



The End Stage Renal Disease Network Of Texas, Inc.

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Network 14 In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH CAHPS) Matrix resource

Overview and instructions

Network 14 has developed the ICH-CAHPS Resource Matrix to assist dialysis facilities in the development of interventions and action plans to improve the patient experience of care and to build a patient-centered culture. This tool is specifically intended to increase patient engagement and improve on patient-perceived experiences that are measured by ICH-CAHPS surveys. The links to the AHRQ, as well as other online resources in the Matrix, are mapped to each ICH-CAHPS question on the survey.

If a topic on your ICH CAHPS survey results has been identified as an Opportunity For Improvement (OFI), by simply clicking on the hyperlink matching the corresponding ICH-CAHPS question in the Matrix, you can access one or more online resources which may include suggested interventions, tools, recommendations and actions on how you may improve on that OFI. An example of resources available in the Matrix is a 'Dialysis Facility Cleanliness Checklist' that the Network has developed to address the ICH CAHPS question "In the last 3 months, how often was the dialysis center as clean as it could be?" This checklist can be accessed in the ICH CAHPS Matrix, and can be used by Facility staff to do a sweep of the facility to proactively address potential cleanliness issues as viewed by the patient.

If you have any questions on the Network 14 ICH CAHPS resource Matrix, please contact Arlene Ramsaran at aramsaran@nw14.esrd.net or Kelly Shipley at kshipley@nw14.esrd.net.

Concepts and resources that are universal to most questions in the ICH CAHPS Matrix include :

1. Scripting and Framing in Communication
2. Sensitivity Training
3. Defining Always Events
4. Educational systems with trigger questions
5. Health Literacy - <http://www.ahrg.gov/professionals/quality-patient-safety/quality-resources/literacy-toolkit/index.html>
6. Patient Centered Care - <http://www.quality-patient-experience.com/> ; <http://www.patient-centeredcare.org>
7. AAKP Patient Plan http://www.aakp.org/education/brochures/item/aakp-patient-plan-phase-2-book.html?category_id=27

Nephrologists' Communication and Caring		
Q3	In the last 3 months, how often did your kidney doctors listen carefully to you?	http://www.patient-centeredcare.org/chapters/chapter7a.pdf Patient Centered Care Improvement Guide - Communicating Effectively with patients and family Expanding our Toolbox: Communication in Kidney Disease - July 2012 You may access the Slides here
Q4	In the last 3 months, how often did your kidney doctors explain things in a way that was easy to understand?	http://www.ama-assn.org/ama1/pub/upload/mm/367/healthlitclinicians.pdf http://www.ama-assn.org/ama1/pub/upload/mm/367/hl_monograph.pdf Health Literacy and Patient Safety : Help Patients understand, page 15 http://www.renalmd.org/catalogue-item.aspx?id=682 Download the Recommendations Summary, Shared Decision-Making in the Appropriate Initiation of and Withdrawal from Dialysis, Recommendations Summary, Renal Physicians Association http://www.patient-centeredcare.org/chapters/chapter7a.pdf Patient Centered Care Improvement Guide - Communicating Effectively with

		<p>patients and family</p> <p>http://alwaysevents.pickerinstitute.org/?cat=28</p> <p>Always Events Learning Network : Effective Strategies for Educating Both Providers and Patients</p> <p>http://nkdep.nih.gov/resources/explaining-kidney-test-results-508.pdf</p> <p>For Providers – Educating Patients About Chronic Kidney Disease</p>
Q5	In the last 3 months, how often did your kidney doctors show respect for what you had to say?	<p>http://www.5diamondpatientsafety.org/Files/DPC/DPC-10.aspx</p> <p>Improving Communication in Patient-Provider Relations</p> <p>Expanding our Toolbox: Communication in Kidney Disease - July 2012</p> <p>You may access the Slides here</p> <p>http://www.esrdnetworks.org/mac-toolkits/download/medical-director-toolkit-2</p> <p>Medical Director Toolkit. Patient Rights</p>
Q6	In the last 3 months, how often did your kidney doctors spend enough time with you?	<p>http://www.patient-centeredcare.org/chapters/chapter7a.pdf</p> <p>Patient Centered Care Improvement Guide - Communicating Effectively with patients and family</p> <p>http://alwaysevents.pickerinstitute.org/?cat=28</p> <p>Webinar Educating both Providers and Patients</p> <p>http://www.renalmd.org/catalogue-item.aspx?id=682</p> <p>Shared Decision-Making in the Appropriate Initiation of and Withdrawal from Dialysis, Renal Physicians Association, Download the Toolkit Section</p>
Q7	In the last 3 months, how often did you feel your kidney doctors really cared about you as a person?	<p>http://www.patient-centeredcare.org/chapters/chapter7a.pdf</p> <p>Patient Centered Care Improvement Guide - Communicating Effectively with</p>

