# Patient-Mix Coefficients for the In-Center Hemodialysis CAHPS (ICH CAHPS) Survey Results Publicly Reported in April 2018

The In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAHPS®)Survey is designed to measure the experiences of people receiving hemodialysis from Medicare-certified in-center hemodialysis (ICH) facilities. The ICH CAHPS Survey is administered on a semiannual basis—that is, the Centers for Medicare & Medicaid Services (CMS) and its ICH CAHPS Coordination Team selects samples of hemodialysis patients who are surveyed each spring and fall (referred to as the ICH CAHPS Spring and Fall Surveys, respectively). CMS requires that ICH facilities use a third-party survey vendor trained and approved by CMS to administer the survey on their behalf. ICH facilities and their contracted survey vendors can administer the ICH CAHPS Survey using one of three approved data collection modes: mail-only mode, telephone-only mode, and mixed mode (mail with telephone follow-up of mail survey nonrespondents).

CMS began publicly reporting ICH CAHPS Survey results on the Dialysis Facility Compare (DFC) link at <http://www.Medicare.gov> in October 2016. ICH CAHPS Survey results are currently “refreshed” or updated on the DFC website twice each year and are based on data from the two most recent semiannual surveys. ICH CAHPS Survey results posted on the DFC in April 2018 are based on data from the 2016 Fall and 2017 Spring Surveys.

Prior research has shown that patients’ assessment of their health care may be affected by both data collection mode and patient characteristics. To address this issue, CMS and its ICH CAHPS Coordination Team conducted a randomized Mode Experiment with a sample of hemodialysis patients to determine whether they respond differently based on data collection mode. Data collected during the ICH CAHPS Mode Experiment were also used to determine which, if any, patient characteristics (patient mix) affect patients’ assessment of the hemodialysis they receive.

The ICH CAHPS Survey Mode Experiment was conducted in 2014 using the same sampling and data collection methods currently being used in the national implementation of the survey. The sample frame for the Mode Experiment consisted of all patients who met survey eligibility criteria—patients must have been 18 years of age or older at the end of the 3-month sampling window and must have received in-center dialysis care from their current ICH facility for 3 months or longer. Those known to be deceased were excluded from the sample.

The goal of the sampling process for the Mode Experiment was to obtain approximately 1,570 completed surveys for each of the three approved data collection modes. Given expected response rates for each mode, 4,800 hemodialysis patients were sampled for the mail-only mode, 3,733 for the telephone-only mode, and 3,360 were included in the mixed-mode sample. A total of 11,893 eligible patients were sampled from the ICH patient population. After the sample was selected, sampled patients were randomly assigned to one of the three data collection modes using the inverse of the estimated response rates. The number of respondents for each mode allowed a 5 percentage point difference to be detected with 80% power with an alpha-level of 0.05.

A total of 3,557 surveys were completed during the Mode Experiment, including 1,355 from sample patients in the mail-only mode, 994 for the telephone-only mode, and 1,208 for the mixed mode. Sample patients who reported during the data collection period that they receive home dialysis; those who were deceased, institutionalized, or receiving hospice care; and those who could not participate because the survey was not offered in one of the CMS-approved languages were deemed to be ineligible for the survey. After adjusting for sampled patients found to be ineligible for the survey, an overall response rate of 33.6% was achieved. The response rates for the mail-only and telephone-only modes were similar at 30.4% and 30.7%, respectively. The response rate for the mixed mode was higher at 41.8%.

Data from the Mode Experiment were analyzed and included two types of variables: dependent variables that represented the patients’ experiences with the care they received from ICH facilities and independent variables that represented the patient characteristics that may affect the dependent variables. The dependent variables included three variables calculated from individual ICH CAHPS Survey questions (the global ratings items) and 32 variables that are the multiple survey questions that comprise the composite measures. These dependent variables were:

* Global rating of nephrologist (calculated from survey Q8)
* Global rating of dialysis center staff (calculated from survey Q32)
* Global rating of dialysis center (calculated from survey Q35)
* Six questions that comprise the Nephrologists’ communication and caring composite (Qs 3, 4, 5, 6, 7, and 9)
* Seventeen questions that comprise the Quality of dialysis center and operations composite (10, 11, 12, 13, 14, 15, 16, 17, 21, 22, 24, 25, 26, 27, 33, 34, and 43)
* Nine questions that comprise the Providing information to patients composite (calculated from survey Qs 19, 28, 29, 30, 31, 36, 38, 39, and 40)

For each dependent variable two dichotomous variables were created: the most positive responses versus all other responses, referred to as the “top box,” and the least positive responses versus all other responses, referred to as the “bottom box,” for a total of 35 x 2 = 70 dependent variables. These 70 dependent variables were analyzed using Ordinary Least Squares regression models.

