

July  
2018

# ICH CAHPS® Coordination Team Semi-Annual Review

## Message from the ICH CAHPS Team

Welcome to the July 2018 issue of the In-Center Hemodialysis CAHPS (ICH CAHPS) Coordination Team Semi-Annual 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?

- CMS will begin using star ratings to publicly report the ICH CAHPS quality measures that are published on the Dialysis Facility Compare (DFC) in October of 2018. Read more about the star ratings methodology [here](#).
- The 2016 Fall and 2017 Spring National and State Averages were posted on the ICH CAHPS website on 5/3/2018 and can be found [here](#).
- RTI conducted a telephone conference with a Technical Expert Panel (TEP) on March 16, 2018 to examine the feasibility of conducting a CAHPS Survey for home hemodialysis, peritoneal dialysis, and pediatric dialysis patients. Read the full announcement and find the summary [here](#).
- As a reminder to all facilities and vendors, please make sure your registered Survey Administrator (SA) information is up-to-date on the ICH CAHPS website. The ICH CAHPS Coordination Team sends important updates and reminders to the contact we have on file and otherwise has no way of knowing if and when an SA changes.

### Upcoming 2018 Deadlines & Reminders

- 7/4 – RTI International will be closed for the 4<sup>th</sup> of July Holiday
- 7/13 – Data collection for the 2018 Spring Survey ends
- 7/25 at 11:59 EST - Deadline for vendors to submit their XML Data File to the ICH CAHPS Data Center
- 8/10 – Deadline for submitting facility-specific questions for the 2018 Fall Survey
- 8/31 – Deadline for authorizing a survey vendor for the 2018 Fall Survey
- 9/7 – Deadline for vendors to alert Coordination Team of any vendor authorization issues for the 2018 Fall Survey

### A Common or Interesting Technical Assistance (TA) Inquiry

**Q:** Why do some facilities have alternate CCNs and how can a facility determine if they have one?

**A:** The ICH CAHPS Coordination Team encourages facilities to contact their CROWNWeb (CW) or ESRD Network contact to get more information about alternate CCNs. Sometimes, patient-level information appears on CW under an alternate CCN that is owned by a facility, such as the CCN assigned to an acute care hospital or a billing CCN, rather than the CCN assigned by the provider's outpatient hemodialysis unit. We do not know why some facilities have alternate CCNs and why some do not. We only encourage facilities to register any and all CCNs associated with their facility, to be sure that we are sampling from all possible patients.

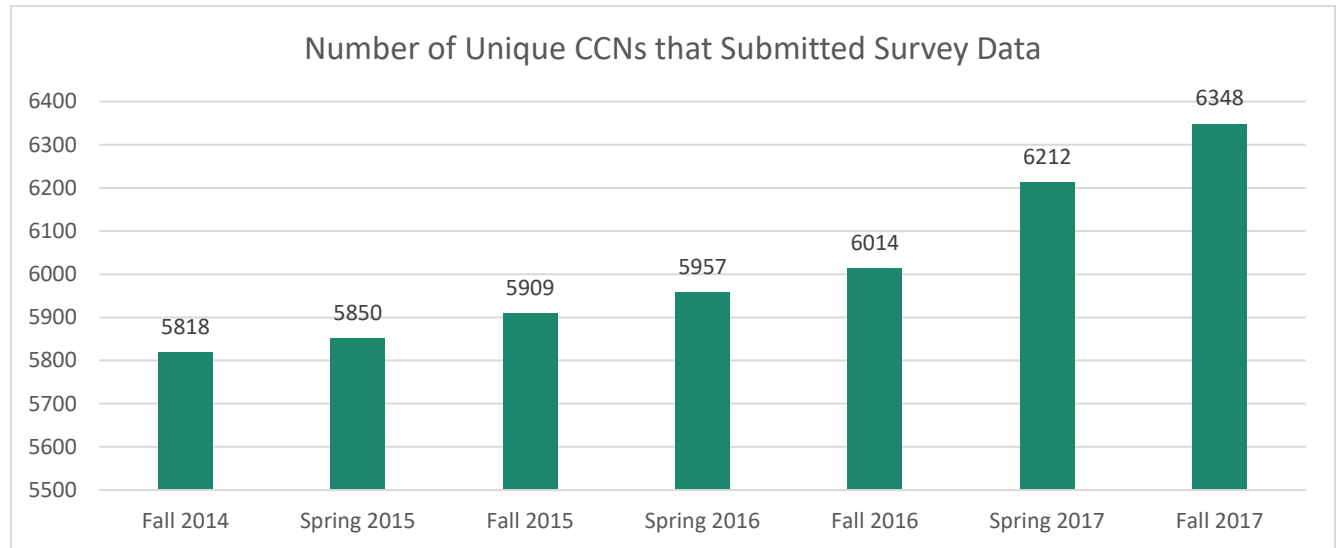
### ICH CAHPS Data Collection Schedule Fall 2018

Activity	Date
Sampling Window	April 1-June 30, 2018
Sample Files Uploaded on ICH CAHPS Website	September 28, 2018
Vendors Attest to Receipt of Sample File	October 2, 2018
Mail Prenotification Letter	October 19, 2018
Mail 1st Questionnaire (mail only and mixed mode) /Begin Telephone data collection (phone only mode)	November 2, 2018
Mail 2nd Questionnaire to mail only mode nonrespondents/Begin phone follow-up with mixed-mode nonrespondents	November 30, 2018
Data Collection Ends	January 11, 2019
Vendors clean/process final data and construct XML File	January 12-January 30, 2019
Deadline for Submitting XML Data File to ICH CAHPS Data Center	11:59 EST on January 30, 2019

July  
2018

# ICH CAHPS Coordination Team Semi-Annual Review

## Unique ICH Facilities that Submitted ICH CAHPS Survey Data (by Survey Period)



## Dialysis Facility Compare

### What is Dialysis Facility Compare (DFC)?

Dialysis Facility Compare is a federal government, interactive website managed and paid for by the U.S. Centers for Medicare & Medicaid Services (CMS). The website includes ICH CAHPS Survey data that dialysis patients can use to compare dialysis facilities based on the quality of patient care they provide. Patients can see what other dialysis patients have rated different facilities in their geographical area.

ICH CAHPS Survey results are refreshed on the DFC every April and October. The results that are presently on the DFC are based on survey response data from sample patients included in the 2016 Fall and 2017 Spring surveys. The DFC will be refreshed in October 2018, with survey response data from the 2017 Spring and 2017 Fall surveys.

Learn more at

<https://www.medicare.gov/dialysisfacilitycompare>

## DFC Public Reporting Timeline

Survey Periods	Publicly Reported on DFC
2015 Spring/2015 Fall	October 2016
2015 Fall/2016 Spring	April 2017
2016 Spring/2016 Fall	January 2018*
2016 Fall/2017 Spring	April 2018
2017 Spring/2017 Fall	October 2018
2017 Fall/2018 Spring	April 2019
2018 Spring/2018 Fall	October 2019
2018 Fall/2019 Spring	April 2020
2019 Spring/2019 Fall	October 2020
2019 Fall/2020 Spring	April 2021
2020 Spring/2020 Fall	October 2021

\*The October 2017 refresh was delayed until January 2018.