

# Patient Experience Survey

Modeled on the In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH-CAHPS) domains, for local tracking between official administration cycles — Dialysis Center QAPI vs. CQI field manual, Section 6.8.



<b>6</b> Experience domains tracked, matching the field manual	<b>~5 min</b> For a patient or caregiver to complete	<b>Anonymous</b> No name required — initials optional, for follow-up only
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## 1 How to Use This Survey

<b>1 · Offer</b> Offer at chair-side or in the waiting area, on a rolling basis across the reporting cycle.	<b>2 · Complete</b> Patient or caregiver fills it in directly, or a staff member not involved in their care reads it aloud.	<b>3 · Aggregate</b> Drop completed forms in a sealed box; the quality officer tallies domain scores monthly or quarterly.
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Each domain below mirrors a tracked category in the field manual's dashboard (Section 6.8, "Patient experience & patient-reported outcomes"). This is a **house instrument** for local, frequent, low-stakes tracking — it is **not** the validated, CMS-administered ICH-CAHPS survey used for the official Percent of ICH-CAHPS Survey Composite Measures Reporting requirement or Five-Star ratings. Continue your unit's official CMS-approved-vendor ICH-CAHPS cycle in parallel; use this form to catch problems between those cycles.

UNIT / FACILITY NAME _____	MONTH / QUARTER _____	MODE <input type="checkbox"/> Self · <input type="checkbox"/> Read-aloud	MODALITY <input type="checkbox"/> HD · <input type="checkbox"/> PD	PATIENT INITIALS (OPTIONAL) _____
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## A Nephrologist Communication & Caring

IN THE LAST MONTH, HOW OFTEN DID YOUR KIDNEY DOCTOR...	NEVER	SOMETIMES	USUALLY	ALWAYS
...explain things in a way you could understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...listen carefully to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...treat you with courtesy and respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...spend enough time with you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## B Dialysis Center Staff Communication & Caring

IN THE LAST MONTH, HOW OFTEN DID THE DIALYSIS-UNIT STAFF...	NEVER	SOMETIMES	USUALLY	ALWAYS
...treat you with courtesy and respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...listen carefully to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...keep you informed about wait times or delays?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...work well as a team during your treatment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Scale:** Never = 1 · Sometimes = 2 · Usually = 3 · Always = 4. Domain score = mean of item scores; report the % of respondents answering "Usually" or "Always" (the standard CAHPS top-box convention) alongside the mean.

**Educational data-collection aid.** A house instrument modeled on ICH-CAHPS domains — not the validated, CMS-administered ICH-CAHPS survey. Does not replace your official CMS-approved-vendor survey cycle.

**C Being Kept Informed**

SINCE STARTING DIALYSIS AT THIS CENTER...	NEVER	SOMETIMES	USUALLY	ALWAYS
...were you told what to expect from your treatment schedule?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...were you told about kidney transplant as an option, if eligible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...did staff explain any change in your care plan before making it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**D Global Ratings** (0 = worst possible, 10 = best possible)

Using any number from 0 to 10, how would you rate your kidney doctor?

0	1	2	3	4	5	6	7	8	9	10
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Using any number from 0 to 10, how would you rate the dialysis center staff?

0	1	2	3	4	5	6	7	8	9	10
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Using any number from 0 to 10, how would you rate this dialysis facility overall?

0	1	2	3	4	5	6	7	8	9	10
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**Reporting convention:** report the % of respondents scoring 9–10 (top-box) for each global rating, alongside the mean — the same convention CMS uses for the official ICH-CAHPS global ratings.

**E Anything Else You'd Like Us to Know?**

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If something below needs a direct response, please add your name or ask a staff member to route this to the quality officer — a comment describing a specific unresolved concern should also be logged on the **Grievance / Complaint Log**.

**Office use only**

ADMINISTERED BY _____	DATE RECEIVED _____	DOMAIN SCORES ENTERED INTO SCORECARD? <input type="checkbox"/> Yes <input type="checkbox"/> No	CONCERN ROUTED TO GRIEVANCE LOG? <input type="checkbox"/> Yes <input type="checkbox"/> N/A
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