Vendor Update Webinar Training Session

In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Services (ICH CAHPS) Survey
February 7, 2024

Overview of the ICH CAHPS Survey Vendor Update Training Session

Welcome to the 2024 ICH CAHPS Vendor Update Training Session!

The purpose of this session is to review:

- 2024 ICH facility participation requirements;

- Schedule for the 2024 ICH CAHPS Surveys;

- Sampling updates;

- Survey administration updates;

- Vendor oversight;

- Data coding and processing;

- ICH CAHPS tidbits; and

- Update on ICH CAHPS Mode Experiment Results and Next Steps

Training Session Logistics and Reminders

- Your phone will be muted during the presentation.

- We will answer questions at the end of the training. You will be able to submit questions via the Q&A feature or click on the "raise hand" icon to ask your question live.

- If you leave the session at any time, do not disconnect from either the web or telephone connections.

- Please contact the Webinar Event Producer, Shane Hamstra, for technical assistance issues at: shamstra@rti.org.

Reminder: Self-Paced Introduction to ICH CAHPS Survey Training

Introduction to the ICH CAHPS Survey Training

Self-paced Introduction to the ICH CAHPS Survey Training

New vendor applicants (and any subcontractors) are required to complete the self-paced Introduction to ICH CAHPS training and complete a certification.	Approved survey vendors and subcontractors are not required to complete the self-paced training.	**New staff from approved survey vendors are strongly encouraged to complete the self-paced Intro training. No certification is required for approved vendors.**

2024 ICH CAHPS Participation Requirements

2024 ICH CAHPS Participation Requirements: ESRD PPS Rules

- Requirements for administering the ICH CAHPS Survey are determined by the End Stage Renal Disease (ESRD) Prospective Payment System (PPS) proposed and final rules for each calendar year.
- The final ESRD PPS Rule for CY2024 was published on November 6, 2023.
  - The 2024 surveys are part of the quality reporting requirements for payment year 2026.
- A link to the ESRD PPS final rule for CY2024 can be found in the "Quick Links" box on the homepage of the ICH CAHPS website.

Quick Links

ICH CAHPS Coordination Team Semiannual Review (CTSAR) Newsletter (Posted 7/7/23)

For ICH Facilities

1. Determining Whether Participation in 2024 ICH CAHPS Survey is Required (Posted 1/2/24)
2. ICH CAHPS Participation Overview (Updated 12/4/23)
3. ICH CAHPS Survey Fact Sheet (Updated 12/4/23)
4. Register to Participate
5. Updating Survey Admin Contact Information
6. Approved Survey Vendors
7. Authorizing or Changing a Vendor
8. 2024 Final Rule for ESRD Facilities (Posted 11/7/23)
9. ICH CAHPS Response Rates by Mode and Race/Ethnicity (Posted 12/6/21)

2024 ICH CAHPS Participation Requirements: Determining Participation

- ICH facilities must determine whether they are required to administer the ICH CAHPS Surveys in CY2024 by counting the number of survey-eligible patients served in CY2023.

IF…the facility served **30 or more** survey-eligible patients in CY2023, then:	IF…the facility served **29 or fewer** survey-eligible patients in CY2023, then:
Facility **IS** required to contract with an approved ICH CAHPS Survey vendor to administer the surveys in CY2024.	Facility **is NOT** required to participate in the ICH CAHPS Surveys in CY2024 but can do so if it chooses.

2024 ICH CAHPS Participation Requirements: Determining Participation (cont'd)

When determining whether an ICH facility is required to participate in the ICH CAHPS Survey in CY2024, the facility should count the number of survey-eligible patients the facility served in CY2023. The count should include hemodialysis patients who:

- Were 18 years old or older as of December 31, 2023;

- Were alive as of December 31, 2023;

- Received hemodialysis on an outpatient basis from their facility for 3 consecutive months or longer at some point in CY2023;

- Are not currently receiving hospice care;

- Were not receiving dialysis care at a nursing home or other skilled nursing facility where they lived (as opposed to traveling to an ICH facility); and

- Were not living in a long-term facility such as a prison or jail as of December 31, 2023.

2024 ICH CAHPS Participation Requirements: Determining Participation (cont'd)

- If your clients have questions about participation in the 2024 surveys: Refer them to the announcement **"Determining Whether Participation in 2024 ICH CAHPS Survey is Required"** on the ICH CAHPS website home page (under the Quick Links box):
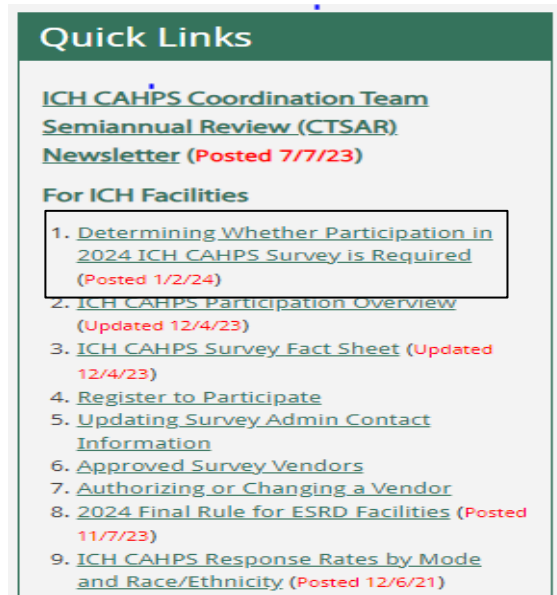
- If they still have questions, refer them to the Coordination Team (ichcahps@rti.org)

Facilities that authorized a vendor between 2014 and 2023 do not need to update their vendor authorization UNLESS one of the following is true:		
They are switching to a different survey vendor.	They entered an End Date prior to 2024 on their Vendor Authorization Form.	They submitted a Facility Non-Participation Form in the previous survey period.

Activities for a facility that has **never** administered the ICH CAHPS Survey:

Steps 1-4 must be completed by the February 28, 2024, Vendor Authorization Deadline

#	Activity
1	Select and contract with a CMS-approved ICH CAHPS survey vendor.
2	Designate a Survey Administrator who will create login credentials on the ICH CAHPS website.
3	Register the CCN(s) on the ICH CAHPS website.
4	Complete the online "Authorize a Vendor" form on the ICH CAHPS website (only after the facility and vendor have a written contract in place).
5	Check the ICH CAHPS website regularly for news and updates.
6	Assign backup administrators on the ICH CAHPS website.

ICH facilities that *are **not** required* to administer the survey in 2024 can choose one of the following options:

#	Facility Participation Options	Vendor Receives a Sample File from CMS?	Vendor Submits Data to the Data Center for Public Reporting?
1	Administer both surveys in 2024 following all the ICH protocols and procedures described in the ICH CAHPS Survey Administration and Specifications Manual.	Yes	Yes
2	Administer the survey using a third-party vendor but not following the ICH CAHPS protocols and procedures.	No	No
3	Administer the survey themselves instead of using a third-party vendor.	No	No
4	Choose not to administer the survey at all.	No	No

- If your clients have questions about how to authorize a survey vendor for the first time or switch to a new survey vendor:
  - Refer them to the document "**Authorizing or Changing a Vendor**" on the ICH CAHPS website home page (under the Quick Links box) for detailed steps on how to complete this task.
  - If they still have questions, refer them to the Coordination Team (ichcahps@rti.org).

Quick Links

ICH CAHPS Coordination Team Semiannual Review (CTSAR) Newsletter (Posted 7/7/23)

For ICH Facilities

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2. ICH CAHPS Participation Overview (Updated 12/4/23)
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9. ICH CAHPS Response Rates by Mode and Race/Ethnicity (Posted 12/6/21)

2024 ICH CAHPS Participation Requirements: The 2024 Facility Non-Participation Form

Vendors should note the following details regarding the Facility Non-Participation Form:	The Facility Non-Participation Form is an annual form that is valid only for the two data collection periods that occur in the calendar year in which the form was submitted.
	Submission of the Facility Non-Participation Form only alerts the ICH CAHPS Coordination Team that the facility does not wish for a sample file to be provided to their authorized vendor for the current calendar year; it does not affect compliance.
	Once the Facility Non-Participation Form is submitted, any existing vendor authorization for the submitted CCN(s) is removed from the ICH CAHPS website. If participating in the survey in subsequent years, the Survey Administrator will need to authorize a survey vendor for the CCN(s).
	The Survey Vendor Authorization Report (accessible via the vendor's dashboard) will indicate whether a Facility Non-Participation Form has been submitted for any CCN listed on the report.
	The Facility Non-Participation Form is different than the attestation a facility submits in EQRS at the beginning of each year to attest to CMS that the facility served 29 or fewer survey-eligible patients during the preceding calendar year.

Other Facility Non-Participation Form Reminders:

If a facility has an alternate CCN currently registered on the ICH CAHPS website, the facility should submit the Facility Non-Participation Form for both the primary and alternate CCNs.

The 2024 Facility Non-Participation Form must be submitted **by 5:00 PM ET on February 28, 2024**.