The results of the analysis of data from the ICH CAHPS Survey Mode Experiment showed significant differences in patients’ ratings and assessment of their hemodialysis care based on survey mode and in responses to the survey items that are attributable to patient mix characteristics. A total of 13 patient mix characteristics and survey mode were found to be statistically significant in at least one of the regression models. The 14 adjusters (13 patient characteristics plus survey mode) include the following:

* Mode of survey administration
* Overall health
* Overall mental health
* Heart disease
* Deaf or serious difficulty hearing
* Blind or serious difficulty seeing
* Difficulty concentrating, remembering, or making decisions
* Difficulty dressing or bathing
* Age
* Sex
* Education
* Does the patient speak a language other than English at home
* Did someone help the patient complete this survey
* Total number of years on dialysis

During each ICH CAHPS public reporting period, CMS and its Coordination Team will use data from the two most recent semiannual ICH CAHPS Surveys to derive the 13 patient mix adjustment factors using coefficients obtained from Ordinary Least Squares regression models for the top- and bottom-box scores for each of the three global ratings and the three composite measures. Patient mix adjustment factors will be calculated directly from these regression coefficients for each individual survey item by multiplying the coefficients by negative one (−1.0). The coefficient that will be used to adjust for survey mode is based on the results of the Mode Experiment. CMS will use the coefficients to adjust the raw scores calculated on each measure from data collected in each semiannual survey. The ICH CAHPS scores that will be publicly reported are the weighted[[1]](#footnote-1) average of the two most recent semiannual ICH CAHPS scores.

## Calculating the Patient Mix Adjusted Global Ratings and Composite Scores

Four sets of numbers are needed to calculate an ICH facility’s adjusted score for the three individual global ratings (rating of nephrologist, the dialysis center staff, and dialysis center) and the individual survey questions included in each of the three composite measures. These are (1) the “raw score,” or the ICH facility’s mean on the respective ICH CAHPS outcome before adjustment (top- or bottom-box score for the global ratings and individual survey questions comprising the composites); (2) the national-level patient mix adjustment factors shown in Tables 1 and 2 (top- and bottom-box adjustment factors for the global ratings and individual survey questions comprising the composites); (3) the ICH facility’s means on the patient mix characteristics variables; and (4) the national mean on the patient mix characteristics variables shown in Table 3.

The adjusted score for the ratings questions and a given individual survey question that is included in one of the three ICH CAHPS Survey composite measures is the sum of a series of products in the equation shown below, where each product multiplies the adjustment from Table 1 (top box) and Table 2 (bottom box) by the deviation of the ICH facility’s mean on a given patient mix characteristic from the national mean on that characteristic from Table 3.

y prime = y + a1(h1 − m1) + a2(h2 − m2) + a3(h3 − m3) + . . . + a28(h28 − m28) + a29\*h29 + a30\*h30

where

y prime is the facility’s adjusted score (top or bottom box) for a ratings question or the individual ICH CAHPS question included in the composite.

y is the facility’s “raw score,” or mean on the respective unadjusted top or bottom box ICH CAHPS ratings question or question included in the composite.

a1 to a28 are the national-level patient characteristic adjustments, for the global ratings questions and individual questions that comprise the composites. Tables 1 and 2 show the adjustments for these patient characteristics for the top-box and bottom-box scores, respectively. The adjustments for the patient characteristics in the tables are expressed as a proportion rather than as a percentage.

a29 to a30 are the national-level survey mode adjustments for the global ratings questions and the individual questions that comprise the composites. Tables 1 and 2 show the adjustments for survey mode for the top-box and bottom-box scores, respectively. The adjustment for survey mode in the tables are expressed as a proportion rather than as a percentage.

h1 to h28 are the facility’s mean proportions of patients with each of the patient characteristics in the same row.

h29 to h30 are the facility’s proportion for a given mode. This value will always be 0 or 1 because within a given facility all surveys are completed by either phone, mail, or mixed mode.

m1 to m28 are the national mean proportions of patients with each of the patient characteristics in Table 3 across the facility’s participating in ICH CAHPS.

