

## **AGENDA**

### **INTRODUCTION TO THE IN-CENTER HEMODIALYSIS (ICH) CAHPS SURVEY SELF-PACED TRAINING**

**February 22-26, 2021**

- Overview of Training
- Background and Development of the ICH CAHPS Survey
- ICH CAHPS Survey Roles and Responsibilities
- Sample Selection and Sample Distribution
- Survey Administration
- Confidentiality and Data Security
- Data Processing and Coding
- The ICH CAHPS Survey Website
- File Preparation and Data Submission
- Quality Control
- Vendor Oversight Activities
- Exceptions Request Form and Discrepancy Notification Report
- Public Reporting