The 2024 ICH CAHPS Survey Schedule

The 2024 ICH CAHPS Survey Schedule

Tentative Data Collection Schedule for the 2024 ICH CAHPS Surveys

Activity	2024 Spring Survey	2024 Fall Survey
Distribute sample to survey vendors	3/29/2024	9/27/2024
Vendors attest to receipt of sample file	4/2/2024	10/1/2024
Mail prenotification letter	4/19/2024	10/18/2024
Mail survey package to sample patients in mail-only and mixed mode samples	5/3/2024	11/1/2024
Begin calling sample patients in telephone-only sample	5/3/2024	11/1/2024
Mail second survey package to nonrespondents in the mail-only sample	5/31/2024	11/29/2024 **OR*** 12/4/2024
Begin telephone follow-up with mixed mode sample patients who do not respond by mail	5/31/2024	11/29/2024 **OR*** 12/4/2024
End data collection activities	7/12/2024	1/10/2025
Begin cleaning/processing final data and construct XML file	7/12/2024	1/10/2025
Submit data to ICH CAHPS data center	7/31/2024	1/29/2025

- In CY2024, the Thanksgiving holiday falls on 11/28/24.

- Because some vendors may have difficulties with the original data collection deadline set in the last week of November, vendors may instead start the 2024 Fall second wave of ICH CAHPS data collection activities on 12/4/24 instead of the original 11/29/24 start date, if they choose to do so.

The 2024 ICH CAHPS Survey Schedule: Deadlines for Facilities

Deadlines for <u>ICH facilities</u> for the 2024 Spring and Fall Surveys

Action	Activity	2024 Spring Survey	2024 Fall Survey
If not administering the 2024 Surveys	Submit the Facility Non-Participation Form	5:00 PM ET on February 28, 2024	N/A
If administering the survey for the first time	Complete the Vendor Authorization Form	5:00 PM ET on February 28, 2024	5:00 PM ET on August 31, 2024
If switching to a different vendor (or removing an End Date)	Update the Vendor Authorization Form	5:00 PM ET on February 28, 2024	5:00 PM ET on August 31, 2024
If a facility has closed or will be closing	Notify authorized vendor	Prior to February 28, 2024	Prior to August 31, 2024

The 2024 ICH CAHPS Survey Schedule: Deadlines for Survey Vendors

Deadlines for <u>survey vendors</u> for the 2024 Spring and Fall Surveys

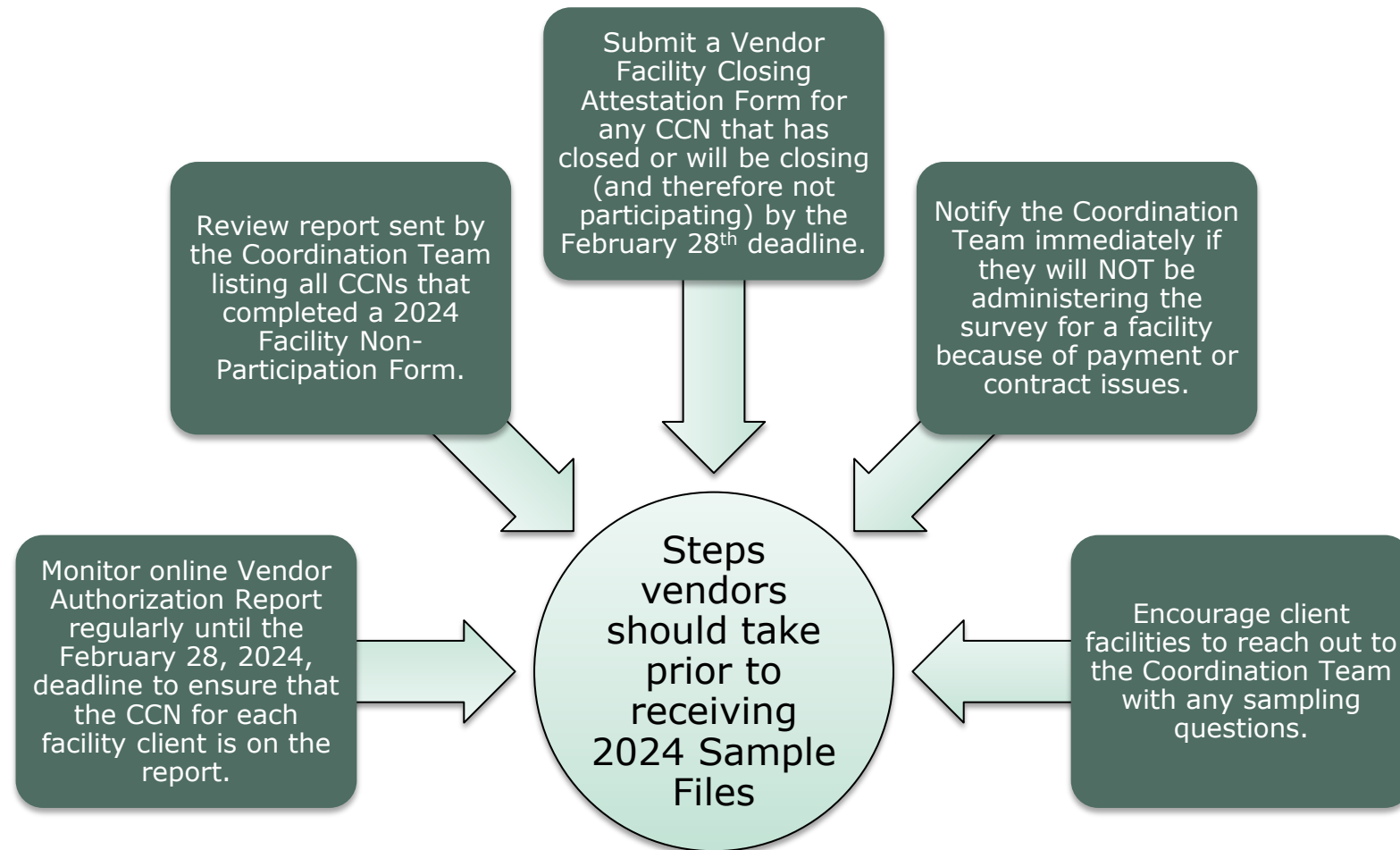| Activity	2024 Spring Survey	2024 Fall Survey
Submit new facility-specific questions to CMS	February 2, 2024	August 2, 2024
Submit Vendor Facility Closing Attestation Forms	February 28, 2024	August 31, 2024
Review Vendor Authorization Report and notify the Coordination Team of any authorization issues	March 1, 2024	September 1, 2024
2024 sample file becomes available for download on the ICH CAHPS website	March 29, 2024	September 27, 2024
Attest that 2024 sample was downloaded successfully, within 2 business days of sample file being made available for download	April 2, 2024	October 1, 2024

The 2024 ICH CAHPS Survey Schedule : Deadlines for Survey Vendors (cont'd)

Deadlines for <u>survey vendors</u> for the 2024 Spring and Fall Surveys (cont'd)

Activity	2024 Spring Survey	2024 Fall Survey
Submit the updated Quality Assurance Plan	May 31, 2024	N/A
Administer the 2024 ICH CAHPS Survey	May 3, 2024, through July 12, 2024	November 1, 2024, through January 10, 2025
Submit data files for the 2024 ICH CAHPS Survey	5:00 PM ET on July 31, 2024	5:00 PM ET on January 29, 2025

ICH CAHPS Sampling

Sampling:
Vendor Activities Prior to Receiving Sample Files

Submit a Vendor Facility Closing Attestation Form for any CCN that has closed or will be closing (and therefore not participating) by the February 28th deadline.

Review report sent by the Coordination Team listing all CCNs that completed a 2024 Facility Non-Participation Form.

Notify the Coordination Team immediately if they will NOT be administering the survey for a facility because of payment or contract issues.

Monitor online Vendor Authorization Report regularly until the February 28, 2024, deadline to ensure that the CCN for each facility client is on the report.

Steps vendors should take prior to receiving 2024 Sample Files

Encourage client facilities to reach out to the Coordination Team with any sampling questions.

Sampling:
Vendor Authorization Issues

When to notify the Coordination Team of facility authorization issues that impact a survey vendor's ability to receive the sample file:

Once the February 28, 2024 deadlines to authorize a vendor, submit a Facility Non-Participation Form, and submit a Vendor Facility Closing Attestation Form have passed, vendors should notify the Coordination Team immediately of any discrepancies with their expected list of CCNs on the ICH CAHPS website.

Vendors must notify the Coordination Team by **March 1, 2024,** for the 2024 Spring Survey and **September 1, 2024,** for the 2024 Fall Survey if any contracted CCNs are missing from their Vendor Authorization Report and the CCN does not appear on the Facility Non-Participation Form Report or Vendor Facility Closing Attestation Report.

Sampling: Updated Protocol for Facilities that have Primary/Alternate CCN Pairs

- In the past, facilities were encouraged to register and authorize a vendor on the ICH CAHPS website for all CCNs related to a single facility; these CCNs are referred to as primary/alternate CCN pairs.

- If sample patients appeared under both CCNs in CROWNWeb, the Coordination Team sampled patients under both CCNs then combined the results for public reporting under what the Care Compare team considered the "primary" CCN.

- With EQRS, data can only be entered for a facility under <u>one</u> CCN.

Sampling: Updated Protocol for Facilities that have Primary/Alternate CCN Pairs (cont'd)

Facilities that are registering/authorizing a CCN for the first time on the website moving forward	Facilities that already have multiple CCNs registered/authorized for a facility on the website
Facilities should only register and authorize a vendor for one CCN per facility. This should be the CCN that data is reported under in EQRS.	No action is needed if a facility already has a primary/alternate CCN pair registered/authorized. Alternate CCNs will appear to have 0 sampled patients on the Sample File Summary Report, as all sampled patients will appear under the "primary" CCN.

