

# Contents of the CAHPS® In-Center Hemodialysis Survey and Reporting Kit

## What's in the Kit?

The *CAHPS In-Center Hemodialysis Survey and Reporting Kit 2009* includes instruments as well as several documents intended to guide you through the implementation of the survey.

How is this version of the Kit different from the previous version?

- **Reformatted instruments.** The formatting of the English and Spanish questionnaires has been changed to comply with new guidelines issued by the CAHPS Consortium.
- **Guidance on preparing your questionnaire.** The Kit now includes a document with advice on customizing the questionnaire to meet your needs, applying the formatting guidelines, and producing foreign translations.
- **Updated analysis instructions.** The Kit now provides both generic instructions for using the CAHPS analysis programs and a brief set of instructions for adapting the programs to this instrument.

## Instrument

The Kit includes a questionnaire for adults (aged 18 and older) who receive hemodialysis at dialysis facilities. When you download the questionnaire, you get the following:

- English and Spanish versions of the CAHPS In-Center Hemodialysis Survey 1.0, including supplemental items that you may add to your questionnaire and
- A document called *Overview of the CAHPS In-Center Hemodialysis Survey*, which provides some basic information on the survey's purpose and its development and testing by the CAHPS Consortium.

## Technical Instructions

In addition to the questionnaire, the Kit includes four documents with guidelines and protocols:

- *Preparing a Questionnaire Using the CAHPS In-Center Hemodialysis Survey* explains how to prepare a questionnaire that meets your needs by adding supplemental items to the core items in the instrument. It also discusses the formatting of your questionnaire and the translation of a questionnaire into a foreign language.

- *Fielding the CAHPS In-Center Hemodialysis Survey* provides guidelines for selecting the sample (where appropriate), administering the questionnaire, collecting data, calculating response rates, and preparing the data to be analyzed.
- *Instructions for Analyzing Data from CAHPS Surveys* offers guidance on using the CAHPS analysis programs (the “macro”) to analyze the survey data for reporting purposes. It explains how the analysis programs work and how you can use the programs to interpret the results of the survey. Since these instructions are generic, in that they have been written to be useful for all CAHPS surveys, please refer to the survey-specific instructions for additional guidance on how to apply the macro to the In-Center Hemodialysis Survey.
- *Survey-Specific Analysis Instructions for the CAHPS In-Center Hemodialysis Survey* explains how to adjust the CAHPS macro so that it can be used to analyze data from this instrument.

It is important to follow these technical guidelines so that you can analyze trends in results over time and compare your results to those generated by other sponsors of the In-Center Hemodialysis Survey.

Included among the technical instructions are sample documents that you may adapt to your project as needed:

- *Sample Notification Letters* – in English and Spanish
- *Sample Telephone Script* – in English and Spanish; also includes a list of frequently asked questions and sample responses for telephone interviewers

## Reporting Measures

Finally, the Kit includes *Reporting Measures for the CAHPS In-Center Hemodialysis Survey*. These measures include three global ratings (e.g., a rating of the dialysis center on a scale of 0 to 10) as well as three composites, each of which summarizes the performance of a dialysis facility across a set of topically related survey items.

## For More Information

The CAHPS Web site contains additional information about the CAHPS In-Center Hemodialysis Survey:

- **CAHPS In-Center Hemodialysis Survey:**  
[https://www.cahps.ahrq.gov/content/products/ICH/PROD\\_ICH\\_Intro.asp](https://www.cahps.ahrq.gov/content/products/ICH/PROD_ICH_Intro.asp)
- **Improving the Quality of In-Center Hemodialysis Care:**  
[https://www.cahps.ahrq.gov/content/resources/QI/RES\\_QI\\_HemodialysisCare.asp](https://www.cahps.ahrq.gov/content/resources/QI/RES_QI_HemodialysisCare.asp)