

January
2022

ICH CAHPS® Coordination Team Semiannual Review

Message From the ICH CAHPS Team

Welcome to the January 2022 issue of the In-Center Hemodialysis CAHPS (ICH CAHPS) Coordination Team (CT) Semiannual Review! These newsletters are posted on the ICH CAHPS website under the General Information Tab. Please visit the ICH CAHPS website for more information on the items mentioned in this newsletter: <https://ichcahps.org>

What's New?

- In our July 2021 newsletter, we noted that we had been investigating with the Centers for Medicare & Medicaid Services (CMS) how best to revise the ICH CAHPS Survey, in an effort to improve response rates and reduce respondent burden. To date, we have:
 - After extensive analyses, focus groups, and stakeholder feedback, and with support from the CAHPS Consortium, removed 22 total questions from the mail survey and 21 total questions from the phone survey.
 - Prepared and submitted an Office of Management and Budget (OMB) package seeking approval to conduct a field test/mode experiment to test the survey with the removal of these questions and to test a web mode.
- The exact timing of the mode experiment will depend on when we receive OMB approval. More details on this process will be shared as this evolves.
- On January 29, 2021, CMS suspended Clinical Data, ICH CAHPS Attestation, and Clinical Depression Screening and Follow-Up Plan submissions in the End-Stage Renal Disease Quality Reporting System (EQRS) because of issues with the migration from CROWNWeb to EQRS.
 - At this time, the migration issues are resolved, and facilities are now able to enter data into EQRS. Facilities have until February 28, 2022 to enter all 2021 data.
 - Because of this, we anticipate being able to use the typical sampling window (10/1/2021-12/31/2021) for the 2022 Spring Survey.
- The CT made several enhancements to the ICH CAHPS website. New features include a page for dialysis patients to learn more about the survey, a public reporting tab, a participation fact sheet for facilities, and additional resources added to the QuickLinks box.

Upcoming 2022 Deadlines & Reminders

- 1/7— Data collection for the 2021 Fall Survey ends
- 1/17—RTI International will be closed for Martin Luther King, Jr. Day
- 1/26 at 5:00pm ET—Deadline for vendors to submit their 2021 Fall XML data file to the Data Center
- 2/4—Deadline for submitting new facility-specific questions for the 2022 Spring Survey
- 2/9—ICH CAHPS Survey Vendor Update Webinar Training. [Register for the Update training](#) until 5:00 PM ET on 2/8/21
- 2/9-2/16—ICH CAHPS Survey Vendor Introduction Training (Self-Paced Format). [Register for the Vendor training](#) until 5:00 PM ET on 2/8/21
- 2/28—Deadline for authorizing or changing a survey vendor for the 2022 Spring Survey
- 2/28—Deadline for submitting a [2022 Facility Non-Participation Form](#)
- 3/1—Deadline for vendors to alert the CT of any vendor authorization issues for the 2022 Spring Survey

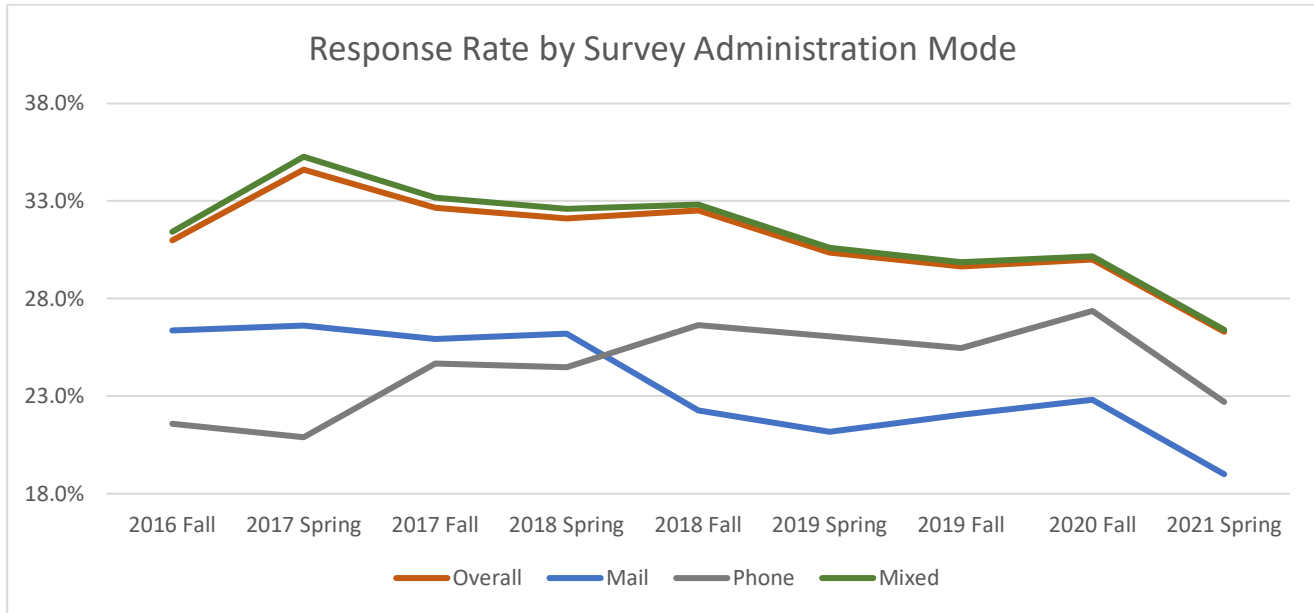
Tentative Data Collection Schedule 2022 Spring*

Activity	Date
Sampling window	10/1/2021-12/31/2021
Sample files uploaded on ICH CAHPS website	3/25/2022
Vendors attest to receipt of sample file	3/29/2022
Mail prenotification letter	4/15/2022
Mail first survey (mail-only and mixed mode)/begin telephone data collection (phone-only mode)	4/29/2022
Mail second survey (mail-only nonrespondents)/begin phone follow-up with mixed-mode nonrespondents	5/27/2022
Data collection ends	7/8/2022
Vendors clean/process final data and construct XML File	7/8/2022-7/26/2022
Deadline for submitting XML data file to ICH CAHPS data center	7/27/2022

*Please note that these dates are subject to change

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Please note that the 2020 Spring response rates were excluded from this graph because of the voluntary nature of that survey period.

ICH CAHPS Survey Response Rates

- As we continue to look for ways to encourage patient participation, we recently looked at response rates by mode and race/ethnicity to determine whether certain modes may be better for specific populations.
 - The CT posted an [announcement](#) in December 2021 that included a table which showed response rates by race and Hispanic ethnicity for each data collection mode.
 - CMS strongly encourages facilities to review and consider this information when determining which mode of data collection might be best for their dialysis patient population.
- Facilities should consider using the CMS-approved flyer/poster in their facilities, or creating their own poster (with approval from the CT), so that patients are familiar with the importance of the survey.
- In the long term, we hope that a web mode and the decrease in overall survey length (dependent on results of the mode experiment) will help increase response rates.

ICH CAHPS Public Reporting

Survey Periods of Combined Data	Month Data Are Publicly Reported on Care Compare on Medicare.gov
This refresh period was frozen and continues to display data from the October 2020 refresh (2019 Spring and 2019 Fall)	October 2021
2020 Fall and 2021 Spring	April 2022
2021 Spring and 2021 Fall	October 2022
2021 Fall and 2022 Spring	April 2023
2022 Spring and 2022 Fall	October 2023
2022 Fall and 2023 Spring	April 2024
2023 Spring and 2023 Fall	October 2024