

July  
2022

# ICH CAHPS® Coordination Team Semiannual Review

## Message From the ICH CAHPS Team

Welcome to the July 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>

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

- We have now received OMB approval and preparations for the ICH CAHPS Survey mode experiment (discussed in the January 2022 newsletter) are underway!
  - The purpose of this mode experiment is to (1) test a shorter ICH CAHPS Survey to help ease patient burden and to (2) test the feasibility of adding a web mode to the ICH CAHPS Survey protocol.
  - The mode experiment will be conducted by RTI and will run concurrently with the 2022 ICH CAHPS Fall Survey.
  - There will be approximately 25,000 patients sampled for this mode experiment; these patients will not be included in the 2022 Fall Survey, to reduce patient burden.
- The mode experiment will ask select patients to complete the survey via a web mode. If we have an email address for these patients, they will receive an email invitation from us. However, we know that there are not many email addresses in the EQRS data we use for sampling! We encourage ICH facilities to add email addresses of sampled patients, when possible, while updating April, May, and June data in EQRS.
  - For selected patients in the web mode who do not have an email address, they will receive an invitation via mail, pushing them to complete the survey via web.
  - Tips for entering patient email addresses in EQRS was emailed to all registered facilities and vendors on May 25, 2022. You can also find the announcement on the ICH CAHPS website: ([Tips for Entering Patient Email Addresses in EQRS](#)).
- If you think that having the ICH CAHPS Survey translated into a different language than what is currently offered, please reach out to the CT: [ichcahps@rti.org](mailto:ichcahps@rti.org).

### Upcoming 2022 Deadlines & Reminders

- 7/26 — Data collection for the 2022 Spring Survey ends (extended due to delay in EQRS data availability)
- 8/5 — Deadline for submitting new facility-specific questions for the 2022 Fall Survey
- 8/10 at 5:00pm ET — Deadline for vendors to submit their 2022 Spring XML data file to the Data Center (extended due to delay in EQRS data availability)
- 8/31 — Deadline for authorizing a new or changing a survey vendor for the 2022 Fall Survey
- 9/1 — Deadline for vendors to review the Vendor Authorization Report and notify the Coordination Team of any authorization issues
- 9/5 — RTI will be closed for Labor Day

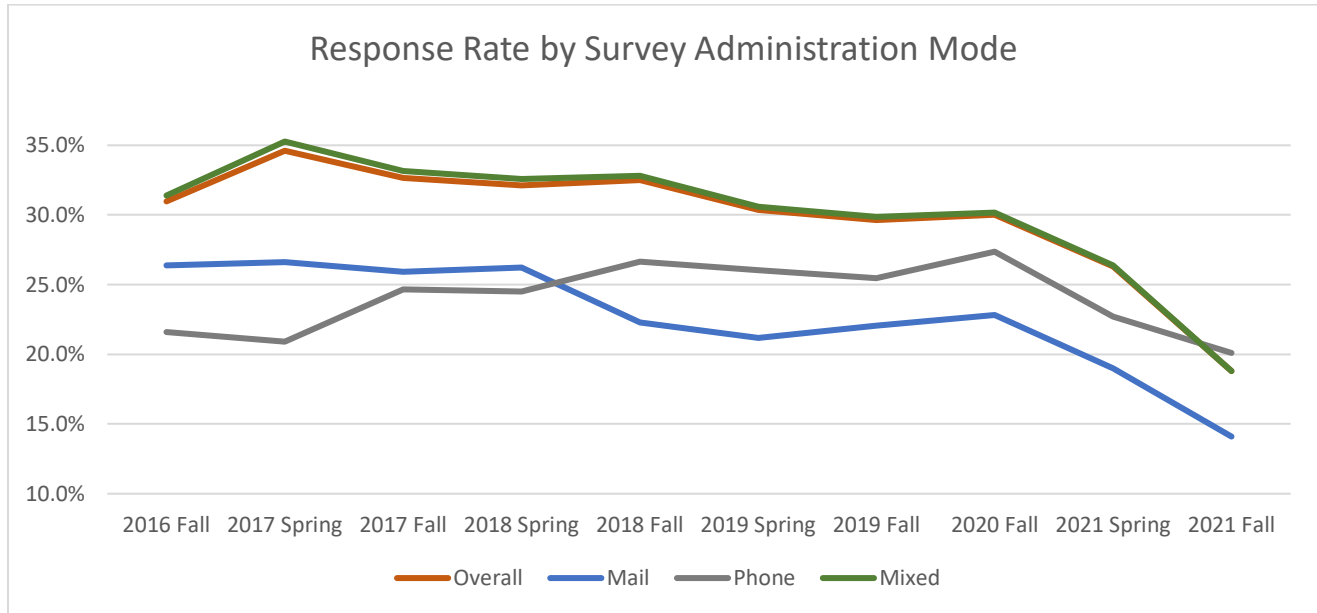
### Tentative Data Collection Schedule 2022 Fall\*

Activity	Date
Sampling window	4/1/2022-6/30/2022
Sample files uploaded on ICH CAHPS website	9/30/2022
Vendors attest to receipt of sample file	10/4/2022
Mail prenotification letter	10/21/2022
Mail first survey (mail-only and mixed mode)/begin telephone data collection (phone-only mode)	11/4/2022
Mail second survey (mail-only nonrespondents)/begin phone follow-up with mixed-mode nonrespondents	12/2/2022
Data collection ends	1/13/2023
Vendors clean/process final data and construct XML File	01/13/2023-01/24/2023
Deadline for submitting XML data file to ICH CAHPS data center	1/25/2023

\*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

- We continue to look for ways to encourage patient participation as response rates continue to trend downward.
  - We encourage you to read (or reread) [our April announcement on this topic](#).
  - RTI added a [dialysis patient page](#) with FAQs about the survey to the ICH CAHPS website. We have seen an uptick in the number of page visits with the 2022 Spring Survey mailings so we hope this page will help encourage patients to complete the survey!
  - Facilities should consider what they can do to help increase response rates, including showing patients the ICH CAHPS Survey envelope, telling patients what phone number to expect a call from, using a poster/flyer within facilities, and explaining the ICH CAHPS Survey with your patients to remind them how the survey can help improve patient care.

### ICH CAHPS Public Reporting

The ICH CAHPS Survey data will be refreshed again on Care Compare on Medicare.gov in October 2022.

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
2023 Fall and 2024 Spring	April 2025