Sampling: Seeded Mailing Protocol

Using the wrong version of letters provided.

Incorrect formatting (italicizing, underlining, bolding, spacing).

Common Issues Found During Seeded Mailing Review

Editing the official envelope without an approved ERF.

Incorrect vendor information included in letters.
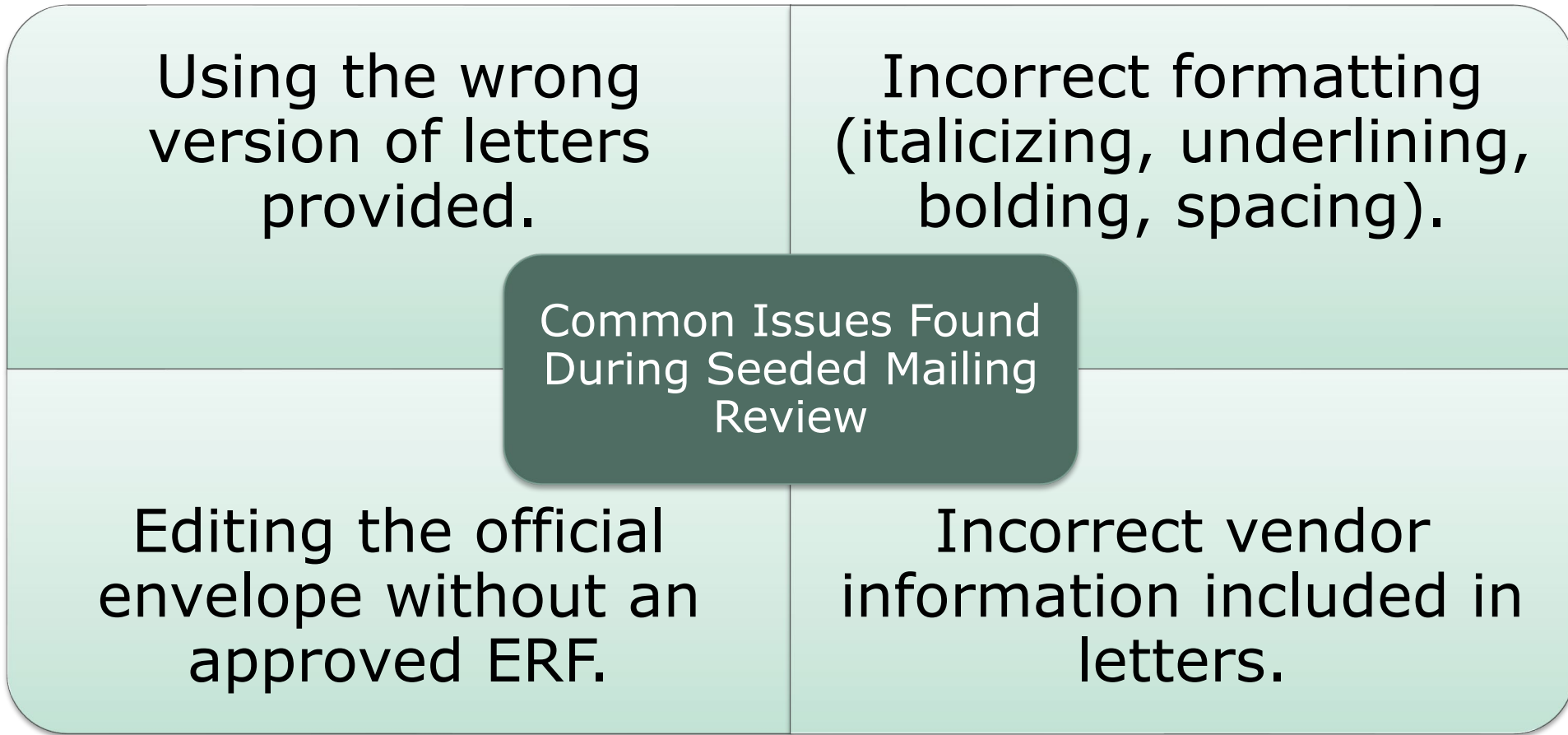
Survey Administration

Survey Administration: Updates to Survey Materials for 2023 Fall

Prenotification Letters (All Approved Languages)

Language added to emphasize to sample patients the importance of their repeat participation in the survey.

Replaced Amy Larrick Chavez-Valdez's name and signature with Vanessa S. Duran's as the new Medicare Drug Benefit and C & D Data Group representative. Removed "Director" from the title for this role.

Cover Letters 1 and 2 (All Approved Languages)

Language added to emphasize to sample patients the importance of their repeat participation in the survey *(added only to Cover Letter 1)*

Replaced Amy Larrick Chavez-Valdez's name and signature with Vanessa S. Duran's as the new Medicare Drug Benefit and C & D Data Group representative. Removed "Director" from the title for this role.

Mail Surveys: (Spanish, Samoan, Traditional Chinese, and Simplified Chinese)

Minor edit on the mail survey cover page to translate the words "OMB Number" and "Expiration Date", and the date itself, for each approved language.

Q59 – Current Version (English):

Q59 – Revised for 2024 Spring (English):

- The race question (Q59) has been revised so that response options are now listed in alphabetical order for health equity reasons.

- Race variables "Asian"(#2) and "Native Hawaiian or Pacific Islander"(#11) were added to the revised Q59.

- Indention of response options #3 - #9 and #12 - #15 is intentional.

Survey Administration: Updates to Survey Materials for 2024 Spring – Spanish Mail Survey

Q59 – Current Version (Spanish):

59. **¿Cuál es su raza? (Puede seleccionar una o más categorías.)**
1. ☐ Blanca
2. ☐ Negra o africana americana
3. ☐ India americana o nativa de Alaska
4. ☐ India asiática
5. ☐ China
6. ☐ Filipina
7. ☐ Japonesa
8. ☐ Coreana
9. ☐ Vietnamita
10. ☐ Otra raza asiática
11. ☐ Nativa de Hawái
12. ☐ Guameña o Chamorro
13. ☐ Samoana
14. ☐ Otra de las islas del Pacífico

Q59 – Revised for 2024 Spring (Spanish):

59. **¿Cuál es su raza? (Puede seleccionar una o más categorías.)**
1. ☐ Indígena de las Américas o nativa de Alaska
2. ☐ Asiática – **Por favor especifique →**
    3. ☐ India asiática
    4. ☐ China
    5. ☐ Filipina
    6. ☐ Japonesa
    7. ☐ Coreana
    8. ☐ Vietnamita
    9. ☐ Otra raza asiática
10. ☐ Negra o afroamericana
11. ☐ Nativa de Hawái o isleña del Pacífico – **Por favor especifique →**
    12. ☐ Guamesa o Chamorra
    13. ☐ Nativa de Hawái
    14. ☐ Samoana
    15. ☐ De otra isla del Pacífico
16. ☐ Blanca

- The race question (Q59) has been revised so that response options are now listed in alphabetical order for health equity reasons.

- "Asiática"(#2) and "Nativa de Hawái o isleña del Pacífico"(#11) were added to the revised Q59.

- Indention of response options #3 - #9 and #12 -#15 is intentional.

- Changes to response options:
  - "India americana o nativa de Alaska" was revised to "Indígena de las Américas o nativa de Alaska";
  - "Negra o africana americana" was revised to "Negra o afroamericana";
  - "Guameña o Chamorro" was revised to "Guamesa o Chamorra"; and
  - "Otra de las islas del Pacífico" was revised to "De otra isla del Pacífico".

Survey Administration: Updates to Survey Materials for 2024 Spring – Traditional Chinese Mail Survey

Q59 – Current Version
(Traditional Chinese):

Q59 – Revised for 2024
Spring (Traditional Chinese):

- The race question (Q59) has been revised so that response options are now listed in alphabetical order for health equity reasons.

- The race variables for "Asian"(#2) and "Native Hawaiian or Pacific Islander"(#11) were added to the revised Q59.

- Indention of response options #3 - #9 and #12 - #15 is intentional.

Survey Administration: Updates to Survey Materials for 2024 Spring – Simplified Chinese Mail Survey

Q59 – Current Version
(Simplified Chinese):

Q59 – Revised for 2024
Spring (Simplified Chinese):

- The race question (Q59) has been revised so that response options are now listed in alphabetical order for health equity reasons.

- The race variables for "Asian"(#2) and "Native Hawaiian or Pacific Islander"(#11) were added to the revised Q59.

- Indention of response options #3 - #9 and #12 - #15 is intentional.

Q59 – Current Version (Samoan):

Q59 – Revised for 2024 Spring (Samoan):

- The race question (Q59) has been revised so that response options are now listed in alphabetical order for health equity reasons.

- The race variables "Asian"(#2) and "Native Hawaiian or Pacific Islander"(#11) were added to the revised Q59.

- Indention of response options #3 - #9 and #12 - #15 is intentional.

Survey Administration: Updates to Survey Materials for 2024 Spring – English Telephone Script

Q59 – Current Version (English):

Q59 – Revised for 2024 Spring (English):

Q59. What is your race? You may choose one or more of the following. Are you…
1. White,
2. Black or African American,
3. American Indian or Alaska Native,
4. Asian, or
5. Native Hawaiian or Pacific Islander?
6. NONE OF THE ABOVE

M MISSING/DK

Q59. What is your race? You may choose one or more of the following. Are you…

1. American Indian or Alaska Native,
2. Asian,
3. Black or African American,
4. Native Hawaiian or Pacific Islander, or
5. White?
6. NONE OF THE ABOVE

M MISSING/DK

- Race question Q59 has been revised so that response options are now listed in alphabetical order for health equity reasons.

