

Network 14

ICH CAHPS QIA Timeline

Be the Voice



Be the Change

ACTIVITY	APR	MAY	JUN	JUL	AUG	SEP	OCT
Receive Patient Survey Starter Kit	4/11/16						
Attend Introductory Project Webinar	4/20/16						
Complete Facility-Level Root Cause Analysis	4/29/16						
Attend Patient Engagement Webinar		5/25/16					
Attend Home Modality Webinar			6/9/16				
Distribute survey to 1/6 patients	X	X	X	X	X	X	
Return completed surveys to Network through UPS mail		5/2/16 (Apr surveys)	6/1/16 (May surveys)	7/1/16 (Jun surveys)	8/1/16 (Jul surveys)	9/1/16 (Aug surveys)	10/3/16 (Sep surveys)
Recruit FPR(s) if needed	X	X					
Hold discussion group(s) with FPR(s) and other patients			6/30/16				
Submit Sign-in sheet(s) and Discussion Group Summary Forms				7/5/16			
Implement intervention from discussion groups				X	X		
Submit Facility Intervention Description Form						9/1/16	
Attend Project Wrap-Up Webinar; Complete Project Evaluation							X