

July
2025

ICH CAHPS® Coordination Team Semiannual Review

Message From the ICH CAHPS Team

Welcome to the July 2025 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.

Hear (or Read) All About It!

- **FOR OUR ICH FACILITY FRIENDS:**
 - Vendors mainly rely on patient contact information from EQRS data to reach sample patients. Although we saw a decrease in the number of missing addresses in our 2025 Spring sampling frame, vendors continue to see missing and outdated addresses and phone numbers. We encourage facilities to enter/update patient contact information in EQRS when updating clinical data for the 2025 Fall Survey sample months (April, May, June 2025). You may also provide patient contact information directly to your survey vendor (for all patients seen during the sample window).
 - Many stakeholders (including ICH facilities!) have expressed interest in a web mode for the ICH CAHPS Survey. To help make this possible, **WE NEED YOUR HELP in making sure patient email addresses are entered into EQRS as they are collected (by December 2026!)**, so we can test the feasibility of a web mode.
 - As a reminder, the [2025 ICH CAHPS Survey participation requirements](#) are located on the ICH CAHPS website.
- **UPDATE ON REVISED SURVEY:**
 - We are continuing to work through the required approvals for the revised ICH CAHPS Survey. The [proposed rule with these revisions](#) can be found on the ICH CAHPS website. Once the OMB PRA package has been published, vendors and facilities will be able to see the complete list of questions that were removed from the survey. At this point, the earliest potential implementation of the revised survey will be the 2026 Spring Survey; however, this is dependent on OMB and other approvals.

Upcoming 2025 Deadlines & Reminders

- 7/11 —2025 Spring Survey data collection ends
- 7/30 at 5:00pm ET — Deadline for vendors to submit their 2025 Spring XML data file to the Data Center
- 8/1 — Deadline for vendors to submit new facility-specific questions for the 2025 Fall Survey
- 8/31 — Deadline for facilities to authorize a new or change a survey vendor for the 2025 Fall Survey
- 8/31 — Deadline for vendors to submit Facility Closing Attestation Forms
- 9/3 — Deadline for vendors to review the Vendor Authorization Report and notify the Coordination Team of any authorization issues
- 9/1 — RTI will be closed for Labor Day

Tentative Data Collection Schedule 2025 Fall*

Activity	Date
Sampling window	4/1/2025-6/30/2025
Sample files uploaded on ICH CAHPS website	9/26/2025
Vendors attest to receipt of sample file	9/30/2025
Mail prenotification letter	10/17/2025
Mail first survey (mail-only and mixed mode)/ begin telephone data collection (phone-only mode)	10/31/2025
Mail second survey (mail-only nonrespondents)/ begin phone follow-up with mixed mode nonrespondents**	11/28/2025 OR 12/3/2025
Data collection ends	1/9/2026
Vendors clean/process final data and construct XML File	1/9/2026-1/28/2026
Deadline for submitting XML data file to ICH CAHPS data center	1/28/2026

*Please note that these dates are subject to change

**In 2025, the Thanksgiving holiday falls on 11/27/2025; therefore, vendors may start the 2025 Fall second wave of ICH CAHPS data collection on 11/28/2025 or 12/3/2025.

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Quick Tools, Big Impact

Flyers That Do the Talking:

The ICH CAHPS Survey flyer is a ready-to-use tool that helps raise patient awareness of the survey. Facilities can personalize the official template with their name, logo, and vendor contact info (no approval is needed if the core text stays the same). Flyers are available in English and Spanish, and translations into other approved languages can be requested.

Whether posted in a lobby or handed out at check-in, the flyer is a simple way to increase visibility and encourage participation.

FAQs That Reassure:

The “Waiting Room FAQs” sheet is another helpful tool to inform and comfort patients who may have questions about the ICH CAHPS Survey. Display it where patients can easily see it, such as hanging on a door wall or sitting on a table, to help normalize the survey experience and answer common concerns. It’s available in multiple languages and makes it easy for staff to reinforce that the survey is both real and confidential.

Why These Tools Matter:

Patients often turn to their care team for reassurance about unfamiliar communications, especially surveys. These resources ([Survey and Protocols](#) ) make it easier for staff to point patients to clear, trustworthy information and are proven ways to support engagement and potentially boost response rates!

A Quick Note for Vendors:

Encourage your facilities to use these tools! Flyers and FAQs are low-effort ways to support response rates and patient engagement.

Across the States: ICH CAHPS Highlights!

This state information is based on the most recent publicly reported data (April 2025 Refresh) and represents data from the 2023 Fall and 2024 Spring Survey periods combined.

Top Response Rates

Hats off to **Hawaii** and **New Hampshire** for leading the way with the highest response rates!

Most Surveys Completed

California takes the crown for the most completed surveys!

Highest Top-Box Scores by Category:

Nephrologists’ Communication & Caring
Montana, Idaho, and Alaska.

Quality of Dialysis Center Care & Operations
Vermont, Wyoming, and Rhode Island.

Providing Information to Patients
Alaska, Vermont, and Rhode Island.

Rating of the Nephrologist
Montana, Rhode Island, and Idaho.

Rating of the Dialysis Center Staff
Vermont, Maine, and Montana.

Rating of the Dialysis Facility
Vermont, Wyoming, and Maine.

ICH CAHPS Survey publicly reported data can be found on [Medicare’s Care Compare](#) website (<https://www.medicare.gov/care-compare/>).

Upcoming Care Compare on Medicare.gov

Survey Periods of Combined Data	Care Compare Refresh on Medicare.gov
2024 Spring and 2024 Fall	October 2025
2024 Fall and 2025 Spring	April 2026

Final Note

Remember, the ICH CAHPS Coordination Team is here to help! Please don’t hesitate to contact us with questions or feedback.

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