Survey Administration: Updates to Survey Materials for 2024 Spring – English Telephone Script (cont'd)

Q59b – Current Version (English):

Q59b. Which groups best describe you? You may choose one or more of the following. Are you…

1 Native Hawaiian,
2 Guamanian or Chamorro,
3 Samoan, or
4 Other Pacific Islander?
5 NONE OF THE ABOVE

M MISSING/DK

Q59b – Revised for 2024 Spring (English):

Q59b. Which groups best describe you? You may choose one or more of the following. Are you…

1 Guamanian or Chamorro,
2 Native Hawaiian,
3 Samoan, or
4 Other Pacific Islander?
5 NONE OF THE ABOVE

M MISSING/DK

- Race question Q59b has been revised so that response options are now listed in alphabetical order for health equity reasons.

Survey Administration: Updates to Survey Materials for 2024 Spring – Spanish Telephone Script

Q59 – Current Version (Spanish):

Q59. ¿Cuál es su raza? Puede seleccionar una o más de las siguientes. ¿Diría usted que…

1. Blanca,
2. Negra o africana americana,
3. India americana o nativa de Alaska,
4. Asiática, o
5. Nativa de Hawái o de otra isla del Pacífico?
6. NONE OF THE ABOVE

M MISSING/DK

Q59 – Revised for 2024 Spring (Spanish):

Q59. ¿Cuál es su raza? Puede seleccionar una o más de las siguientes. ¿Diría usted que…

1. Indígena de las Américas o nativa de Alaska,
2. Asiática,
3. Negra o afroamericana,
4. Nativa de Hawái o isleña del Pacífico, o
5. Blanca?
6. NONE OF THE ABOVE

M MISSING/DK

- Race question Q59 has been revised so that response options are now listed in alphabetical order for health equity reasons.

- Changes to response options:
  - "India americana o nativa de Alaska" was revised to "Indígena de las Américas o nativa de Alaska";
  - "Negra o africana americana" was revised to "Negra o afroamericana"; and
  - "Nativa de Hawái o de otra isla del Pacífico" was revised to "Nativa de Hawái o isleña del Pacífico".

Survey Administration: Updates to Survey Materials for 2024 Spring – Spanish Telephone Script (cont'd)

Q59b – Current Version (Spanish):

Q59. ¿Cuál de los siguientes grupos lo(a) describe mejor? Puede seleccionar una o más de las siguientes. ¿Diría usted que…

1. Nativo(a) de Hawái,
2. Guameño(a) o Chamorro(a),
3. Samoano(a),
4. De otra isla del Pacífico?
5. NONE OF THE ABOVE

M MISSING/DK

Q59b – Revised for 2024 Spring (Spanish):

Q59b. ¿Cuál de los siguientes grupos lo(a) describe mejor? Puede seleccionar una o más de las siguientes. ¿Diría usted que…

1. Guameso(a) o Chamorro(a),
2. Nativo(a) de Hawái,
3. Samoano(a), o
4. De otra isla del Pacífico?
5. NONE OF THE ABOVE

M MISSING/DK

- Race question Q59b has been revised so that response options are now listed in alphabetical order for health equity reasons.

- Changes to response options:
  - "Guameño(a) o Chamorro(a)" was revised to "Guameso(a) o Chamorro(a)"; and
  - "o" was added after the "Samoana(a)" option.

Q59a – Current Version (Spanish):

Q59a. ¿Cuál de los siguientes grupos lo(a) describe mejor? Puede seleccionar una o más de las siguientes. ¿Diría usted que…

1. Indio(a) asiático(a).
2. Chino(a).
3. India americana o nativa de Alaska.
4. Filipino(a).
5. Japonés(a).
6. Coreano(a).
7. Vietnamita.
8. De otro grupo asiático?
9. NONE OF THE ABOVE

M MISSING/DK

Q59a – Revised for 2024 Spring (Spanish):

Q59a. ¿Cuál de los siguientes grupos lo(a) describe mejor? Puede seleccionar una o más de las siguientes. ¿Diría usted que…

1. Indio(a) asiático(a).
2. Chino(a).
3. India americana o nativa de Alaska.
4. Filipino(a).
5. Japonés(a).
6. Coreano(a).
7. Vietnamita, o
8. De otro grupo asiático?
9. NONE OF THE ABOVE

M MISSING/DK

- The response options for race question Q59a were already in alphabetical order, so no revisions were needed to order.

- Minor edit to response option 7:
  - "o" was added after the "Vietnamita," option.

Survey Administration: Updates to Minimum Business Requirements

- **Update:** The ICH CAHPS minimum business requirements (MBRs) now reflect that CMS may permit home-based or virtual interviewers or mail survey staff to administer the ICH CAHPS survey. An Exceptions Request Form (ERF) must be submitted and approved by CMS prior to administering the survey using virtual staff.

Criteria	Requirement
Facilities and Systems	Has the following: • A secure commercial work environment. CMS may permit home-based or virtual interviewers or mail survey staff to administer the ICH CAHPS survey. An Exceptions Request Form (ERF) must be submitted and approved by CMS prior to administering the survey using virtual staff. • Physical facilities and electronic equipment and software to securely download sample data from the ICH CAHPS website, to collect and process ICH CAHPS Survey data, and to upload ICH CAHPS data to the Data Center. • If offering telephone surveys: the equipment, software, and facilities (unless an ERF for remote telephone staff is approved) to conduct CATI interviews and to monitor interviewers.

Survey Administration: New Protocol for Handling Requests for Alternate Formats/Modes of the ICH CAHPS Survey

- Should an ICH CAHPS Survey Vendor receive a request from a sample patient to receive/complete the survey in an alternate format or mode due to an accessibility issue, the vendor is asked to contact the Coordination Team for guidance on how to proceed.

Examples of requests vendors may receive are listed below:

Requests for vendors to provide a large-print questionnaire due to a vision disability;

Requests for mail-only vendors to conduct the survey over the phone for a blind respondent; or

Requests for phone-only vendors to send a mail survey to a deaf or hard-of-hearing respondent.

Survey Administration: January 2024 CTSAR Newsletter

January 2024 | **ICH CAHPS® Coordination Team Semiannual Review**

- Posted to the ICH CAHPS website on January 11, 2024, and emailed to all approved vendors and registered facility users.

- Provides ICH facilities and survey vendors with helpful ICH CAHPS information.

- Please let the Coordination Team know of any topics you would like included in future newsletters.

Survey Administration: Revised XML Data Layout File and Schema Validation Tool for Data Submission

The ICH CAHPS Survey XML data layout file (Version 9.0) has been revised to reflect the edits made to Q59 in the mail surveys, and Q59 and Q59b in the telephone scripts for 2024 Spring. These XML file edits include:

Reordering of the race response options for XML element Q59-mail, Q59-phone, and Q59b-phone to match the new order of the response categories for these survey questions (i.e., alphabetical order).	The addition of the following two race variables: • **Q59-mail <race-asian-mail>** (i.e., "Asian"); and • **Q59-mail <race-nativehawaiian-pacific-mail>** (i.e., "Native Hawaiian or Pacific Islander").

By May 2024, the ICH CAHPS Survey data submission tools (Schema Validation Tool and Data Submission Tool) will be updated to reflect the edits made to Q59 and Q59b. Announcements will be posted on the website when the revised tools are available.

Survey Administration: Revised XML Data Layout File and Schema Validation Tool for Data Submission (cont'd)

Important Reminders For Submitting 2024 Spring Survey XML Files

It is **strongly recommended** to complete additional quality control (QC) checks on revised race questions (Q59 mail survey; Q59 and Q59b telephone script) data before submitting the final XML file.

→

Vendors should compare the counts of their 2024 Spring survey race response categories against those data from previous survey periods to ensure that their survey systems are accurately capturing the reordered* race responses.

→

Vendors are **strongly encouraged** to begin submitting draft XML files to test their programs when notified of the revised Data Submission tools, and well in advance of the 2024 Spring Survey data submission deadline of July 31, 2024.

*__Note__: In the mail surveys, in addition to the race categories being re-ordered alphabetically, with the addition of two new race variables ("Asian" and "Native Hawaiian or Pacific Islander"), the numeric range of the response options increased from 1-14 to 1-16. If not implemented correctly, XML files will fail data submission validation checks.

Survey Administration: Updates to ICH CAHPS Website

ICH CAHPS Facility Survey Administrator Consent Form

- Revised to inform the designated Survey Administrator that their contact information will be provided to the survey vendor they authorize for their CCN(s).

ICH CAHPS Automated Email Messages

- Vendor/Facility user automated messages revised to reflect new ICH CAHPS protocol regarding handling primary and alternate CCN pairs.
    - *(i.e., Facilities no longer need to register and authorize multiple CCNs for a facility on the ICH CAHPS website (but should ensure the CCN that they enter data under in EQRS is the CCN that is registered and authorized on the ICH CAHPS website).*
- Language added to Vendor Authorization confirmation email that the currently registered ICH Facility Survey Administrator's contact information can be found on the Vendor Authorization Report.
- Language added to facility's vendor authorization conformation email that their contact information will be shared with their authorized vendor.
- Additional minor edits for better readability.

