

January  
2024

# ICH CAHPS® Coordination Team Semiannual Review

## Message From the ICH CAHPS Team

Welcome to the January 2024 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>

### Hear (or Read) All About It!

- RTI conducted a Technical Expert Panel (TEP) meeting with ESRD stakeholders on November 9, 2023, to discuss the mode experiment results on implementing a revised (shortened) survey and a web mode. Next steps include:
  - Discussing the findings with the CAHPS Consortium.
  - Making final decisions with CMS.
  - Obtaining approvals needed to implement a revised survey.
  - Sharing progress with ICH CAHPS vendors.
- The Coordination Team has received many requests from survey vendors asking for Survey Administrator (SA) contact information for a client facility in order to resolve contractual issues, confirm business agreements, etc. To streamline the process of obtaining this information and aid in ensuring resolutions are met in a timely manner (prior to a survey period's deadlines), the Vendor Authorization Report has been updated to now include each facility's SA contact information (name, phone number, and email address).
- Since data for a facility can only be entered into EQRS under one CCN (primary CCN) and alternate CCNs are not needed, moving forward a facility does not need to register and authorize multiple CCNs for a facility on the ICH CAHPS website. However, facilities should make sure that the CCN that they enter data under in EQRS is the CCN that is registered and authorized on the ICH CAHPS website. If a facility already has multiple CCNs registered for a single facility on the ICH CAHPS website, no action is needed.
- The ESRD PPS Final Rule for CY 2024 was published in the [Federal Register](#) on November 6, 2023.

### Upcoming 2024 Deadlines & Reminders

- 2/2—Deadline for submitting new facility-specific questions for the 2024 Spring Survey
- 2/7—Survey Vendor Update training
- 2/7-2/14—Self-paced Intro training available
- 2/28—Deadline for vendors to submit Facility Closing Attestation for closed client facilities
- 2/28—Deadline for facilities to authorize new/change vendor for the 2024 Spring Survey
- 2/28—Deadline for facilities to submit the 2024 Facility Non-Participation Form
- 3/1—Deadline for vendors to review the Vendor Authorization Report and notify the Coordination Team of any authorization issues
- 5/31—Annual Updated QAP due

### Tentative Data Collection Schedule 2024 Spring\*

Activity	Date
Sampling window	10/1/2023-12/31/2023
Sample files uploaded on ICH CAHPS website	3/29/2024
Vendors attest to receipt of sample file	4/2/2024
Mail prenotification letter	4/19/2024
Mail first survey (mail-only and mixed mode)/ begin telephone data collection (phone-only mode)	5/3/2024
Mail second survey (mail-only nonrespondents)/ begin phone follow-up with mixed mode nonrespondents	5/31/2024
Data collection ends	7/12/2024
Vendors clean/process final data and construct XML File	07/12/2024-07/31/2024
Deadline for submitting XML data file to ICH CAHPS data center	7/31/2024

\*Please note that these dates are subject to change

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## Updated Materials – Race Question

For health equity reasons, the ICH CAHPS race questions (Q59 in the mail survey; Q59 and Q59b in the telephone script) have been reordered such that the various response options are now listed in alphabetical order, rather than in order of the US population ranking. Please make sure to see this announcement: [ICH CAHPS Announcements](#). See English and Spanish examples below.

### English

59. What is your race? (One or more categories may be selected.)

American Indian or Alaska Native

Asian – **Please Specify** →

Asian Indian

Chinese

Filipino

Japanese

Korean

Vietnamese

Other Asian

Black or African American

Native Hawaiian or Pacific Islander – **Please Specify** →

Guamanian or Chamorro

Native Hawaiian

Samoan

Other Pacific Islander

White

### Spanish

59. ¿Cuál es su raza? (Puede seleccionar una o más categorías.)

Indígena de las Américas o nativa de Alaska

Asiática – **Por favor especifique** →

India asiática

China

Filipina

Japonesa

Coreana

Vietnamita

Otra raza asiática

Negra o afroamericana

Nativa de Hawái o isleña del Pacífico – **Por favor especifique** →

Guamesa o Chamorra

Nativa de Hawái

Samoana

De otra isla del Pacífico

Blanca

Please note the following additional changes made in the mail surveys:

- In all approved languages, the following race variables were added to Q59: “Asian” and “Native Hawaiian or Pacific Islander”. Subcategories now appear indented under these new variables.
- In Q59 in the Spanish mail survey, response option “India americana o nativa de Alaska” was revised to “Indígena de las Américas o nativa de Alaska”; “Negra o africana americana” was revised to “Negra o afroamericana”; “Nativa de Hawái o de otra isla del Pacífico” was revised to “Nativa de Hawái o isleña del Pacífico”; “Guameña o Chamorro” was revised to “Guamesa o Chamorra”.

## Response Rates By Race/Mode

CMS encourages facilities to consider ICH CAHPS Survey [Response Rates by Mode and Race/Ethnicity](#) information when determining which mode of survey administration might be best for their patient population. This document was recently updated on the ICH CAHPS website and now shows response rate information for the 2022 Fall and 2023 Spring Surveys. This document will be updated on a rolling basis moving forward.

- For example, if a facility has a large Native Hawaiian or Other Pacific Islander population, it may be more beneficial to have their vendor administer the survey via mixed mode, as the response rates for that mode for that race category are significantly higher than mail-only or phone-only.

Race/Ethnicity	2022 Fall Response Rate			2023 Spring Response Rate		
	Mail-only	Phone-only	Mixed Mode	Mail-only	Phone-only	Mixed Mode
American Indian/Native Alaskan	12.5%	10.3%	18.0%	12.1%	26.7%	20.3%
Asian	16.3%	16.2%	20.7%	18.9%	16.5%	22.1%
Black	10.6%	23.9%	21.4%	16.9%	25.8%	23.5%
Native Hawaiian/Other Pacific Islander	7.2%	13.0%	23.9%	9.3%	7.7%	23.6%
White	20.5%	18.9%	27.0%	27.9%	22.4%	28.3%
Other*	17.6%	21.2%	21.4%	13.4%	36.1%	21.6%
Hispanic	9.5%	20.4%	22.6%	11.3%	23.8%	24.9%

\* Other includes when race is missing in EQRS or multiple races were selected in EQRS

## Final Thoughts!

As we begin a new year, please make sure to read all of the recent announcements regarding the 2024 ICH CAHPS Surveys on the [ICH CAHPS website](#):

- Participation in the 2024 ICH CAHPS Surveys
- The 2024 ICH CAHPS Survey Facility Non-Participation Form
- Authorizing a Survey Vendor for the 2024 Spring Survey
- Deadline to Submit the ICH CAHPS Vendor Facility Closing Attestation Form for the 2024 Spring Survey
- Deadline for submitting Facility-Specific Questions for the 2024 Spring Survey for Approval