

Reporting Measures for the CAHPS® In-Center Hemodialysis Survey

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.

Composites are used because they make it possible for reports to be comprehensive yet succinct. Psychometric analyses also indicate that they are reliable and valid measures of member experiences.^{1, 2}

The tables below list the questions for each of the global ratings and composites used to report results from the CAHPS In-Center Hemodialysis Survey.

Nephrologists' Communication and Caring		
Q3	In the last 3 months, how often did your kidney doctors listen carefully to you?	Response Format ■ Never ■ Sometimes ■ Usually ■ Always
Q4	In the last 3 months, how often did your kidney doctors explain things in a way that was easy to understand?	
Q5	In the last 3 months, how often did your kidney doctors show respect for what you had to say?	
Q6	In the last 3 months, how often did your kidney doctors spend enough time with you?	
Q7	In the last 3 months, how often did you feel your kidney doctors really cared about you as a person?	

¹ McGee J, Kanouse DE, Sofaer S, et al. Making survey results easy to report to consumers: How reporting needs guided survey design in CAHPS®. *Med Care* 1999 Mar;37(3 Suppl):MS32-40.

² Hargraves JL, Hays RD, Cleary PD. Psychometric properties of the Consumer Assessment of Health Plans Study (CAHPS™) 2.0 adult core survey. *Health Serv Res* 2003 Dec;38(6 Pt 1):1509-27.

Q9	Do your kidney doctors seem informed and up to date about the health care you receive from other doctors?	Response Format <input type="checkbox"/> Yes <input type="checkbox"/> No
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Quality of Dialysis Center Care and Operations

Q10	In the last 3 months, how often did the dialysis center staff listen carefully to you?	Response Format <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always <input type="checkbox"/> For question 21 only: I insert my own needles
Q11	In the last 3 months, how often did the dialysis center staff explain things in a way that was easy to understand?	
Q12	In the last 3 months, how often did the dialysis center staff show respect for what you had to say?	
Q13	In the last 3 months, how often did the dialysis center staff spend enough time with you?	
Q14	In the last 3 months, how often did you feel the dialysis center staff really cared about you as a person?	
Q15	In the last 3 months, how often did the dialysis center staff make you as comfortable as possible during dialysis?	
Q21	In the last 3 months, how often did dialysis center staff insert your needles with as little pain as possible?	
Q22	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?	
Q24	In the last 3 months, how often were the dialysis center staff able to manage problems during your dialysis?	
Q25	In the last 3 months, how often did dialysis center staff behave in a professional manner?	
Q27	In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand?	
Q33	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?	
Q34	In the last 3 months, how often was the dialysis center as clean as it could be?	
Q43	In the last 12 months, how often were you satisfied with the way they handled these problems?	
Q16	In the last 3 months, did dialysis center staff keep information about you and your health as private as possible from other patients?	Response Format <input type="checkbox"/> Yes <input type="checkbox"/> No
Q17	In the last 3 months, did you feel comfortable asking dialysis center staff everything you wanted about dialysis care?	
Q26	In the last 3 months, did dialysis center staff talk to you about what you should eat and drink?	

Providing Information to Patients

Q19	Do you know how to take care of your graft, fistula, or catheter?	Response Format <input type="checkbox"/> Yes <input type="checkbox"/> No
Q28	Did this dialysis center ever give you any written information about your rights as a patient?	
Q29	Did dialysis center staff at this center ever review your rights as a patient with you?	
Q30	Have dialysis center staff ever told you what to do if you experience a health problem at home?	
Q31	Have any dialysis center staff ever told you how to get off the machine if there is an emergency at the center?	
Q36	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?	
Q38	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?	
Q39	In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?	
Q40	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?	

Global Ratings

Q8	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?	Response Format 0-10 scale
Q32	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?	
Q35	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 your dialysis center?	