Survey Administration: Updates to ICH CAHPS Website (cont'd)

Revised ICH CAHPS Website materials and webpages:
Updated to reflect new ICH CAHPS protocol regarding handling primary and alternate CCN pairs:

Webpage: ICH CAHPS Survey Fact Sheet ([ICH CAHPS Survey Fact Sheet](#) ⤢)

Webpage: ICH CAHPS Participation Overview for ICH Facilities ([ICHCAHPS Participation Overview](#) ⤢)

Webpage: Frequently Asked Questions About the Public Reporting of ICH CAHPS Survey Data ([ICH CAHPS Public Reporting FAQ](#) ⤢)

Announcement: Importance of Registering and Authorizing Primary/Alternate CCN pairs on the ICH CAHPS Website ([ICH CAHPS Announcements](#) ⤢)

Survey Administration: Change to Survey Vendor Authorization Report

- The Survey Vendor Authorization Report (accessible via the vendor's dashboard), has been revised to include the facility's currently registered* ICH CAHPS Survey Administrator's contact information (name, telephone number, and email address), once the authorization form is submitted by the facility.

- Report can now be filtered to show expired authorizations.

Survey Vendor Authorization Report

Export to Excel

☐ Show expired authorizations

Facility Name	CCN	Beginning Survey Period	Ending Survey Period	NPF Submitted	Create Date	Closing Form Submitted	Facility SA	Facility SA Phone	Facility SA Email
RTI Facility 005	999005	2024 Spring Survey			10/18/2023 1:58:09 PM	No	RTI Facility 2	0000000000	attarai@rti.org
RTI Facility 010	999010	2023 Fall Survey			10/4/2023 10:20:17 AM	No	RTI Facility	555-555-5555	ghes@rti.org
RTI Facility 011	999011	2023 Fall Survey	2023 Fall Survey		10/4/2023 10:20:17 AM	Yes	RTI Facility	555-555-5555	ghes@rti.org
RTI Facility 012	999012	2023 Fall Survey			12/12/2023 2:57:07 PM	No	RTI Facility	555-555-5555	ghes@rti.org
RTI Facility 013	999013	2023 Fall Survey	2023 Fall Survey	Yes*	1/5/2024 11:58:23 AM	No	RTI Facility	555-555-5555	ghes@rti.org
RTI Facility 990	999990	2023 Fall Survey	2024 Spring Survey		10/10/2023 2:59:33 PM	No	RTI Facility	555-555-5555	ghes@rti.org

*If the CCN(s) does not currently have a primary Survey Administrator registered on the ICH CAHPS website (i.e., the previous primary Survey Administrator was removed and a new Survey Administrator has not yet registered the CCN), contact information will not be present in this report.

Survey Administration: Change to Vendor Facility Closing Attestation Report

- The Vendor Facility Closing Attestation Report (accessible under the "For Vendors" tab) has been revised to allow vendors to filter the report to show CCNs that they previously reported as closed, that have since been reported as re-opened and currently participating in ICH CAHPS.

Vendor Facility Closing Attestation Report

Export to Excel

Your organization has reported the following facility closings:

☐ Show inactive records - CCNs that have reopened

Vendor	CCN	Facility Name	Closing Date	Reported Date	Last Survey Period	Active Record?
RTI Test Vendor (rtivendor)	999993	RTI Facility 993	02/01/2019	04/25/2019		True
RTI Test Vendor (rtivendor)	999900	RTI Facility 900	10/04/2023	10/04/2023	2023 Spring Survey	True

Vendor Oversight

Vendor Oversight: ICH CAHPS Site Visits

Site visits may be conducted virtually or as an offsite site "visit."

A total of 72 ICH CAHPS site visits have been conducted to date.

The purpose of a site visit is to ensure that approved vendors are operating in compliance with ICH CAHPS Survey protocols.

The next site visits are scheduled to take place in May and June 2024.

Site visits are coordinated across all CMS CAHPS Surveys.

Vendor Oversight: ICH CAHPS Site Visits (cont'd)

Data Digging and Call History Review Protocol Change

- This activity will be conducted, and results sent to vendors, *prior* to site visits.
- Data digging requests will be made by the Coordination Team earlier in the site visit process.

Goal of Protocol Change

- Allow time for vendors to conduct internal investigations, if needed, so that findings can be discussed during the virtual site visits.

Vendor Oversight: Common Issue Found During 2023 Site Visits

Only one common issue among vendors conducting ICH CAHPS telephone surveys during 2023 site visits:

Vendors who conduct ICH CAHPS telephone surveys should conduct **reminder trainings on various interviewing techniques and protocols**, such as:

- Reading Verbatim
- Clarification Probing

Vendor Oversight: Quality Assurance Plan

Annual Quality Assurance Plan Update Submission Due Date: May 31, 2024

Survey vendors are required to include the following in their QAP Update (or as an attachment):

Copy of the mail survey (for mail and mixed mode surveys) for each language they are administering the survey;	Screenshots of the entire survey from their CATI interview (for telephone and mixed mode surveys) for English and Spanish, if applicable;	Cover letters 1 and 2 for each language they are administering the survey; and	Screenshot of their ICH CAHPS Survey package envelope template (used to send both prenotification letters and mail survey packages).

General QAP Reminders

Update QAP when there are:	Update both Spring and Fall schedules	Include details	Check to ensure the correct versions of supplemental documents are being attached
• Personnel Changes • Protocol Changes			

Vendor Oversight: Revised Remote Work ERFs for 2024 Spring

- CMS has implemented a policy that vendors must update their remote work ERFs every two years, or when any changes are made to the approved remote work protocol.

- If you have approval to conduct remote work on the ICH CAHPS Survey, CMS requests that you submit an extension to renew this approval, using a new form, prior to the 2024 Spring Survey period (mid-February).

Next Steps:

- The Coordination Team will reach out to follow-up on this request directly.

- Vendors will be required to submit an extension after 2 years.

Data Processing and Coding

Data Processing and Coding: 2023 Spring Survey Data Cleaning Issues

Examples of Coding Issues Discovered During the Data Cleaning Process

Code 210 (Breakoff):

- Should be assigned if the sample patient responds to some questions but not enough to meet completeness criteria.

Code 190 (Ineligible: No Longer Receiving Care at Sampled Facility):

- Should be assigned if telephone and the response to Q1 or Q2 is DK/RE.

Data Processing and Coding: Clarifications for Assigning Code 130

Clarification Regarding Code 130 – Completed Mail Survey; Eligibility Unknown

A code 130 should be assigned if: The sample patient answered at Q1 "At the dialysis center", **AND**

Q2 is blank, **AND**

the respondent skipped Questions 3 through 44, **AND**

the respondent answered one or more of Questions 45 through 62, **AND**

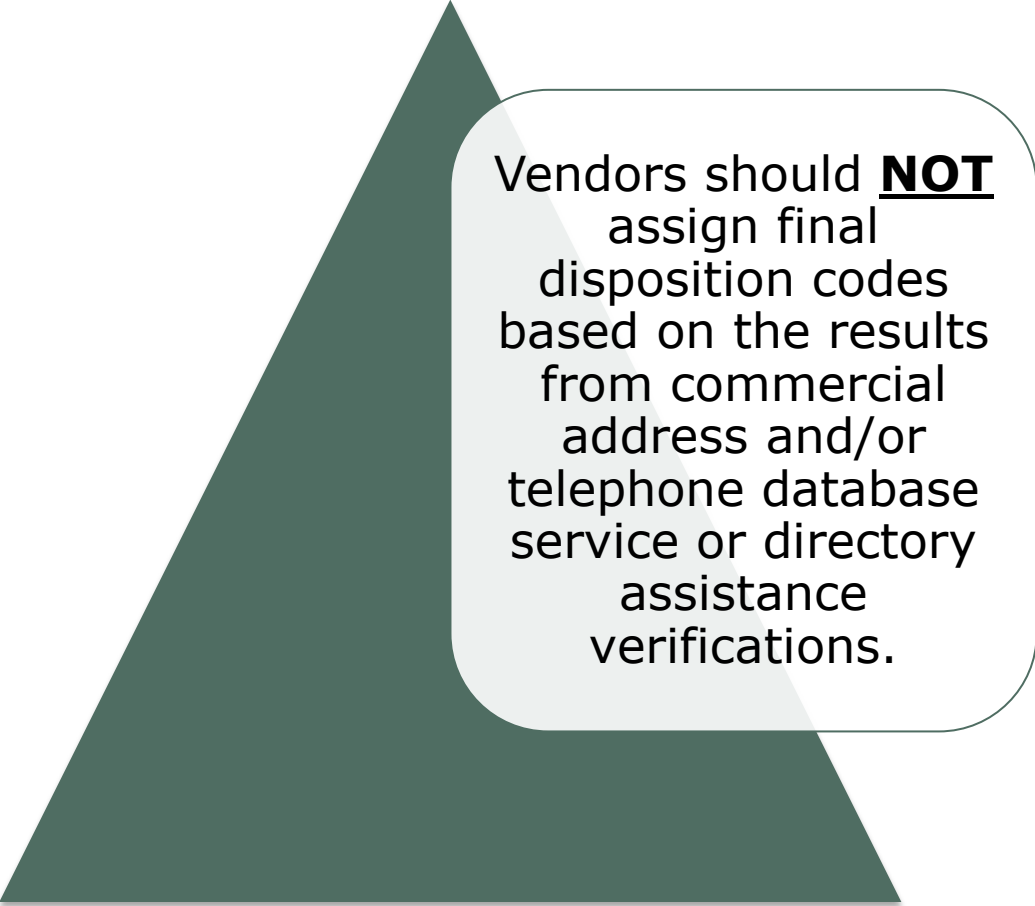not enough questions were answered to meet completeness criteria.

