

ESRD NETWORK 13

Serving Arkansas, Louisiana & Oklahoma Renal Communities



New Recommendation: CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS) IN-CENTER HEMODIALYSIS SURVEY

RECOMMENDATION:

100% of all in-center hemodialysis patients will have documentation of completion of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) In-Center Hemodialysis Survey annually.

CRITERIA:

There will be 100% documentation in the patient records of all Hemodialysis ESRD patients' as to:

- Annual completion of the CAHPS In-Center Hemodialysis Survey
- Documentation of facility's governing body review of the CAHPS In-Center Hemodialysis Survey results

RATIONALE: Results of the CAHPS Survey provide documentation of the patients' perception of delivered care received at facility to the facility medical director and governing body. Results will assist the medical director and governing body develop internal quality improvement activities to improve the patient perception of care delivery. The facility should be providing dialysis care in a fair, equitable and responsive manner to patient's needs and that should be reflected in their perception of care.

Administration of the CAHPS In-Center Hemodialysis Survey to all in-center hemodialysis patients has been included in the CMS Phase III ESRD Clinical Performance Measures in effect April 1, 2008. With the upcoming release of CROWNWeb 1.0 in February 2009, all CPM's will have outcomes being calculated at the facility level and aggregated at the ESRD Network and National levels. It should be noted that CROWNWeb does not currently have a mechanism in version 1.0 to collect and analyze adherence to the CAHPS Survey recommendation. However, CMS has the authority to direct the Network to collect this data directly from the facilities at any time. Upon institution of an evaluation mechanism through CROWNWeb, this recommendation will be reassessed for transition to a Network Standard.

DESCRIPTION:

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) In-Center Hemodialysis Survey is designed to assess the experiences of hemodialysis patients who receive care from dialysis facilities. It is intended to serve as a tool to measure and assist with improvement in the area of patient-centered care.

The CAHPS In-Center Hemodialysis Survey generates two types of results for reporting purposes:

- Global ratings, which use a scale of 0 to 10 to measure respondents' assessment of their kidney doctors, their dialysis center, and their dialysis center staff.
- Composites, which combine results for closely related items that have been grouped together. There are three composites for this survey:
 - Nephrologists' communication and caring;
 - Quality of dialysis center care and operations; and
 - Providing information to patients.

REFERENCES: https://www.cahps.ahrq.gov/content/products/ICH/PROD_ICH_Intro.asp?p=1022&s=222

The Centers for Medicare & Medicaid Services (CMS) Phase III ESRD Clinical Performance Measures in effect April 1, 2008.

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Mission Statement: "To assess and improve the quality of care provided to individuals with End Stage Renal Disease."