The facility’s patient mix adjusted scores for the ratings questions or an individual survey question, as described in the formula above, are adjusted for differences between a facility’s patient composition according to the ICH CAHPS patient mix characteristics and the overall national composition of ICH patients on these same characteristics. This adjustment, which allows consumers to compare different ICH facilities based on the same overall patient composition, is made by subtracting the national mean—the “m’s” in the equation above—for a given patient characteristic from an ICH facility’s share of patients on this same patient characteristic—the “h’s” in the equation above—and then multiplying the difference by the patient mix adjustment factor—the “a’s” in the equation above. The following is an example of adjusting for patient mix.

* If overall (nationally) 56% of survey respondents are male, but 58% of the respondents from an ICH facility are male, then the adjustment factors for this ICH facility are multiplied by the difference between the ICH facility’s patient composition versus the overall national patient composition.
* The score for each of the ICH CAHPS ratings and composite measures for the ICH facility in this example is calculated as 58% minus 56%, or 2%. For the rating of the kidney doctor for this facility, the top-box adjustment factor for males is 4.431 (males were 4.431% less likely to report a “9” or “10” in the rating of their kidney doctors).
* To obtain the top-box rating of the kidney doctor for the ICH facility in this example, we multiply 4.431 times 2% to get 8.862%. In this example, the adjustment for gender for the top-box rating of the kidney doctor for this ICH facility is 8.862%.

As demonstrated in the formula and example above, whether the scores for a given facility are adjusted upward or downward for a given measure depends on the patient-mix adjustments and the patient mix of that facility relative to the national average patient mix.

After each facility’s patient mix adjusted score is created for the ratings questions and individual survey questions, the facility-level composite scores are formed from the average of these facility-level adjusted scores for the individual survey questions that comprise a given composite. This creates the semiannual patient-mix facility-level ratings and composite scores. The two most recent semiannual patient-mix facility-level composite scores are then averaged to produce the current ICH CAHPS scores that are publicly reported.

For public reporting purposes, the final adjusted ICH CAHPS score is rounded to the nearest integer and expressed as a percentage (e.g., 70%). Note that middle-box scores are computed by subtracting the sum of patients who provided top- and bottom-box scores from 100.

Information presented in this document will allow ICH facilities to approximate the effect of patient mix adjustment on their ICH CAHPS Survey results. Exact replication of published ICH CAHPS Survey results is not possible because of the effects of data cleaning and small differences between an effect of semiannual patient mix adjustments and the averages presented here.

For each future public reporting period, Tables 1–3 will be updated and posted on the ICH CAHPS website at <https://ichcahps.org>.

Table 1. “Top Box” ICH CAHPS Patient-Mix Adjustment Factors (Average for the 2016 Fall and 2017 Spring ICH CAHPS Semiannual Surveys) for the April 2018 Public Reporting Period