Data Processing and Coding: Clarifications for Assigning Code 210

Clarification Regarding Code 210 - Breakoff

A Code 210 should be assigned if: The respondent answers some questions but not enough to meet completeness criteria
AND/OR

The case does not meet any other coding criteria.

# Data Processing and Coding: Code Assignment Clarification

Vendors should **NOT** assign final disposition codes based on the results from commercial address and/or telephone database service or directory assistance verifications.
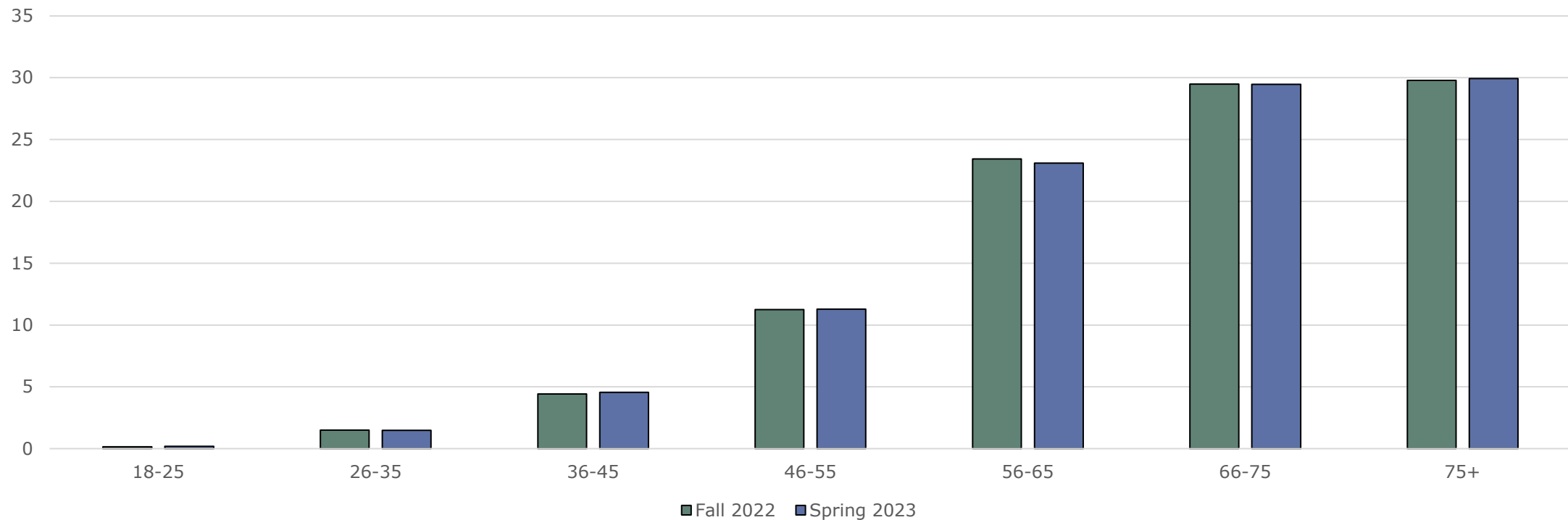
ICH CAHPS Tidbits

ICH CAHPS Tidbits: Patient Characteristics

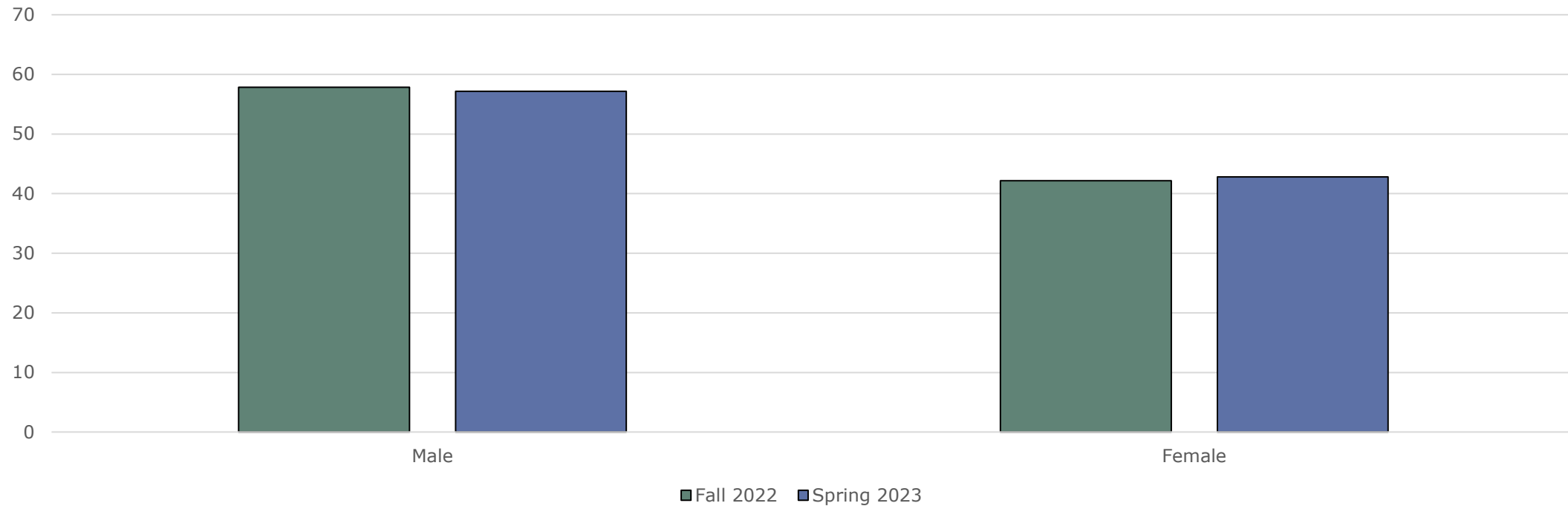Respondent Education Distribution
2022 Fall and 2023 Spring

Legend: ■ Fall 2022 ■ Spring 2023
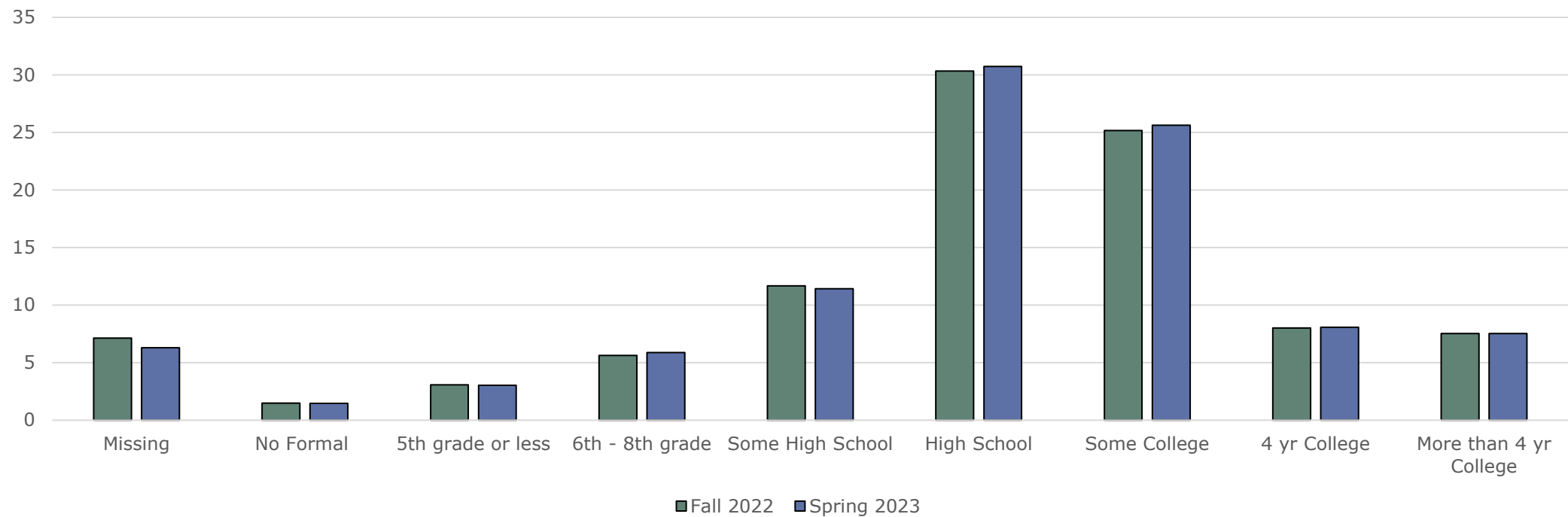
ICH CAHPS Tidbits: Patient Characteristics (cont'd)

Respondent Age Distribution
2022 Fall and 2023 Spring

Respondent Gender Distribution
2022 Fall and 2023 Spring

ICH CAHPS Tidbits: Patient Characteristics (cont'd)

