The current ICH CAHPS Survey compared to the proposed ICH/Home CAHPS Survey

Columns A and B show the question number and text for the current survey.

Columns D and E show the corresponding question number (if applicable) and text for the proposed ICH/Home Survey; if it differs from the question text in the current survey, Column D is asterisked and highlighted.

Current Q#	Current Question Text		ICH/Home Q#	ICH/Home Question Text
Intro	This survey is about your experiences with dialysis care at [SAMPLE FACILITY NAME].		Intro*	This survey is about your experiences with dialysis care through [SAMPLE FACILITY NAME]. When answering each question, please think about this dialysis center that supports your dialysis care, whether that is in a dialysis center (in-center hemodialysis) or in your home (home hemodialysis or peritoneal dialysis [PD]).
Q1	Where do you get your dialysis treatments?		Q1*	What type of dialysis do you currently receive most often? *Please mark only one response.*
Q2	How long have you been getting dialysis at [SAMPLE FACILITY NAME]?		Q2*	How long have you been getting dialysis through [SAMPLE FACILITY NAME]?
Q3 Intro	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.		Q3 Intro*	The next questions ask about your interactions with dialysis center staff such as nurses, technicians, dietitians, and social workers. For these questions, dialysis center staff does *not* include doctors, Nurse Practitioners (NPs), or Physician Assistants (PAs).
Q3	In the last 3 months, how often did the dialysis center staff listen carefully to you?		Q3	In the last 3 months, how often did the dialysis center staff listen carefully to you?
Q4	In the last 3 months, how often did the dialysis center staff explain things in a way that was easy for you to understand?		Q4	In the last 3 months, how often did the dialysis center staff explain things in a way that was easy for you to understand?
Q5	In the last 3 months, how often did the dialysis center staff show respect for what you had to say?		Q5	In the last 3 months, how often did the dialysis center staff show respect for what you had to say?
Q6	In the last 3 months, how often did the dialysis center staff spend enough time with you?		Q6	In the last 3 months, how often did the dialysis center staff spend enough time with you?
Q7	In the last 3 months, how often did dialysis center staff make you as comfortable as possible during dialysis?		Q17 (ICH only)	In the last 3 months, how often did dialysis center staff make you as comfortable as possible during dialysis?

Current Q#	Current Question Text		ICH/Home Q#	ICH/Home Question Text
Q8	In the last 3 months, did you feel comfortable asking the dialysis center staff everything you wanted about dialysis care?		Q7	In the last 3 months, did you feel comfortable asking the dialysis center staff everything you wanted about dialysis care?
Q9	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?		Q11*	Do you know how to take care of your graft, fistula, catheter, or PD catheter?
Q10	In the last 3 months, which one did they use most often to connect you to the dialysis machine?		Q10*	You can receive hemodialysis through a graft, fistula, or catheter and peritoneal dialysis (PD) through a PD catheter. In the last 3 months, which one was used most often for your dialysis?
Q11	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?		Q18 (ICH only)	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?
Q12	In the last 3 months, did any problems occur during your dialysis?		Q21 (ICH only)	In the last 3 months, did any problems occur during your dialysis?
Q13	In the last 3 months, how often was the dialysis center staff able to manage problems during your dialysis?		Q22 (ICH only)	In the last 3 months, how often was the dialysis center staff able to manage problems during your dialysis?
Q14	In the last 3 months, how often did dialysis center staff behave in a professional manner?		Q8	In the last 3 months, how often did dialysis center staff behave in a professional manner?
Q15 Intro	Please remember that for these questions, dialysis center staff does *not* include doctors. Dialysis center staff means nurses, technicians, dietitians, and social workers at this dialysis center.		NA	NA
Q15	In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand?		Q9	In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand?
Q16	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?		Q12	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?
Q17	Did dialysis center staff at this center ever review your rights as a patient with you?		Q13	Did dialysis center staff at this center ever review your rights as a patient with you?
Q18	Has dialysis center staff ever told you what to do if you experience a health problem at home?		Q14*	Did dialysis center staff ever tell you what to do if you experience a health problem at home?