| Patient Mix Characteristic  Patient Mix Level | Rating of Kidney Doctors (Q8) | Rating of Dialysis Center Staff (Q32) | Rating of Dialysis Center (Q35) | Average of survey items comprising the Kidney Doctors Communication and Caring Composite | Average of survey items comprising the Quality of Dialysis Center and Operations Composite | Average of survey items comprising the Providing Information to Patients Composite |
| --- | --- | --- | --- | --- | --- | --- |
| Survey Mode  Mail Only | 1.385 | 2.608 | 5.431 | 6.550 | 3.928 | 2.894 |
| Phone Only | RC | RC | RC | RC | RC | RC |
| Mixed Mode | −3.086 | −1.377 | 1.104 | 0.434 | −0.041 | 1.293 |
| Someone Helped Patient Complete Survey  Yes | −2.116 | −0.886 | −0.334 | −0.935 | −1.285 | −4.286 |
| No | RC | RC | RC | RC | RC | RC |
| Patient Speaks Language other than English at Home  Yes | 3.464 | 1.878 | −0.376 | 6.101 | 2.969 | 1.826 |
| No | RC | RC | RC | RC | RC | RC |
| Overall Health  Excellent | −10.409 | −13.919 | −12.814 | −7.922 | −11.315 | −2.661 |
| Very Good | −3.936 | −6.105 | −5.779 | −2.889 | −4.247 | −1.293 |
| Good | RC | RC | RC | RC | RC | RC |
| Fair | 2.816 | 1.959 | 2.356 | 2.290 | 2.136 | 1.113 |
| Poor | 3.972 | 4.018 | 4.304 | 3.628 | 2.888 | 2.862 |
| Mental Health  Excellent | −12.028 | −10.598 | −9.630 | −10.365 | −8.772 | −2.680 |
| Very Good | −4.887 | −4.956 | −4.644 | −4.106 | −3.477 | −1.466 |
| Good | RC | RC | RC | RC | RC | RC |
| Fair | 3.752 | 3.666 | 3.320 | 3.825 | 2.999 | 2.187 |
| Poor | 8.523 | 8.592 | 9.478 | 9.104 | 6.655 | 7.844 |
| Treated for Heart Disease or Problems  Yes | −2.824 | −2.341 | −1.907 | −2.416 | −2.099 | −2.227 |
| No | RC | RC | RC | RC | RC | RC |
| Deaf or Difficulty Hearing  Yes | 1.423 | 0.360 | −0.111 | 1.598 | 0.624 | 1.487 |
| No | RC | RC | RC | RC | RC | RC |

(continued)

Table 1. “Top Box” ICH CAHPS Patient-Mix Adjustment Factors (Average for the 2016 Fall and 2017 Spring ICH CAHPS Semiannual Surveys) for the April 2018 Public Reporting Period (continued)

| Patient Mix Characteristic  Patient Mix Level | Rating of Kidney Doctors (Q8) | Rating of Dialysis Center Staff (Q32) | Rating of Dialysis Center (Q35) | Average of survey items comprising the Kidney Doctors Communication and Caring Composite | Average of survey items comprising the Quality of Dialysis Center and Operations Composite | Average of survey items comprising the Providing Information to Patients Composite |
| --- | --- | --- | --- | --- | --- | --- |
| Blind or Difficulty Seeing  Yes | 1.890 | 1.304 | 0.252 | 0.981 | 0.797 | 1.753 |
| No | RC | RC | RC | RC | RC | RC |
| Difficulty Dressing or Bathing  Yes | 2.410 | 3.429 | 2.617 | 2.413 | 2.452 | 2.759 |
| No | RC | RC | RC | RC | RC | RC |
| Age  18–44 | 6.080 | 6.153 | 8.150 | −0.086 | 1.672 | −6.804 |
| 45–54 | 3.494 | 6.094 | 6.809 | −0.181 | 2.307 | −4.579 |
| 55–64 | 1.780 | 3.044 | 3.314 | 0.085 | 1.524 | −2.299 |
| 65–74 | RC | RC | RC | RC | RC | RC |
| 75+ | −0.879 | −0.677 | −2.444 | 1.022 | −0.397 | 5.360 |
| Gender  Male | 4.431 | 2.188 | 1.965 | 1.200 | −0.811 | 0.153 |
| Female | RC | RC | RC | RC | RC | RC |
| Education  8th Grade or Less | −3.638 | −5.315 | −6.811 | −1.561 | −3.908 | 1.242 |
| Some High School | −2.648 | −3.375 | −4.573 | −1.428 | −2.763 | 0.677 |
| High School | RC | RC | RC | RC | RC | RC |
| Some College | 3.638 | 5.690 | 6.577 | 3.147 | 4.559 | −0.037 |
| 4-year Degree | 5.360 | 8.144 | 9.402 | 4.337 | 6.196 | 0.691 |
| More than 4-year college | 5.478 | 9.695 | 11.672 | 5.256 | 7.770 | 1.223 |
| Years on Dialysis  1 Year | −1.052 | −4.620 | −4.710 | −0.949 | −4.521 | 1.592 |
| 2 Years | −0.401 | −2.700 | −2.568 | −0.770 | −2.316 | 0.766 |
| 3–4 Years | RC | RC | RC | RC | RC | RC |
| 5–7 Years | −0.749 | 1.293 | 0.989 | −0.479 | 1.105 | −0.575 |
| 8+ Years | −2.482 | 1.244 | 0.538 | −1.634 | 1.517 | −1.447 |

