

# Nothing About Me Without Me

## Information About the ICH CAHPS Survey

### What is “ICH CAHPS?”

ICH CAHPS stands for “In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems.” It is a survey that wants to know about your care during your dialysis treatment.

The survey wants to know about:

1. Your kidney doctor
2. The dialysis staff (nurses, technicians)
3. The facility
4. The information staff members give you



### When will I get the survey?

Dialysis units send out the survey once a year. Most dialysis units send the survey out in the summer or fall. The survey is easy. It is sent out by a company that has nothing to do with your dialysis unit. Your facility will not know what you said.

### Why is it important?

The survey results help make care better. The results also tell the public what’s happening at your facility.

CMS (Medicare and Medicaid) uses the survey results to grade dialysis units. The survey results help CMS decide how much money to pay dialysis units. The results can also help patients compare their unit against others.

Survey results are important because higher problem scores are linked with higher sickness and death. This means that facilities that score higher on the ICH CAHPS survey have fewer patients who die, and have patients who are less sick than facilities that have lower scores.



Make sure your voice is heard.  
Take the survey when it is given to you!