**Changes to the ICH CAHPS Survey Questionnaire and Survey Materials**

**May 1, 2014**

The ICH CAHPS Coordination Team has made a number of changes to the ICH CAHPS mail survey questionnaire and telephone survey script. All ICH CAHPS Survey vendors must make these changes in their ICH CAHPS Survey documents before the 2014 ICH CAHPS Survey begins in September 2014. The final ICH CAHPS mail survey questionnaire and telephone script will be posted on the ICH CAHPS website within the next few weeks. ICH CAHPS Survey vendors should check the website periodically for an announcement that the final materials have been posted.

**Changes to the ICH CAHPS Mail Survey Questionnaire**

1. Q1: A new response option, “I do not currently receive dialysis,” has been added. Sample patients who select that response option will be skipped to Q45.
2. Q2: In response category 5, the word “facility” has been changed to “center.”
3. Q8: A comma has been added behind the number 10 to make this question consistent with Q35.
4. Q10 Intro: In the transition statement that appears above Q10, a comma was added behind the word “dietitian.”
5. Q19: A comma was added behind the second appearance of the word “fistula.”
6. Q26 Intro: In the second sentence in the transition statements that appears above Q26, a comma has been added behind the word “dietitians.”
7. Q32: A comma has been added behind the number 10 to make this question consistent with Q35.
8. Q36: The words “at a center” and “a” have been added to the first sentence and a comma was placed behind the word “transplant.” The question now reads as follows:

“You can treat kidney disease with dialysis at a center, a kidney transplant, or with dialysis at home. In the last 12 months, did your kidney doctors or dialysis center staff talk to you as much as you wanted about which treatment is right for you?”

1. Q37: The “Don’t know” response option has been changed to “I don’t know.”
2. Q40: The words “for kidney disease” have been added to the question, which now reads as follows:

“In the last 12 months, were you involved as much as you wanted in choosing the treatment for kidney disease that is right for you?”

1. Q41 and Q42: The page number has been removed from the skip instruction beside the “No” response option.
2. Q55: A comma was added behind the word “alone.”
3. Q58: The “th” that appears beside the numbers in the second and third response options have been formatted so that they are in superscript.
4. Q60: The letter “n” in the word No that appears in the skip instruction has been capitalized.
5. Q60a: Response options were updated to include preprinted response options for Chinese and Samoan.
6. Formatting (i.e., use of bolded words, commas, and capitalization) has been made consistent throughout the questionnaire.

**Changes to the ICH CAHPS Telephone Survey Script**

The following changes have been made to the ICH CAHPS telephone survey script. Survey vendors must revise their computer-assisted telephone interview (CATI) program to implement these changes before the 2014 ICH CAHPS Survey begins.

1. The introductory script that telephone interviewer will read to sample patients has been revised and shortened, but it still contains all elements of informed consent.
2. Q1: A new response category, “I do not currently receive dialysis,” with skip instructions to Go to Question 45, has been added.
3. Q2: In response category 5, the word “facility” has been changed to “center.”
4. Q8, Q19, Q32, and Q55: A comma has been added to the same questions as indicated above for the mail survey questionnaire.
5. Q10, Q26, and Q36: A comma has been added to the same transitions statements as indicated above for the mail survey questionnaire.
6. Q20: A DON’T KNOW response option has been added. Please note that this response option must appear in all capital letters, which means that the interviewer must not read this response option to the sample patient.
7. Q36: The words “at a center” and “a” have been added to the first sentence and a comma was placed behind the word “transplant.”
8. Q37: A DON’T KNOW response option has been added to this question. Note that this response option must appear in all capital letters, which indicates that the telephone interviewer must not read this response option to the sample patient.
9. Q40: The words “for kidney disease” have been added.
10. The ICH CAHPS Coordination Team recommends that survey vendors add a drop down pronunciation guide in their CATI file that interviewers can access if they have problems pronouncing peritoneal or any other words included in the survey questions. When training telephone interviewers to administer the ICH CAHPS telephone survey, survey vendors should make sure that their interviewers know how to pronounce peritoneal, and all other words included in the telephone script.
11. Q45\_Intro: The wording has been changed to read “Please listen to all response choices before you answer the following questions.”
12. Q60a: The response options have been updated to include preprinted response options for Chinese and Samoan.
13. Q61a: The wording “choose one or more of the following” has been removed. Only one answer choice will be accepted for this question.
14. Q62: This question has been split into one screening question with two follow-up questions. This is a multiple response question in which the respondent may choose one or more of the race categories. The skip logic to be programmed in CATI for this question is as follows:

* If the sample patient gives only one of the race categories of White, Black or African American, or American Indian or Alaskan Native, skip to the End Statement.
* If one of the race categories the sample patient chooses is Asian, ask Q62a.
* If one of the race categories that the sample patient chooses is Native Hawaiian or Pacific Islander, ask Q62b.

1. Formatting (i.e., use of bolded words, commas, and capitalization) has been made consistent throughout the telephone script.

**Changes to the XML Template**

1. The XML Data File Layout included in **Appendix L** of the *ICH CAHPS Survey Administration and Specifications Manual, Version 1.0* is being revised to reflect the changes to the survey questionnaire and phone script described above. The revised XML template will be posted on the ICH CAHPS website after it has been revised. An announcement will be posted on the ICH CAHPS website when the revised XML template has been posted.