RC = Reference Category

Table 2. “Bottom Box” ICH CAHPS Patient-Mix Adjustment Factors (Average for the 2016 Fall and 2017 Spring ICH CAHPS Semiannual Surveys) for the April 2018 Public Reporting Period

| Patient Mix Characteristic  Patient Mix Level | Rating of Kidney Doctors (Q8) | Rating of Dialysis Center Staff (Q32) | Rating of Dialysis Center (Q35) | Average of survey items comprising the Kidney Doctors Communication and Caring Composite | Average of survey items comprising the Quality of Dialysis Center and Operations Composite | Average of survey items comprising the Providing Information to Patients Composite |
| --- | --- | --- | --- | --- | --- | --- |
| Survey Mode  Mail Only | −5.471 | −3.445 | −3.164 | −0.244 | 0.496 | −2.893 |
| Phone Only | RC | RC | RC | RC | RC | RC |
| Mixed Mode | −1.093 | −0.599 | 0.670 | 1.371 | 1.889 | −1.292 |
| Someone Helped Patient Complete Survey  Yes | 0.378 | 0.427 | 0.477 | 1.739 | 2.513 | 4.286 |
| No | RC | RC | RC | RC | RC | RC |
| Patient Speaks Language other than English at Home  Yes | −1.275 | 0.555 | 1.303 | −3.819 | −2.362 | −1.826 |
| No | RC | RC | RC | RC | RC | RC |
| Overall Health  Excellent | 3.564 | 4.289 | 3.655 | 3.101 | 4.152 | 2.661 |
| Very Good | 1.270 | 2.070 | 2.162 | 1.003 | 1.638 | 1.293 |
| Good | RC | RC | RC | RC | RC | RC |
| Fair | −1.678 | −1.333 | −1.418 | −1.216 | −1.135 | −1.113 |
| Poor | −4.125 | −3.592 | −4.107 | −4.270 | −3.108 | −2.862 |
| Mental Health  Excellent | 3.436 | 1.859 | 1.638 | 3.722 | 2.218 | 2.680 |
| Very Good | 2.383 | 1.626 | 1.254 | 2.249 | 1.986 | 1.466 |
| Good | RC | RC | RC | RC | RC | RC |
| Fair | −2.984 | −2.644 | −2.092 | −3.401 | −2.561 | −2.187 |
| Poor | −10.154 | −9.612 | −8.729 | −10.540 | −8.781 | −7.844 |
| Treated for Heart Disease or Problems  Yes | 1.796 | 1.280 | 1.102 | 2.096 | 1.655 | 2.227 |
| No | RC | RC | RC | RC | RC | RC |
| Deaf or Difficulty Hearing  Yes | −0.941 | −0.257 | 0.105 | −1.379 | −0.504 | −1.487 |
| No | RC | RC | RC | RC | RC | RC |

(continued)

Table 2. “Bottom Box” ICH CAHPS Patient-Mix Adjustment Factors (Average for the 2016 Fall and 2017 Spring ICH CAHPS Semiannual Surveys) for the April 2018 Public Reporting Period (continued)