		<p>patients and family</p> <p>http://www.renalmd.org/TOC---Advanced-CKD-Patient-Management-Toolkit/CKD Patient Diary Tool (You will need to register to access)</p> <p>http://esrdnetworks.org/special-projects/copy_of DPPCProviderManual.pdf Decreasing Dialysis Patient provider Conflict (DPC) Toolkit, 2nd Edition</p>
Q9	Do your kidney doctors seem informed and up-to-date about the health care you receive from other doctors?	<p>http://www.renalmd.org/catalogue-item.aspx?id=682 Download the Recommendations Summary</p> <p>Expanding our Toolbox: Communication in Kidney Disease - July 2012 You may access the Slides here</p>

Quality of Dialysis Center Care and Operations		
Q10	In the last 3 months, how often did the dialysis center staff listen carefully to you?	<p>http://www.5diamondpatientsafety.org/Files/Communication/C-3.aspx When Patients have concerns</p> <p>http://www.esrdnetworks.org/special-projects/copy_of decreasing-patient-provider-conflict-dpc/?searchterm=dpc Decreasing Dialysis Patient provider Conflict (DPC) Toolkit, 2nd Edition. DPC Tips on Cultural Awareness</p> <p>Communication with Compassion :Click on Presentation by Treneva Butler</p>
Q11	In the last 3 months, how often did the dialysis center staff explain things in a way that was easy to understand?	<p>http://www.patient-centeredcare.org/chapters/chapter7a.pdf Patient Cantered Care Improvement Guide - Communicating Effectively with patients and family</p> <p>http://stacks.cdc.gov/view/cdc/11500/ Plain language Thesaurus for Health Communications</p>

		<p>http://www.nhealthliteracy.org/toolkit/tool5A.ppt Using Teach back methods</p> <p>http://www.kidneypatientsafety.org/toolkit.aspx Promotional Materials - Dialysis Safety : What Patients need to Know (Renal Physicians Association)</p> <p>http://www.nih.gov/clearcommunication/plainlanguage.htm Clear Communication – a NIH Health Literacy Initiative</p>
Q12	In the last 3 months, how often did the dialysis center staff show respect for what you had to say?	<p>http://www.rand.org/content/dam/rand/pubs/working_papers/2012/RAND_W R954.pdf Working paper Improving Interactions with Patients in a Dialysis Facility A Case Study of a Successful Quality Improvement Intervention</p> <p>http://www.5diamondpatientsafety.org/Modules/Communication.aspx Communication Module</p> <p>http://www.esrdnetworks.org/special-projects/copy_of_decreasing-patient-provider-conflict-dpc/?searchterm=dpc Decreasing Dialysis Patient provider Conflict (DPC) Toolkit, 2nd Edition</p>
Q13	In the last 3 months, how often did the dialysis center staff spend enough time with you?	<p>http://www.5diamondpatientsafety.org/Files/DPC/DPC-10.aspx Improving Communication in Patient-Provider Relations</p> <p>http://lifeoptions.org/catalog/pdfs/booklets/qualoflife.pdf Building Quality of Life: A Practical Guide to Renal Rehabilitation, Encouragement</p> <p>https://custom.cvent.com/880AF0A4E56843939E38608198D4B04A/files/be31c12f8946435486e3dddf3006162e.pdf “Communication Essentials for Patient and Family Centered Care” Presented by Institute for Patient and Family Centered Care</p>

