
CAHPS[®] In-Center Hemodialysis Survey

Version: Adult Questionnaire

Language: English



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Instructions for Front Cover

- Replace the cover of this document with your own front cover. Include a user-friendly title and your own logo.
- Include this text regarding the confidentiality of survey responses:

Your Privacy is Protected. All information that would let someone identify you or your family will be kept private. {VENDOR NAME} will not share your personal information with anyone without your OK. Your responses to this survey are also completely **confidential**. You may notice a number on the cover of the survey. This number is used **only** to let us know if you returned your survey so we don't have to send you reminders.

Your Participation is Voluntary. You may choose to answer this survey or not. If you choose not to, this will not affect the health care you get.

What To Do When You're Done. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to [INSERT VENDOR ADDRESS].

If you want to know more about this study, please call XXX-XXX-XXXX.

Instructions for Format of Questionnaire

Proper formatting of a questionnaire improves response rates, the ease of completion, and the accuracy of responses. The CAHPS team's recommendations include the following:

- If feasible, insert blank pages as needed so that the survey instructions (see next page) and the first page of questions start on the right-hand side of the questionnaire booklet.
- Maximize readability by using two columns, serif fonts for the questions, and ample white space.
- Number the pages of your document, but remove the headers and footers inserted to help sponsors and vendors distinguish among questionnaire versions.

Additional guidance is available in **Preparing a Questionnaire Using the CAHPS In-Center Hemodialysis Survey:**

https://www.cahps.ahrq.gov/cahpskit/files/52_ICH_Preparing_a_Questionnaire.pdf

Survey Instructions

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → **If Yes, go to #1 on page 1**
 No

1. Where do you get your dialysis treatments?

- ¹ At home → **If At home, stop here. Please return this survey in the postage-paid envelope.**
- ² At the dialysis center

2. How long have you been getting dialysis at this dialysis center?

- ¹ Less than 3 months → **If Less than 3 months, stop here. Please return this survey in the postage-paid envelope.**
- ² At least 3 months but less than 1 year
- ³ At least 1 year but less than 5 years
- ⁴ 5 years or more

Your Kidney Doctors

3. For the questions that follow, “your kidney doctors” means the doctor or doctors most involved in your dialysis care now. This could include kidney doctors that you see inside and outside the center. In the last 3 months, how often did your kidney doctors listen carefully to you?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

4. In the last 3 months, how often did your kidney doctors explain things in a way that was easy to understand?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

5. In the last 3 months, how often did your kidney doctors show respect for what you had to say?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

6. In the last 3 months, how often did your kidney doctors spend enough time with you?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

7. In the last 3 months, how often did you feel your kidney doctors really cared about you as a person?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

8. Using any number from 0 to 10, where 0 is the worst kidney doctors possible and 10 is the best kidney doctors possible, what number would you use to rate the kidney doctors you have now?

- 0 Worst kidney doctors possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best kidney doctors possible

9. Do your kidney doctors seem informed and up to date about the health care you receive from other doctors?

- ¹ Yes
² No

The Dialysis Center Staff

10. For the questions that follow, dialysis center staff do **not** include doctors. Dialysis center staff means nurses, technicians, dietitians, and social workers at this dialysis center. In the last 3 months, how often did the dialysis center staff listen carefully to you?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

11. In the last 3 months, how often did the dialysis center staff explain things in a way that was easy to understand?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

12. In the last 3 months, how often did the dialysis center staff show respect for what you had to say?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

13. In the last 3 months, how often did the dialysis center staff spend enough time with you?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

14. In the last 3 months, how often did you feel the dialysis center staff really cared about you as a person?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

15. In the last 3 months, how often did dialysis center staff make you as comfortable as possible during dialysis?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

16. In the last 3 months, did dialysis center staff keep information about you and your health as private as possible from other patients?

- ¹ Yes
² No

17. In the last 3 months, did you feel comfortable asking the dialysis center staff everything you wanted about dialysis care?

- ¹ Yes
² No

18. In the last 3 months, has anyone on the dialysis center staff asked you about how your kidney disease affects other parts of your life?

- ¹ Yes
² No

19. The dialysis center staff can connect you to the dialysis machine through a graft, fistula, or catheter. Do you know how to take care of your graft, fistula, or catheter?

- ¹ Yes
² No

20. In the last 3 months, which one did they use most often to connect you to the dialysis machine?

- ¹ Graft
² Fistula
³ Catheter → **If Catheter, go to #22**
⁴ Don't know → **If Don't know, go to #22**

21. In the last 3 months, how often did dialysis center staff insert your needles with as little pain as possible?

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I insert my own needles

22. In the last 3 months, how often did dialysis center staff check you as closely as you wanted while you were on the dialysis machine?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

23. In the last 3 months, did any problems occur during your dialysis?

- ¹ Yes
² No → **If No, go to #25**

24. In the last 3 months, how often were the dialysis center staff able to manage problems during your dialysis?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

25. In the last 3 months, how often did dialysis center staff behave in a professional manner?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

26. Please remember that, for these questions, dialysis center staff do **not** include doctors. Dialysis center staff means nurses, technicians, dietitians, and social workers at this dialysis center. In the last 3 months, did dialysis center staff talk to you about what you should eat and drink?

