

OMB #: 0938-0926  
Expiration Date: TBD

# Medicare In-Center Hemodialysis Survey

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0926. The time required to complete this information collection is estimated to average 16 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, Attn: PRA Reports Clearance Officer, 7500 Security Boulevard, Mail Stop C1-25-05, Baltimore, Maryland 21244-1850.

## Survey Instructions

This survey is about your experiences with dialysis care at [SAMPLE FACILITY NAME].

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:



**1. Where do you get your dialysis treatments?**

At home or at a skilled nursing home where I live → **If At home or at a skilled nursing home where I live, Go to Question 45**

At the dialysis center

→

**2. How long have you been getting dialysis at [SAMPLE FACILITY NAME]?**

Less than 3 months → **If Less than 3 months, Go to Question 45**

At least 3 months but less than 1 year

→

**YOUR KIDNEY DOCTORS**

Your kidney doctors are the doctor or doctors most involved in your dialysis care now. This includes kidney doctors that you see inside and outside the center.

**3. In the last 3 months, how often did your kidney doctors listen carefully to you?**

Never

Never

Never

Never

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

- 1  Never
- 
- 
- 

0  Worst kidney doctors possible

- 
- 
- 
- 
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- 
- 
- 
- 

- 1  Yes
- 

For the next questions, dialysis center staff does not include doctors. Dialysis center staff means nurses, technicians, dietitians, and social workers at this dialysis center.

10. In the last 3 months, how often did the dialysis center staff listen carefully to you?

- 1  Never
- 
- 
- 

- 1  Never
- 
- 
- 

- 1  Never
- 
- 
- 

- 1  Never
- 
- 
-

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

1  Never

1  Never

1  Yes

1  Yes

1  Yes

1  Yes

1  Graft  
  
 →

4  I don't know → **If Don't Know, Go to Question 22**

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

1  Never

1  Never

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

- Yes
- 

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

- Never
- 
- 
- 

- Never
- 
- 
- 

**26. In the last 3 months, did dialysis center staff talk to you about what you should eat and drink?**

- Yes
- 

- Never
- 
- 
- 

- Yes
- 

- Yes
- 

- Yes
- 

- Yes
-

**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?**

<sup>0</sup> 0 Worst dialysis center staff possible

<sup>0</sup> 0 Worst dialysis center possible

**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?**

<sup>1</sup> Never

<sup>1</sup> Never

The next few questions ask about your care in the last 12 months. As you answer these questions, think only about your experience at [SAMPLE FACILITY NAME], even if you have not been receiving care there for the entire 12 months.

**36. 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?**

<sup>1</sup> Yes

37. Are you eligible for a kidney transplant?

- 1  Yes → If Yes, Go to Question 39
- 2  No
- 

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

- 1  Yes
- 

- 1  Yes
- 

- 1  Yes
- 

- 1  Yes
- 

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

- 1  Yes
- 

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

- 1  Never
- 
- 
- 

- 1  Yes
- 

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

- 1  Excellent
- 
- 
- 
-



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

1  Excellent

1  Yes

1  Yes

1  Yes

1  Yes

1  Yes

1  Yes

1  Yes

1  Yes

1  No formal education

1  Yes

**57. What language do you mainly speak at home?**

- 1  English
- 
- 
- 
- 
- 
- 
- 

- 1  No, not Spanish/Hispanic/Latino
- 2  Yes, Puerto Rican
- 
- 

**59. What is your race? (One or more categories may be selected.)**

- 1  White
- 
- 
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- 1  Yes
- 

**61. Who helped you complete this survey?**

- 1  A family member
- 
- 
- 

- 1  Read the questions to me
- 
- 
- 
- 

**VENDOR'S NAME  
STREET ADDRESS 1  
STREET ADDRESS 2  
CITY, STATE, ZIP**