Respondent Language Spoken at Home
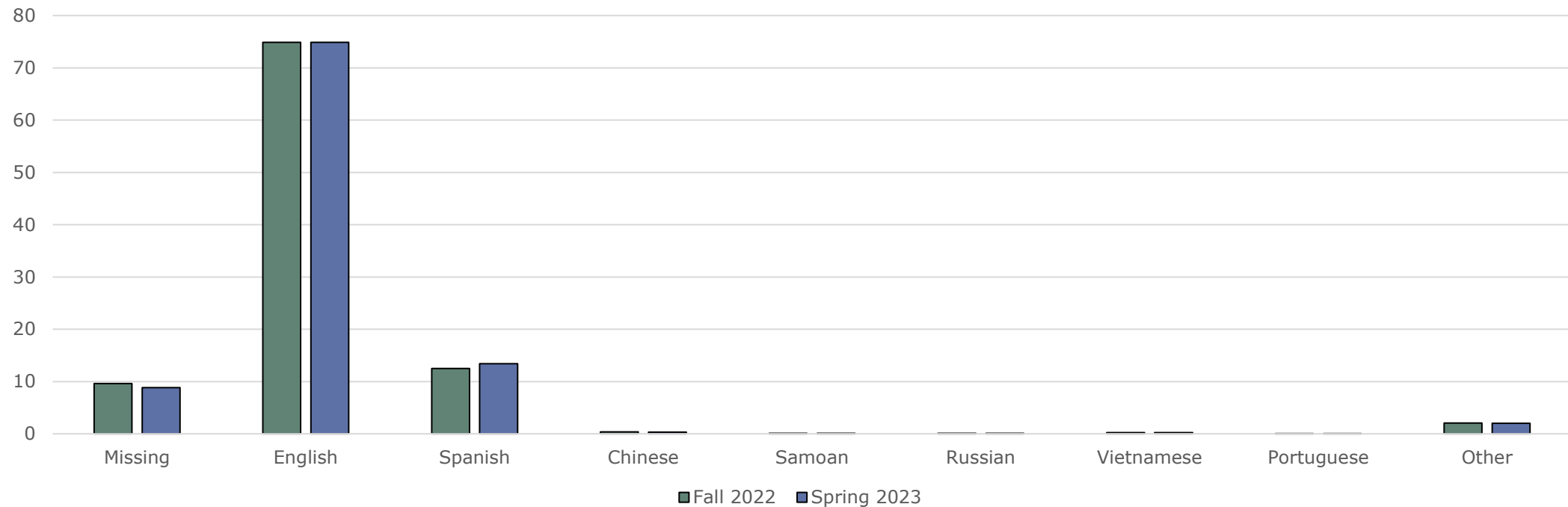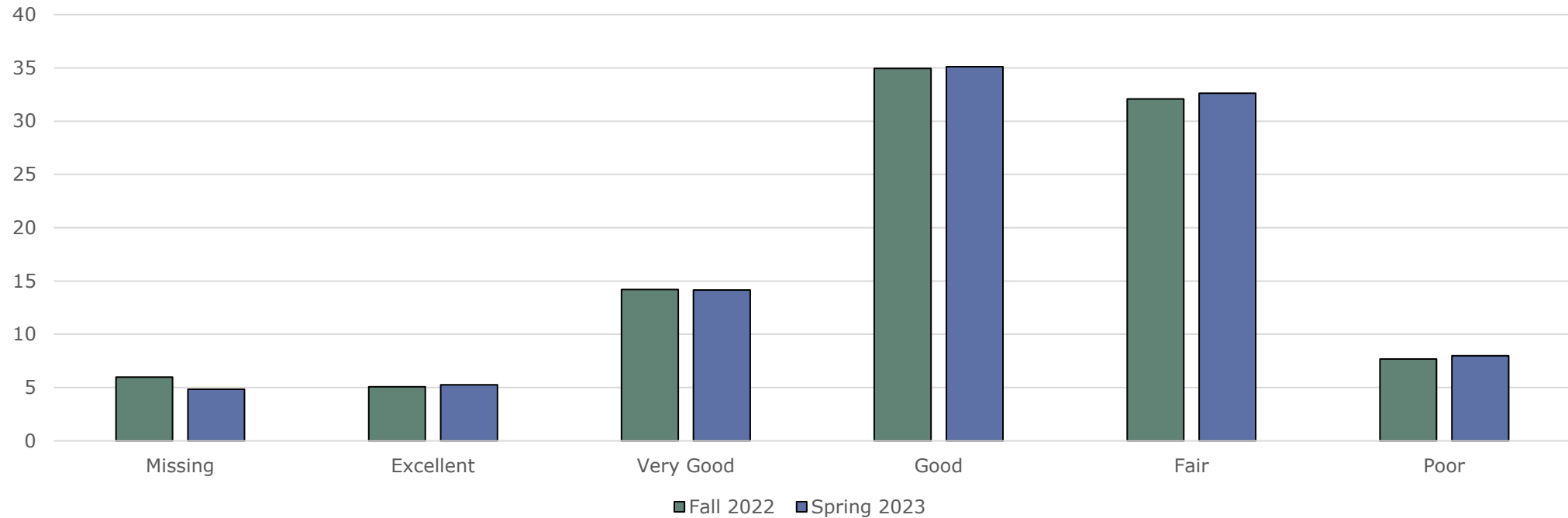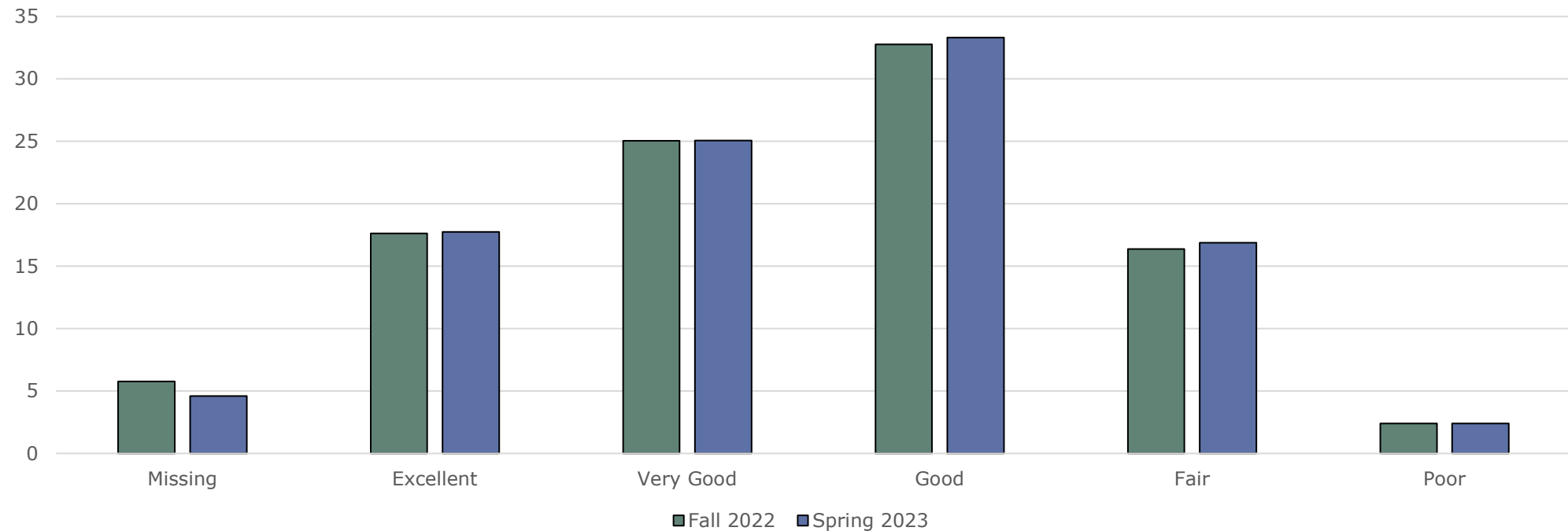2022 Fall and 2023 Spring

■ Fall 2022   ■ Spring 2023

Respondent Self-Reported Overall Health
2022 Fall and 2023 Spring

Respondent Self-Reported Mental Health
2022 Fall and 2023 Spring

ICH CAHPS Tidbits: Response Rates

Survey Period	Mail Only Survey	Phone Only Survey	Mixed-Mode Survey	Overall RR
2021 Spring Survey	19.0%	22.7%	26.4%	26.3%
2021 Fall Survey	14.1%	20.1.%	18.8%	18.8%
2022 Spring Survey	18.0%	23.1%	26.2%	26.0%
2022 Fall Survey	16.5%	20.9%	23.9%	23.7%
2023 Spring Survey	22.3%	23.5%	26.0%	25.8%
2023 Fall Survey	TBD	TBD	TBD	TBD

ICH CAHPS Tidbits: Response Rates (cont'd)