| Patient Mix Characteristic  Patient Mix Level | Rating of Kidney Doctors (Q8) | Rating of Dialysis Center Staff (Q32) | Rating of Dialysis Center (Q35) | Average of survey items comprising the Kidney Doctors Communication and Caring Composite | Average of survey items comprising the Quality of Dialysis Center and Operations Composite | Average of survey items comprising the Providing Information to Patients Composite |
| --- | --- | --- | --- | --- | --- | --- |
| Blind or Difficulty Seeing  Yes | −1.055 | −0.858 | −0.193 | −2.317 | −2.187 | −1.753 |
| No | RC | RC | RC | RC | RC | RC |
| Difficulty Dressing or Bathing  Yes | −1.689 | −2.110 | −1.675 | −2.462 | −2.519 | −2.759 |
| No | RC | RC | RC | RC | RC | RC |
| Age  18–44 | −0.921 | −2.899 | −3.474 | −0.385 | −2.107 | 6.804 |
| 45–54 | −0.962 | −3.190 | −3.586 | −0.587 | −2.912 | 4.579 |
| 55–64 | −0.614 | −2.058 | −1.957 | −0.460 | −1.948 | 2.299 |
| 65–74 | RC | RC | RC | RC | RC | RC |
| 75+ | 0.651 | 1.485 | 1.589 | 0.404 | 1.406 | −5.360 |
| Gender  Male | −0.943 | 0.002 | 0.167 | −0.967 | 0.459 | −0.153 |
| Female | RC | RC | RC | RC | RC | RC |
| Education  8th Grade or Less | 0.930 | 1.189 | 1.483 | −2.076 | −1.344 | −1.242 |
| Some High School | 0.422 | 1.262 | 1.122 | −1.340 | −1.001 | −0.677 |
| High School | RC | RC | RC | RC | RC | RC |
| Some College | −1.430 | −1.864 | −2.139 | −1.015 | −0.984 | 0.037 |
| 4−year Degree | −1.830 | −1.591 | −2.370 | −1.213 | −1.014 | −0.691 |
| More than 4-year college | −1.978 | −2.256 | −3.059 | −1.875 | −1.462 | −1.223 |
| Years on Dialysis  1 Year | 0.167 | 2.453 | 2.416 | −0.257 | 2.460 | −1.592 |
| 2 Years | −0.064 | 1.031 | 1.250 | −0.062 | 1.119 | −0.766 |
| 3–4 Years | RC | RC | RC | RC | RC | RC |
| 5–7 Years | 0.505 | −0.316 | −0.251 | 0.514 | −0.593 | 0.575 |
| 8+ Years | 1.231 | −0.197 | −0.182 | 1.408 | −0.536 | 1.447 |

RC = Reference Category

Table 3. National Means on Patient-Mix Adjustment Factors (Average for the 2016 Fall and 2017 Spring ICH CAHPS Semiannual Surveys for the April 2018 Public Reporting Period)

| Patient Mix Characteristic Patient Mix Level | Mean |
| --- | --- |
| Survey Mode  Mail Only | 0.039 |
| Phone Only | 1.169 |
| Mixed Mode | 0.949 |
| Patient Assisted with Survey  Yes | 0.099 |
| No | 0.901 |
| Patient Speaks Language Other than English at Home  Yes | 0.154 |
| No | 0.846 |
| Overall Health  Excellent | 0.057 |
| Very Good | 0.159 |
| Good | 0.372 |
| Fair | 0.331 |
| Poor | 0.081 |
| Mental Health  Excellent | 0.183 |
| Very Good | 0.265 |
| Good | 0.349 |
| Fair | 0.177 |
| Poor | 0.026 |
| Treated for Heart Disease or Problems  Yes | 0.446 |
| No | 0.554 |
| Deaf or Difficulty Hearing  Yes | 0.159 |
| No | 0.841 |
| Blind or Difficulty Seeing  Yes | 0.207 |
| No | 0.793 |
| Difficulty Dressing or Bathing  Yes | 0.187 |
| No | 0.813 |

(continued)

Table 3. National Means on Patient-Mix Adjustment Factors (Average for 2016 Fall and 2017 Spring ICH CAHPS Semiannual Surveys for the April 2018 Public Reporting Period) (continued)

| Patient Mix Characteristic Patient Mix Level | Mean |
| --- | --- |
| Age  18–44 | 0.063 |
| 45–54 | 0.128 |
| 55–64 | 0.252 |
| 65–74 | 0.294 |
| 75+ | 0.263 |
| Gender  Male | 0.563 |
| Female | 0.437 |
| Education  8th Grade or Less | 0.120 |
| Some High School | 0.146 |
| High School | 0.335 |
| Some College | 0.257 |
| 4-year Degree | 0.073 |
| More than 4-year college | 0.069 |
| Years on Dialysis  1 Year | 0.170 |
| 2 Years | 0.197 |
| 3–4 Years | 0.269 |
| 5–7 Years | 0.204 |
| 8+ Years | 0.159 |

1. The scores are weighted using the number of respondents, thus a score derived from more respondents will have more influence in the average score that is publicly reported. [↑](#footnote-ref-1)