Current Q#	Current Question Text	ICH/Home Q#	ICH/Home Question Text
Q19	Has any dialysis center staff ever told you how to get off the machine if there is an emergency at the center?	Q15*	Did dialysis center staff ever tell you how to get off the dialysis machine if there is an emergency during dialysis, either at the center or at home?
Q20	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?	Q16	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?
Q21	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?	Q19 (ICH only)	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?
Q22	In the last 3 months, how often was the dialysis center as clean as it could be?	Q20 (ICH only)	In the last 3 months, how often was the dialysis center as clean as it could be?
Q23	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?	Q26	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?
Q24 Intro	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.	Q27 Intro*	The next few questions ask about your care in the last 12 months. As you answer these questions, think only about your experience with [SAMPLE FACILITY NAME], even if you have not been receiving care through them for the entire 12 months.
Q24	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?	Q27*	Kidney disease can be treated with dialysis at a center, with dialysis at home, or with a kidney transplant. In the last 12 months, did your kidney doctors, Nurse Practitioners (NPs), Physician Assistants (PAs), or dialysis center staff talk to you as much as you wanted about which treatment is right for you?
Q25	Are you eligible for a kidney transplant?	Q28	Are you eligible for a kidney transplant?
Q26	In the last 12 months, has a doctor or dialysis center staff explained to you why you are not eligible for a kidney transplant?	Q29*	In the last 12 months, have your kidney doctors, NPs, PAs, or dialysis center staff explained to you why you are not eligible for a kidney transplant?
Q27	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?	Q34*	In the last 12 months, if you receive in-center hemodialysis, did your kidney doctors, NPs, PAs, or dialysis center staff talk with you about home hemodialysis or peritoneal dialysis (PD)?

Current Q#	Current Question Text		ICH/Home Q#	ICH/Home Question Text
Q28	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?		NA	NA
Q29	In the last 12 months, were you ever unhappy with the care you received at the dialysis center or from your kidney doctors?		Q31*	In the last 12 months, were you ever unhappy with the care you received through the dialysis center?
Q30	In the last 12 months, did you ever talk to someone on the dialysis center staff about this?		Q32*	In the last 12 months, did you ever talk to your kidney doctors, NPs, PAs, or the dialysis center staff about this?
Q31	In the last 12 months, how often were you satisfied with the way they handled these problems?		Q33*	In the last 12 months, how often were you satisfied with the way they handled your concerns?
Q32	In general, how would you rate your overall health?		Q35	In general, how would you rate your overall health?
Q33	In general, how would you rate your overall mental or emotional health?		Q36	In general, how would you rate your overall mental or emotional health?
Q34	What is the highest grade or level of school that you have completed?		Q37	What is the highest grade or level of school that you have completed?
Q35	What language do you mainly speak at home?		Q38	What language do you mainly speak at home?
Q35a (phone mode only)	What is that language?		Q38a (phone mode only)	What is that language?
Q36	What is your race or ethnicity? Please mark one or more.		Q39	What is your race or ethnicity? *Please mark one or more.*
Q37	Did someone help you complete this survey?		Q40	Did someone help you complete this survey?
Q38	How did that person help you? Please mark one or more.		Q41	How did that person help you? *Please mark one or more.*
NA	NA		Q23 (home only)*	In the last 3 months, when you had problems with your *home dialysis equipment* , how often did dialysis center staff help you solve them? *(A second NA response option was added after the 60-day OMB comment period)*
NA	NA		Q24 (home only)*	In the last 3 months, when you had problems *receiving supplies* for your home dialysis, how often did dialysis center staff help you solve them? *(A second NA response option was added after the 60-day OMB comment period)*
NA	NA		Q25 (home only)*	Think about any other problems you had with your home dialysis, not including problems with your equipment or receiving supplies. In the last 3 months, when you had *any other problems* with your home dialysis, how often did dialysis center staff help you solve them? *(A second NA response option was added after the 60-day OMB comment period)*

Current Q#	Current Question Text		ICH/Home Q#	ICH/Home Question Text
NA	NA		Q30*	In the last 12 months, did your kidney doctors, NPs, PAs, or dialysis center staff give your family/friends information about your care or treatment plan if you asked them to?