Race/Ethnicity	2022 Fall Response Rate			2023 Spring Response Rate		
	Mail-only	Phone-only	Mixed Mode	Mail-only	Phone-only	Mixed Mode
American Indian/Native Alaskan	12.5%	10.3%	18.0%	12.1%	26.7%	20.3%
Asian	16.3%	16.2%	20.7%	18.9%	16.5%	22.1%
Black	10.6%	23.9%	21.4%	16.9%	25.8%	23.5%
Native Hawaiian/Other Pacific Islander	7.2%	13.0%	23.9%	9.3%	7.7%	23.6%
White	20.5%	18.9%	27.0%	27.9%	22.4%	28.3%
Other*	17.6%	21.2%	21.4%	13.4%	36.1%	21.6%
Hispanic	9.5%	20.4%	22.6%	11.3%	23.8%	24.9%
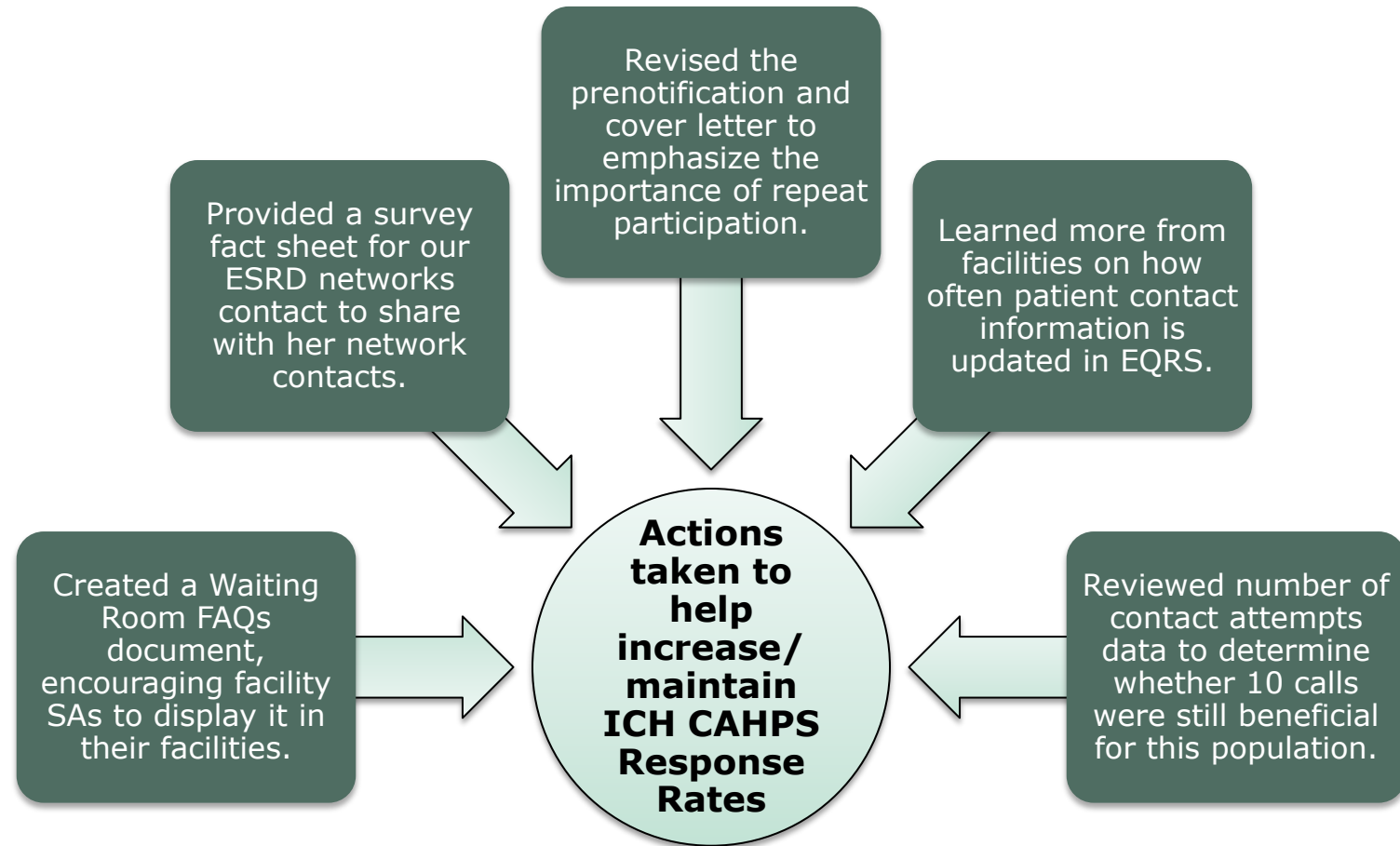
Revised the prenotification and cover letter to emphasize the importance of repeat participation.

Provided a survey fact sheet for our ESRD networks contact to share with her network contacts.

Learned more from facilities on how often patient contact information is updated in EQRS.

Actions taken to help increase/ maintain ICH CAHPS Response Rates

Created a Waiting Room FAQs document, encouraging facility SAs to display it in their facilities.

Reviewed number of contact attempts data to determine whether 10 calls were still beneficial for this population.

Update on ICH CAHPS Mode Experiment Results and Next Steps
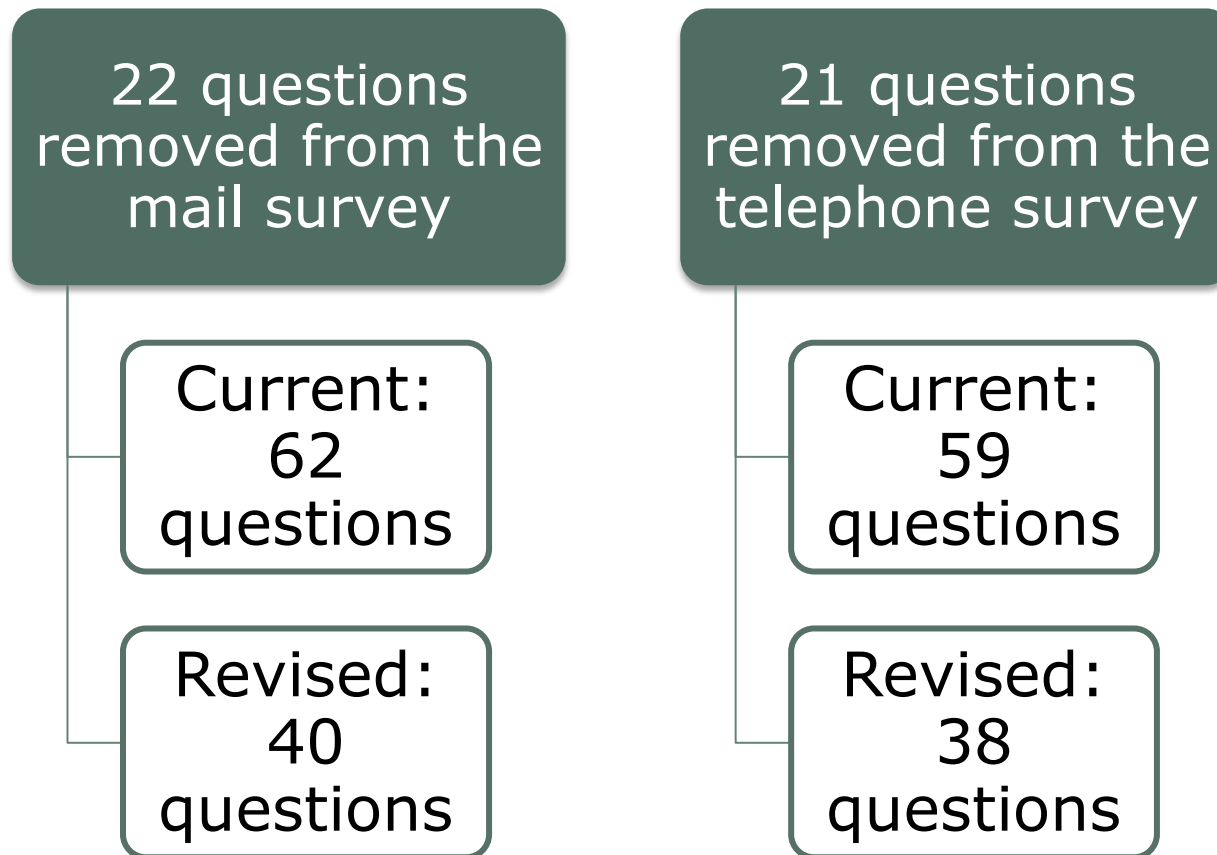
Purpose of Mode Experiment

To test a shorter ICH CAHPS Survey, to improve patient burden.

To test the feasibility of implementing a web mode with the ICH CAHPS population.

What does the revised ICH CAHPS Survey look like?

22 questions removed from the mail survey

Current: 62 questions

Revised: 40 questions

21 questions removed from the telephone survey

Current: 59 questions

Revised: 38 questions

Mode Experiment Modes

| Mail-only | Telephone-only | Mail with telephone follow-up (mixed mode) | Web with mail follow-up |

Update on ICH CAHPS Mode Experiment Results and Next Steps (cont'd)

- Analyzed data (patient-mix adjustment, non-response bias, mode effects, and psychometric measures) and submitted final report to CMS.
  - Analyses supports the shorter survey.
  - Analysis not conclusive for web-based mode due to lack of email addresses/web responses.

- Presented the results to a Technical Expert Panel.
  - Agreed that should move forward with shorter survey.
  - Emphasized that a web-based mode is necessary for this survey.

- Presented the results to the CAHPS Consortium.
  - Asked for additional analysis to possibly remove one other question before moving forward with the approval process.

Next Steps:

- Conduct additional analysis to determine if one other question can be removed from a psychometric perspective.
  - If question can be removed, reach out to TEP members to ensure they are okay with this removal.

- Move forward with necessary approvals, including:
  - Final rule for the End-Stage Renal Disease (ESRD) Prospective Payment System (PPS)
  - Partnership for Quality Measurement (PQM) endorsement, and
  - Office of Management and Budget (OMB) approval.

- At this time, the timeline is uncertain, but we will keep vendors and facilities updated on approval progress.

Questions?

Thank You!

- Thank you for participating in this training session.
- Please take a moment to complete the training evaluation form before you log out of this session. Your feedback is important to us!
- Remember that technical assistance is available:
  - By email, ichcahps@rti.org
  - Telephone, 1-866-245-8083