in an assisted living facility or similar type of residence ▪ Are homeless
Sample size and targeted number of completed surveys	<p>Facilities with:</p> <ul style="list-style-type: none"> ▪ Up to 200 patients draw a census of patients from each facility ▪ More than 200 patients draw a systematic random sample of 200 patients 	<p>Facilities with:</p> <ul style="list-style-type: none"> ▪ 30 or fewer survey-eligible patients annually are exempt from participating in the ICH-CAHPS Survey ▪ 1–200 unique patients annually: a census of all survey-eligible patients will be surveyed ▪ More than 200 unique patients annually: survey a random sample of 200 patients for each semiannual survey; overlap between spring and fall surveys will be minimized ▪ Target number of completed surveys is 200 over a 12-month period
Source of sample frame	<p>Each dialysis facility submits a file containing patient information to its survey vendor</p>	<p>Sample frame information will be drawn from CMS database—CROWNWeb; a CMS contractor will select the samples for each dialysis facility and provide the samples to the facility’s survey vendor</p>

(continued)

Table 1. AHRQ and CMS ICH CAHPS Specifications (continued)

Topic	Current AHRQ ICH CAHPS Survey Specifications	CMS ICH CAHPS Survey Specifications (for the CY2014 ICH CAHPS Survey)
Patient information required for sampling, survey administration and analysis	<ul style="list-style-type: none"> ▪ Name ▪ Address ▪ Telephone number ▪ Sex ▪ Race/ethnicity ▪ Total time on ICH at the facility ▪ Total time at the current center 	<ul style="list-style-type: none"> ▪ Name ▪ Address ▪ Telephone number ▪ Sex ▪ Race/ethnicity ▪ Patient ID number ▪ Sex ▪ Date of birth ▪ Date patient began receiving dialysis at this facility ▪ Number of months patient received dialysis care from this facility or date dialysis at this facility began ▪ Age at which dialysis first began ▪ Underlying cause of ESRD (primary reason for renal failure) ▪ Other diagnoses ▪ Number of dialysis treatments per week ▪ Facility name, CCN, and mailing address ▪ Additional variables identified through CROWNWeb
<p>Preparing Sample Files for Data Collection</p> <p>Assign sample ID numbers</p>	Assigned by survey vendor	Assigned by CMS contractor
<p>Data Collection Procedures</p> <p>Language of administration</p>	<ul style="list-style-type: none"> ▪ English ▪ Spanish 	<ul style="list-style-type: none"> ▪ English ▪ Spanish ▪ Traditional and Simplified Chinese ▪ Other languages as requested (send e-mail to icahps@rti.org)

(continued)

Table 1. AHRQ and CMS ICH CAHPS Specifications (continued)

Topic	Current AHRQ ICH CAHPS Survey Specifications	CMS ICH CAHPS Survey Specifications (for the CY2014 ICH CAHPS Survey)
Data tracking	Survey vendors should set up a system to track all returned mail questionnaires by the unique ID number that is assigned to each sample member	Survey vendors must have capability and systems to develop and use a computerized tracking system for assigning survey disposition codes to reflect the pending and final status of sampled cases and to easily generate data collection status report.
Sharing survey responses	No reference	Survey responses will not be shared with individual facilities, even if the respondent were to provide permission to do so
Completion criteria	Questionnaire is regarded as complete if it has responses to 12 or more key items	At least 50% of CAHPS core survey items must be complete for response to be counted as complete
Protocol for the administration of mixed-mode survey	<ul style="list-style-type: none"> ▪ Send a personalized letter to respondent in advance; letter should be authored and signed by the sponsoring organization ▪ One week after the prenotification (advance) letter is mailed, send a package containing a questionnaire with a cover letter and any special instructions to the respondents ▪ Send a thank you/reminder postcard to nonrespondents 2 weeks after the initial questionnaire is mailed ▪ Send a second questionnaire package to all nonrespondents 30 days after the initial questionnaire package is mailed ▪ Begin telephone follow-up with nonrespondents 2 weeks after the second questionnaire package is mailed ▪ End data collection 	<ul style="list-style-type: none"> ▪ No later than 3 weeks (21 days) after the sample is received, send personalized prenotification letter to the respondent explaining the survey; this letter is approved by and signed by the CMS Privacy Officer ▪ One week after the prenotification letter is mailed, send a package containing a questionnaire, cover letter, and postage-paid return envelope ▪ Three weeks after questionnaire is mailed, initiate telephone follow-up ▪ End data collection 12 weeks after the prenotification letter is mailed ▪ Make up to five attempts at different times of the day and on different days of the week and over multiple weeks to reach sample patients ▪ Vendor must use a computer-assisted telephone interview (CATI) system for the telephone follow-up

(continued)

Table 1. AHRQ and CMS ICH CAHPS Specifications (continued)

Topic	Current AHRQ ICH CAHPS Survey Specifications	CMS ICH CAHPS Survey Specifications (for the CY2014 ICH CAHPS Survey)
Protocol for the administration of telephone-only survey	<ul style="list-style-type: none"> ▪ Send a personalized letter to respondent in advance; letter should be authored and signed by the sponsoring organization ▪ Check telephone numbers for out-of-date area codes or incomplete/bad numbers; send a package containing the questionnaire by an overnight service (Priority Mail or Federal Express) to respondents without good telephone numbers ▪ Train telephone interviewers before they begin interviewing ▪ Make up to 10 attempts at different times of the day and on different days of the week to reach sample patients ▪ End data collection ▪ Vendor may use computer-assisted telephone interviewing (CATI) or paper-and-pencil interviewing 	<ul style="list-style-type: none"> ▪ Send personalized prenotification letter to the sample member no later than 3 weeks after the sample is received; this letter is approved by and signed by the CMS Privacy Officer ▪ One week after prenotification letter is mailed, begin telephone survey data collection activities ▪ End telephone collection 11 weeks after telephone survey data collection activities begin ▪ Make up to five attempts at different times of the day and on different days of the week and in multiple weeks to reach sample patients ▪ Vendor must use CATI system
Protocol for the administration of mail-only survey	No mail survey included in the AHRQ specifications	<ul style="list-style-type: none"> ▪ Prepare and mail a prenotification letter to all sample members no later than 3 weeks after the sample is received; this letter is approved by and signed by the CMS Privacy Officer ▪ One week after the prenotification letter is mailed, send a package containing a questionnaire, cover letter, and postage paid return envelope ▪ Three weeks after the initial questionnaire package is mailed, mail second questionnaire package to all sample members who do not respond to first questionnaire mailing ▪ End data collection 11 weeks after the first questionnaire is mailed