Q14	In the last 3 months, how often did you feel the dialysis center staff really cared about you as a person?	http://esrdnetworks.org/special-projects/copy_of_DPPCProviderManual.pdf Decreasing Dialysis Patient provider Conflict (DPC) Toolkit, 2nd Edition http://www.5diamondpatientsafety.org/Files/Communication/C-2.aspx Providing Patient Centered Care - Seeing the World through the Patient's Eyes Communication with Compassion :Click on Presentation by Treneva Butler
Q15	In the last 3 months, how often did the dialysis center staff make you as comfortable as possible during dialysis?	http://www.patient-centeredcare.org/chapters/chapter7a.pdf Patient Cantered Care Improvement Guide - Communicating Effectively with patients and family http://www.ihl.org/knowledge/Pages/AudioandVideo/WIHIAIwaysEvents.aspx Always Events: Raising Expectations for Patient Experience
Q21	In the last 3 months, how often did dialysis center staff insert your needles with as little pain as possible?	http://alwaysevents.pickerinstitute.org/ Always Event Toolbox/ Increasing Patient Participation in Pain Control /Your menu of Pain Control and Comfort Options http://www.jointcommission.org/assets/1/18/painmanagementbrochure.pdf http://www.fistulafirst.org/LinkClick.aspx?fileticket=p88GAcZU2M0%3D&tabid=202 Dialysis Needle Fear: Easing the Sting
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?	http://www.kidneypatientsafety.org/toolkit.aspx Promotional Materials - Dialysis Safety : What Patients need to Know (Renal Physicians Association) See Your Dialysis Facility's Policy and Procedure
Q24	In the last 3 months, how often was the dialysis center staff able to manage problems during your dialysis?	http://www.esrdnetworks.org/mac-toolkits/download/medical-director-toolkit-2 Medical Director Toolkit, Dealing with patient problems in the unit, p 35

		<p>http://lifeoptions.org/catalog/pdfs/news/icv2n4.pdf How to Handle a Problem at Your Dialysis Clinic</p> <p>http://www.kidneypatientsafety.org/toolkit.aspx Promotional Materials - Dialysis Safety : What Patients need to Know (Renal Physicians Association)</p>
Q25	In the last 3 months, how often did dialysis center staff behave in a professional manner?	<p>http://www.5diamondpatientsafety.org/Modules/Communication.aspx Professionalism in the Dialysis Setting (presentation)</p> <p>http://www.5diamondpatientsafety.org/Files/Communication/C-7.aspx Professionalism in Dialysis Care Training</p> <p>See Your Dialysis Facility's Policy and Procedure</p> <p>http://www.esrdnetwork.org/professionals/quality-improvement/dialysis-care-modules.asp ESRD Network of Texas - Information for professionals</p> <p>http://www.esrdnetwork.org/professionals/patient-provider-conflict.asp http://esrdnetworks.org/special-projects/copy_of_DPPCProviderManual.pdf Decreasing Dialysis Patient provider Conflict (DPC) Toolkit, 2nd Edition</p>
Q27	In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand?	<p>http://kidneyschool.org/pdfs/KSModule7.pdf Understanding Kidney Lab tests</p> <p>http://nkdep.nih.gov/resources/kidney-test-results-508.pdf Your Kidney test results</p> <p>http://stacks.cdc.gov/view/cdc/11500/ Plain language Thesaurus for Health Communications</p>