- ¹ Yes
² No

27. In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

28. As a patient, you have certain rights. For example, you have the right to be treated with respect and the right to privacy. Did this dialysis center ever give you any written information about your rights as a patient?

- ¹ Yes
² No

29. Did dialysis center staff at this center ever review your rights as a patient with you?

- ¹ Yes
² No

30. Have dialysis center staff ever told you what to do if you experience a health problem at home?

- ¹ Yes
² No

31. Have any dialysis center staff ever told you how to get off the machine if there is an emergency at the center?

- ¹ Yes
² No

32. Using any number from 0 to 10, where 0 is the worst dialysis center staff possible and 10 is the best dialysis center staff possible, what number would you use to rate your dialysis center staff?

- 0 Worst dialysis center staff possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best dialysis center staff possible

The Dialysis Center

33. In the last 3 months, when you arrived on time, how often did you get put on the dialysis machine within 15 minutes of your appointment or shift time?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

34. In the last 3 months, how often was the dialysis center as clean as it could be?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

35. Using any number from 0 to 10, where 0 is the worst dialysis center possible and 10 is the best dialysis center possible, what number would you use to rate this dialysis center?

- 0 Worst dialysis center possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best dialysis center possible

Treatment

The next few questions ask about your care in the last 12 months.

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

- ¹ Yes
² No

37. Are you eligible for a kidney transplant?

- ¹ Yes → **If Yes, go to #39**
² No
³ Don't know → **If Don't know, go to #39**

38. In the last 12 months, have either your kidney doctors or dialysis center staff explained to you why you are not eligible for a kidney transplant?

- ¹ Yes
² No

39. Peritoneal dialysis is dialysis given through the belly and is usually done at home. In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?

- ¹ Yes
² No

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

- ¹ Yes
² No

41. In the last 12 months, were you ever unhappy with the care you received at the dialysis center or from your kidney doctors?

- ¹ Yes
² No → **If No, go to #45**

42. In the last 12 months, did you ever talk to someone on the dialysis center staff about this?

¹ Yes

² No → **If No, go to #45**

43. In the last 12 months, how often were you satisfied with the way they handled these problems?

¹ Never

² Sometimes

³ Usually

⁴ Always

44. Medicare and your state have special agencies that check the quality of care at this dialysis center. In the last 12 months, did you make a complaint to any of these agencies?

¹ Yes

² No

About You

45. In general, how would you rate your overall health?

¹ Excellent

² Very good

³ Good

⁴ Fair

⁵ Poor

46. In general, how would you rate your overall mental or emotional health?

¹ Excellent

² Very good

³ Good

⁴ Fair

⁵ Poor

47. Are you being treated for high blood pressure?

¹ Yes

² No

48. Are you being treated for diabetes or high blood sugar?

¹ Yes

² No

49. Are you being treated for heart disease or heart problems?

¹ Yes

² No

50. What is your age?

- ¹ 18 to 24
- ² 25 to 34
- ³ 35 to 44
- ⁴ 45 to 54
- ⁵ 55 to 64
- ⁶ 65 to 74
- ⁷ 75 or older

51. Are you male or female?

- ¹ Male
- ² Female

52. What is the highest grade or level of school that you have completed?

- ¹ 8th grade or less
- ² Some high school, but did not graduate
- ³ High school graduate or GED
- ⁴ Some college or 2-year degree
- ⁵ 4-year college graduate
- ⁶ More than 4-year college degree

53. Are you of Hispanic or Latino origin or descent?

- ¹ Yes, Hispanic or Latino
- ² No, not Hispanic or Latino

54. What is your race? Please mark one or more.

- ¹ American Indian or Alaska Native
- ² Asian
- ³ Black or African American
- ⁴ Native Hawaiian or Other Pacific Islander
- ⁵ White

55. What language do you mainly speak at home?

- ¹ English
- ² Spanish
- ³ Both English and Spanish equally
- ⁴ Some other language

Please print: _____

56. Did someone help you complete this survey?

- ¹ Yes
- ² No → **If No, stop here. Please return this completed survey in the postage-paid envelope.**

57. Who helped you complete this survey?

- ¹ A family member
- ² A friend
- ³ A staff member at the dialysis center
- ⁴ Someone else

Please print: _____

58. How did that person help you? Please mark one or more.

- ¹ Read the questions to me
- ² Wrote down the answers I gave
- ³ Answered the questions for me
- ⁴ Translated the questions into my language
- ⁵ Helped in some other way

Please print: _____

Thank you.

Please return this completed survey in the enclosed postage-paid envelope.

