

July
2020

ICH CAHPS® Coordination Team Semiannual Review

Message From the ICH CAHPS Team

Welcome to the July 2020 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?

COVID-19 Updates

- Multiple ICH CAHPS Survey systems and processes were affected due to the Covid-19 pandemic for the 2020 Spring Survey period:
 - the timing and scope of sampling,
 - the data collection schedule,
 - the cancellation of spring site visits, and
 - the accommodation of off-site vendor work locations.
- CMS exempted ICH facilities from participating in the 2020 Spring Survey, although facilities had the option to participate if they chose to do so.
- The CT and CMS worked with vendors and facilities to ensure operations continued as seamlessly as possible while maintaining the security of patient data and safety of all staff involved.
- The CT created Covid-19 FAQs for telephone interviewers and help desk staff to have on hand if confronted with questions or concerns related to Covid-19 and the administration of the ICH CAHPS Survey. If you would like to request a copy of these FAQs, please reach out to the CT at ichcahps@rti.org.
- The CMS press release regarding the Covid-19 exemptions can be found at the [CMS website](#)

Other Updates

- The Dialysis Facility Compare (DFC) website was updated in April with combined data from the 2018 Fall and 2019 Spring Surveys. The following documents were posted on the ICH CAHPS website to correspond with the refresh:
 - [The 2018 Fall and 2019 Spring National and State Averages](#)
 - [The Patient Mix Coefficients and Star Ratings](#)

Upcoming 2020 Deadlines & Reminders

- 7/1 at 5:00pm EST—Deadline for vendors to alert the CT which 2020 Spring Survey participating facilities want their data submitted to the Data Center
- 7/3—RTI International will be closed for the 4th of July Holiday
- 7/10—Data collection for the 2020 Spring Survey ends
- 7/29 at 5:00pm EST—Deadline for vendors to submit their 2020 Spring XML data file to the Data Center
- 8/7—Deadline for submitting new facility-specific questions for the 2020 Fall Survey
- 8/31—Deadline for authorizing or changing a survey vendor for the 2020 Fall Survey
- 9/2—Deadline for vendors to alert CT of any vendor authorization issues for the 2020 Fall Survey

2020 Fall Survey

- A tentative data collection schedule for the 2020 Fall Survey is available below. Please note that due to the many unknowns about the future of Covid-19 and it's impacts on vendor operations, sampling, and more, this schedule is subject to change.

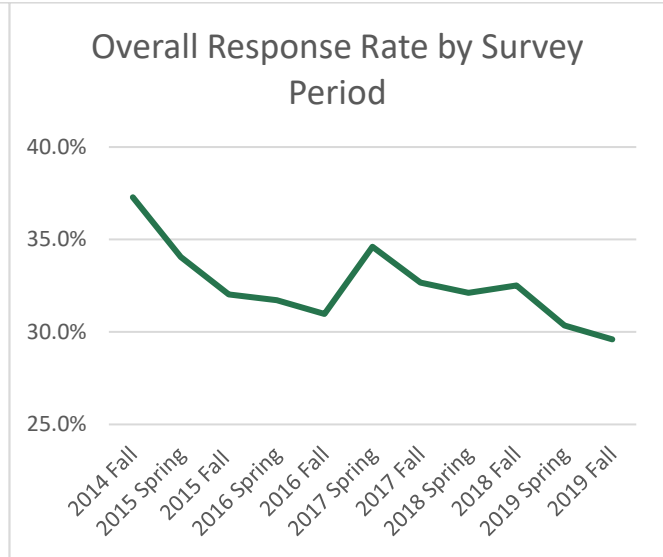
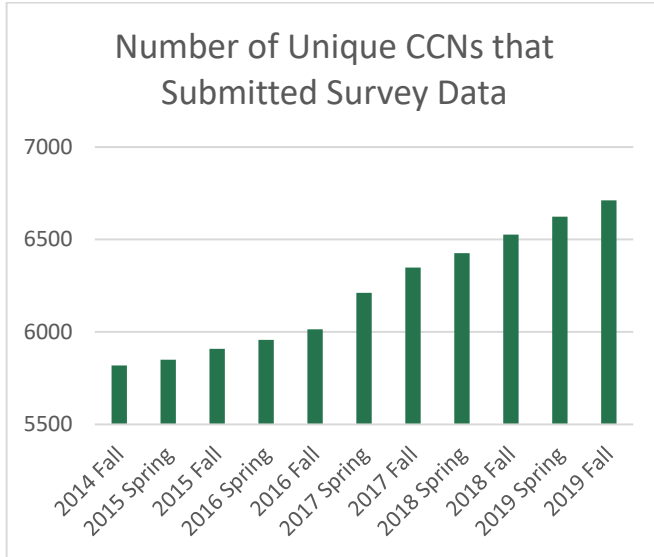
Tentative Data Collection Schedule 2020 Fall

Activity	Date
Sampling window	TBD*
Sample files uploaded on ICH CAHPS website	9/25/2020
Vendors attest to receipt of sample file	9/29/2020
Mail prenotification letter	10/16/2020
Mail first questionnaire (mail-only and mixed mode)/begin telephone data collection (phone-only mode)	10/30/2020
Mail second questionnaire (mail-only non-respondents)/begin phone follow-up with mixed-mode non-respondents	12/2/2020
Data collection ends	1/8/2021
Vendors clean/process final data and construct XML File	1/8/2021– 1/26/2021
Deadline for submitting XML data file to ICH CAHPS data center	1/27/2021

* Due to facilities receiving an exemption on entering data into CROWNWeb for some sampling months, the fall sampling window may deviate from the normal months for the 2020 Fall Survey.

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While the number of participating CCNs continues to increase, ICH CAHPS Survey response rates continue to decrease. This is a great reminder for vendors to encourage their facility clients to hang the CMS-approved poster template in their ICH facilities, or to create their own poster/flyer (CMS approval required)! If vendors need the template emailed again, please reach out to the CT at ichcahps@rti.org.

Special Topics

- ICH facilities and survey vendors should continue to familiarize themselves with primary/alternate CCN pairings and understand the importance behind registering and authorizing both CCNs, if applicable. More information can be found in this announcement on the [ICH CAHPS website](#).
- As a reminder to all ICH facilities and vendors, please make sure your registered Survey Administrator (SA) information is up-to-date on the ICH CAHPS website. The CT 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.
 - Additionally, please be sure to register a backup SA when possible. This ensures important information is relayed to the appropriate parties if the primary SA is out of office or no longer with the organization.
- The CT is aware that certain facilities and geographic regions may have a patient population whose primary language is not one of the five languages currently approved by CMS for use on ICH CAHPS. Please reach out to the CT at ichcahps@rti.org if you are interested in discussing the addition of another language.

DFC Public Reporting Timeline

Survey Periods	Publicly Reported on DFC
2018 Fall/2019 Spring	April 2020
2019 Spring/2019 Fall	October 2020
2019 Fall/2020 Spring*	April 2021
2020 Spring*/2020 Fall	October 2021
2020 Fall/2021 Spring	April 2022
2021 Spring/2021 Fall	October 2022
2021 Fall/2022 Spring	April 2023

*We do not yet know how Covid-19 will impact the public reporting of the 2020 Spring data.

We want to hear from you!

What would you like to see in these newsletters? On the ICH CAHPS website? What types of resources would be beneficial to survey vendors and their client ICH facilities? Please reach out to the CT at ichcahps@rti.org with ideas!