		http://www.nhealthliteracy.org/toolkit/tool5A.ppt Using Teach back methods
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?	CAHPS ICS Survey Using results to Improve Quality.pdf CAHPS In-Center Hemodialysis Survey: Using Results to Improve Quality Using the CAHPS In-center Hemodialysis Survey to Improve Quality- Lessons learned from a Demonstration project. Click here to access the document.
Q34	In the last 3 months, how often was the dialysis center as clean as it could be?	Medical Director Toolkit - Infection Control, p 44 http://www.esrdnetworks.org/mac-toolkits/download/medical-director-toolkit-2 Guidelines for Environmental Infection Control in Health-Care Facilities, p 71 http://www.cdc.gov/hicpac/pdf/guidelines/eic_in_HCF_03.pdf Guide to Infection Prevention for Outpatient Settings : Minimum expectations for Safe Care, p 11 http://www.cdc.gov/HAI/pdfs/guidelines/standatds-of-ambulatory-care-7-2011.pdf Dialysis Facility Cleanliness Checklist (Click on Checklist)
Q43	In the last 12 months, how often were you satisfied with the way they handled these problems?	http://www.esrdnetworks.org/mac-toolkits/download/medical-director-toolkit-2 Medical Director Toolkit, Dealing with patient problems in the unit, p 16,35 http://lifeoptions.org/catalog/pdfs/news/icv2n4.pdf How to Handle a Problem at Your Dialysis Clinic See Your Dialysis Facility's Policy and Procedure on Grievances
Q16	In the last 3 months, did dialysis center staff keep information about you and your health as private as possible from	http://www.esrdnetworks.org/mac-toolkits/download/medical-director-toolkit-2

	other patients?	<p>CMS ESRD Conditions for Coverage Frequently Asked Questions (FAQs) http://www.kidneypatientsafety.org/resources.aspx</p> <p>See Your Dialysis Facility's Policy and Procedure on Confidentiality</p>
Q17	In the last 3 months, did you feel comfortable asking dialysis center staff everything you wanted about dialysis care?	<p>http://kidney.niddk.nih.gov/KUDiseases/pubs/choosingtreatment/index.aspx Working With Your Health Care Team : Questions you may want to ask:</p>
Q26	In the last 3 months, did dialysis center staff talk to you about what you should eat and drink?	<p>http://www.kidneyfund.org/kidney-health/brochures/brochure-pdf/healthy_eating_for_hemodialysis.pdf Healthy Eating for People on Hemodialysis</p> <p>http://kidneyschool.org/pdfs/KSModule9.pdf Nutrition and Fluids for People on Dialysis</p> <p>http://kidney.niddk.nih.gov/KUDiseases/pubs/eatright/EatRightHemodialysis_508.pdf Kidney Failure Eat Right to FEEL Right on Hemodialysis</p>

Providing information to Patients		
Q18	In the last 3 months, has anyone on the dialysis center staff asked you about how your kidney disease affects other parts of your life?	<p>http://msl1.mit.edu/ESD10/kidneys/HndbkHTML/contents.htm The Kidney Transplant/Dialysis Association Patient Handbook, Chapter 7</p> <p>http://kidneyschool.org/pdfs/KSModule5.pdf Coping with Kidney Disease</p> <p>http://kidneyschool.org/pdfs/KSModule16.pdf Long Term Effects of Dialysis</p>
Q19	Do you know how to take care of your graft, fistula or catheter?	<p>http://kidney.niddk.nih.gov/KUDiseases/pubs/vascularaccess/index.aspx Vascular Access for Hemodialysis</p>