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Supplemental Items for the Adult Questionnaire

Language: English



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Last updated: May 6, 2009

TABLE OF CONTENTS

Quality Improvement.....11
 Physical Plant, Transportation, and Access.....13
 Interpreter Services14

Important instructions

Placing Supplemental Items in the Core Questionnaires. After you copy one or more supplemental items into the core questionnaire:

- **Fix the formatting** of the items as needed to fit into the two-column format.
- **Renumber** the supplemental item and **ALL** subsequent items so that they are consecutive.
- **Revise ALL skip instructions** in the questionnaire to make sure they point the respondent to the correct item number.

Quality Improvement

The team of researchers who developed the CAHPS In-Center Hemodialysis Survey included the following set of items in their cognitive tests and field tests of the questionnaire. These tests proved the strong reliability and validity of these items. Although the survey developers decided to remove them from the core questionnaire, facilities may use them for quality improvement purposes. The placement information provided above each question shows where the survey developers included these supplemental items in the field test version of the questionnaire.

Insert S1 before core question 8.

S1. In the last 3 months, did your kidney doctors keep you informed and up to date about your condition?

¹ Yes

² No

Insert S2-S3 before core question 17.

S2. Sometimes dialysis center staff cover patients or use a curtain to protect a patient's privacy. In the last 3 months, did you ever need dialysis center staff to protect your privacy in this way?

¹ Yes

² No → **If No, go to core question 17**

S3. In the last 3 months, how often did dialysis center staff cover you or use a curtain to protect your privacy?

¹ Never

² Sometimes

³ Usually

⁴ Always

Insert S4 before core question 24.

S4. In the last 3 months, how often did dialysis center staff respond to these problems as soon as you wanted?

¹ Never

² Sometimes

³ Usually

⁴ Always

Insert S5 before core question 26.

S5. In the last 3 months, how often did dialysis center staff change their gloves between patients?

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ Don't know

Insert S6-S7 before core question 32.

S6. Is there a family member or friend involved with your dialysis care?

- ¹ Yes
² No → **If No, go to core question 32**

S7. Do dialysis center staff include your family member or friend as much as you want?

- ¹ Yes
² No

Insert S8 before core question 34.

S8. In the last 3 months, how often was the dialysis center as calm and quiet as it could be?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

Insert S9 before core question 44.

S9. Medicare and your state have special agencies that check the quality of care at this dialysis center. Has anyone at the dialysis center ever given you information about how to make a complaint to these agencies?

- ¹ Yes
² No

Physical Plant, Transportation, and Access

The team that developed the CAHPS In-Center Hemodialysis Survey did not include the following items in their cognitive tests and field tests of the questionnaire. Therefore, their validity and reliability remain undetermined. However, because they cover topics of interest to many ESRD stakeholders, the team decided to make them available for optional use in the survey. The placement instructions provided above each question show where these supplemental items should go in the questionnaire.

Insert S10-S15 after core question 44 and before the “About You” section.

S10. In the last 3 months, how often was the temperature at the dialysis center comfortable for you?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

S11. In the last 3 months, how often was your dialysis station kept clean?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

S12. Some dialysis centers arrange transportation to the center for patients. This help can be a shuttle bus or van or tokens or vouchers for a bus or taxi. In the last 3 months, did you ask the center for help with transportation?

- ¹ Yes
² No → **If No, go to question S14**

S13. In the last 3 months, how often did the help with transportation meet your needs?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

S14. Do you need to park at the center where you go for treatment?

- ¹ Yes
² No → **If No, go to core question 45 [If items S16-S20 are included: go to question S16]**

S15. In the last 3 months, how often were you able to park in a convenient location?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

Interpreter Services

The team that developed the CAHPS In-Center Hemodialysis Survey did not include the following items in their cognitive tests and field tests of the questionnaire. Therefore, their validity and reliability remain undetermined. However, because they cover topics of interest to many ESRD stakeholders, the team decided to make them available for optional use in the survey. The placement instructions provided above each question show where these supplemental items should go in the questionnaire.

Insert S16-S20 after core question 44 and before the “About You” section.

S16. An interpreter is someone who helps you talk with others who don’t speak the same language as you. During the last 3 months, did you ever need an interpreter to help you talk with your kidney doctors or dialysis center staff?

- ¹ Yes
² No → **If No, go to core question 45**

S17. During the last 3 months, how often did you have problems at this dialysis center because you had to wait for an interpreter?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

S18. During the last 3 months, when you needed an interpreter to help you at this dialysis center, how often did the dialysis center provide one?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

S19. During the last 3 months, who usually acted as your interpreter when you needed to talk with your kidney doctors or dialysis center staff?

¹ A member of the dialysis center staff

² A friend or family member → **If a friend or family member, go to core question 45**

³ Someone else

Please specify: _____

S20. Using any number from 0 to 10, where 0 is the worst possible interpreter and 10 is the best possible interpreter, what number would you give the interpreters that the dialysis center provided most often in the last 3 months? Do not include friends and family members.

0 Worst possible interpreter

1

2

3

4

5

6

7

8

9

10 Best possible interpreter