

ESRD Stakeholder Interview Recruiting Script

Telephone

Hello. I'm ~~~ and I'm calling on behalf of the Center for Medicare and Medicaid Services (CMS). Westat is conducting a study for CMS on the revised reimbursement system for ESRD beneficiaries, the ESRD PPS/QOP. The new system entails bundled reimbursements that are linked to performance measures and beneficiary outcomes. An important part of this study is talking to knowledgeable individuals in the ESRD community.

We were hoping that you could participate in an interview. This interview will focus on how the ESRD PPS QIP has affected beneficiary care in the broadest sense, for example, beneficiary experience of and satisfaction with care; beneficiary quality of life; quality of dialysis; intended versus un-intended consequences for beneficiary care, changes in beneficiary access to care; beneficiary safety issues; and so forth. We expect the interview to take approximately 60 minutes and can be scheduled at a time that is convenient for you – during the day or evening.

We can schedule the interview now if that works for you.

E-Mail

The Center for Medicare and Medicaid Services (CMS) is sponsoring a study of the newly revised End Stage Renal Disease reimbursement system, the ESRD PPS/QIP. The new system entails bundled reimbursements that are linked to performance measures and beneficiary outcomes. An important part of this study is talking to knowledgeable individuals in the ESRD community.

Westat is conducting these interviews for CMS and we were hoping that you could participate in an interview. This interview will focus on how the ESRD PPS QIP has affected beneficiary care in the broadest sense, for example, beneficiary experience of and satisfaction with care; beneficiary quality of life; quality of dialysis; intended versus un-intended consequences for beneficiary care, changes in beneficiary access to care; beneficiary safety issues; and so forth. We expect the interview to take approximately 60 minutes and can be scheduled at a time that is convenient for you – during the day or evening.

One of our schedulers will call to schedule the interview, or you can email us with a time that is convenient for you.

Thank you for your generous participation.