		<p>http://www.esrdnetwork.org/professionals/quality-improvement/fistula-first/coordinator.asp</p> <p>Vascular Access Coordinator Resource Manual</p> <p>http://www.fistulafirst.org/Patients/PatientEducationalMaterials.aspx</p> <p>FFBI – Patient Educational Materials</p> <p>http://lifeoptions.org/catalog/pdfs/teaching/VA.pdf</p> <p>Just the Facts: Vascular Access</p> <p>http://www.fistulafirst.org/LinkClick.aspx?fileticket=uLbaUq3M9xs%3D&tabid=90</p> <p>Conquering Your Fistula Fear</p>
Q28	Did this dialysis center ever give you any written information about your rights as a patient?	<p>CMS ESRD Conditions for Coverage FAQs, p 27</p> <p>http://www.kidneypatientsafety.org/resources.aspx</p> <p>http://kidneyschool.org/pdfs/KSModule14.pdf</p> <p>Patient Rights and responsibilities</p> <p>http://www.jointcommission.org/assets/1/6/Know_Your_Rights_brochure.pdf</p> <p>Know Your Rights</p>
Q29	Did dialysis center staff at this center ever review your rights as a patient with you?	<p>http://kidneyschool.org/pdfs/KSModule14.pdf</p> <p>Patient Rights and responsibilities</p> <p>http://www.jointcommission.org/new_speak_up_video_patient_rights/</p>
Q30	Has dialysis center staff ever told you what to do if you experience a health problem at home?	<p>http://kidneyschool.org/pdfs/KSModule14.pdf</p> <p>Patient Rights and responsibilities</p> <p>http://www.aakp.org/education/brochures/item/aakp-patient-plan-phase-2-</p>

		<p>book.html?category_id=27 American Association of Kidney Patients Patient Plan</p> <p>http://www.kcercoalition.com/pdf/Disaster_Preparedness_-_A_Guide_for_Chronic_Dialysis_Facilities_-_Second_Edition.pdf Disaster Preparedness: A Guide for Chronic Dialysis Facilities</p>
Q31	Has any dialysis center staff ever told you how to get off the machine if there is an emergency at the center?	<p>http://www.kcercoalition.com/pdf/Disaster_Preparedness_-_A_Guide_for_Chronic_Dialysis_Facilities_-_Second_Edition.pdf Disaster Preparedness: A Guide for Chronic Dialysis Facilities</p> <p>http://www.kcercoalition.com/education.htm KCER : KIDNEY COMMUNITY EMERGENCY RESPONSE COALITION - Training and Education</p> <p>http://www.texasteec.org/index.asp Texas ESRD Emergency Coalition</p> <p>http://www.accem.org/pdf/dialysis-disaster-prepardness.pdf Planning for Emergencies : A Guide for Dialysis Facilities, NKF</p>
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?	<p>http://kidney.niddk.nih.gov/KUDiseases/pubs/choosingtreatment/index.aspx Kidney Failure: Choosing a Treatment That's Right for You</p> <p>http://lifeoptions.org/goodfuture/ Toolkit for Educating Patients</p> <p>http://www.aakp.org/education/brochures/item/aakp-patient-plan-phase-2-book.html?category_id=27 American Association of Kidney Patients Patient Plan</p> <p>http://www.renalmd.org/catalogue-item.aspx?id=682</p>

		<p>Download the Recommendations Summary Shared Decision-Making in the Appropriate Initiation of and Withdrawal from Dialysis, Recommendations Summary, Renal Physicians Association</p>
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?	<p>http://kidney.niddk.nih.gov/KUDiseases/pubs/transplant/index.aspx Treatment Methods for Kidney Failure: Transplantation</p> <p>http://www.aakp.org/education/brochures/item/aakp-patient-plan-phase-2-book.html?category_id=27 American Association of Kidney Patients Patient Plan</p> <p>http://kidney.niddk.nih.gov/KUDiseases/pubs/choosingtreatment/index.aspx Kidney Failure: Choosing a Treatment That's Right for You</p>
Q39	In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?	<p>http://kidney.niddk.nih.gov/KUDiseases/pubs/choosingtreatment/index.aspx Kidney Failure: Choosing a Treatment That's Right for You</p> <p>http://www.aakp.org/education/brochures/item/aakp-patient-plan-phase-2-book.html?category_id=27 American Association of Kidney Patients Patient Plan</p>
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?	<p>http://kidney.niddk.nih.gov/KUDiseases/pubs/choosingtreatment/index.aspx Kidney Failure: Choosing a Treatment That's Right for You</p> <p>http://www.aakp.org/education/brochures/item/aakp-patient-plan-phase-2-book.html?category_id=27 American Association of Kidney Patients Patient Plan</p>