

**Date:** February 17, 2017  
**To:** Facility Lead – ICH CAHPS QIA  
**Subject:** ICH CAHPS Quality Improvement Activity (QIA) Instructions

Thank you for attending the ICH CAHPS QIA kick-off Webinar on February 16, 2017. It is our belief that an increased focus on patient quality of life outside of dialysis and the role kidney disease plays in their life is important. The aim of this QIA is to have a positive impact on patient engagement, disease burden, and satisfaction.

Beginning in February, survey 1/8 of your facility’s patient population each month through September, using the attached Patient Survey. The Network will fax a list of which patients to survey each month.

Additionally, we ask that you review and test each Network-provided educational material and best practice for this QIA. All project materials will be posted on the Network website at:

<http://www.esrdnetwork18.org/providers/2017-qias/>

ICH CAHPS QIA Timeline for Participating Facilities - 2016	
<b>February 17-28</b>	Make copies of Network provided patient survey, and <b>administer survey</b> to the list of patients provided by Network for February. Have patients return completed surveys anonymously (sealed envelope or designate a box for returned surveys).
<b>February 28</b>	Mail all completed surveys to the Network (Eileen Rhodes) in one envelope, with a copy of the list of patients that were surveyed that month. Please note any reason why a patient may not have been surveyed (i.e.- in the hospital, deceases, transferred, mental capacity, vision, etc.).
1 <sup>st</sup> week of each month <b>March - September</b>	Network will provide a new list of patients to be surveyed each month.
<b>February - September</b> (monthly)	Administer the survey to patients on the list provided by the Network.
Last day of each month <b>(February - September)</b>	Mail all completed surveys to the Network (Eileen Rhodes) in one envelope, with a copy of the list of patients that were surveyed that month. Please note any reason why a patient may not have been surveyed (i.e.- in the hospital, deceases, transferred, mental capacity, vision, etc.): <ul style="list-style-type: none"> <li>February 28<sup>th</sup>, March 31<sup>st</sup>, April 30<sup>th</sup>, May 31<sup>st</sup>, June 30<sup>th</sup>, July 31<sup>st</sup>, August 31<sup>st</sup>, September 31<sup>st</sup></li> </ul>
<b>February - September</b>	Review and test educational materials/best practices provided by Network. <b><u>You will receive email notification when new materials are added to the website.</u></b>
<b>February - September</b> (if needed)	Facilities with no improvement after 2 months will work with the Network to conduct RCA and develop appropriate interventions

Please remember that the Conditions for Coverage require that facilities participate in Network quality improvement activities as requested. Your ongoing support and collaboration with the Network is not only appreciated, but is essential to the success of providing quality care to our patient population.

Sincerely,

Eileen Rhodes, MSW  
Patients Services Director