

Proposed ICH CAHPS Survey Overview

ICH CAHPS CHANGES COMING IN SPRING 2026

BACKGROUND

In the CY 2026 End-Stage Renal Disease (ESRD) Prospective Payment System Proposed Rule that was published in June 2025, CMS proposed changes to the ICH CAHPS Survey to take effect in Spring 2026.

PROPOSED CHANGES

Questions highlighted in gray will be removed from the ICH CAHPS Survey beginning with the Spring 2026 fielding. The race and ethnicity questions (highlighted in yellow) will be combined into one question. Additionally, nine questions from the About You section and one question from the mail survey proxy section will be removed, although which questions have not yet been specified.

Introductory Screening Questions

1. Where do you get your dialysis treatments?
2. How long have you been getting dialysis at [SAMPLE FACILITY NAME]?

Your Kidney Doctors

3. In the last 3 months, how often did your kidney doctors listen carefully to you?
4. In the last 3 months, how often did your kidney doctors explain things in a way that was easy for you to understand?
5. In the last 3 months, how often did your kidney doctors show respect for what you had to say?
6. In the last 3 months, how often did your kidney doctors spend enough time with you?
7. In the last 3 months, how often did you feel your kidney doctors really cared about you as a person?
8. Using any number from 0 to 10, where 0 is the worst kidney doctors possible and 10 is the best kidney doctors possible, what number would you use to rate the kidney doctors you have now?

9. Do your kidney doctors seem informed and up-to-date about the health care you receive from other doctors?
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The Dialysis Center Staff (Excludes Doctors)

10. In the last 3 months, how often did the dialysis center staff listen carefully to you?
11. In the last 3 months, how often did the dialysis center staff explain things in a way that was easy for you to understand?
12. In the last 3 months, how often did the dialysis center staff show respect for what you had to say?
13. In the last 3 months, how often did the dialysis center staff spend enough time with you?
14. In the last 3 months, how often did you feel the dialysis center staff really cared about you as a person?
15. In the last 3 months, how often did dialysis center staff make you as comfortable as possible during dialysis?
16. In the last 3 months, did dialysis center staff keep information about you and your health as private as possible from other patients?
17. In the last 3 months, did you feel comfortable asking the dialysis center staff everything you wanted about dialysis care?
18. 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?
19. Do you know how to take care of your graft, fistula, or catheter?
20. In the last 3 months, which one did they use most often to connect you to the dialysis machine?
21. In the last 3 months, how often did dialysis center staff insert your needles with as little pain as possible?
22. 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?
23. In the last 3 months, did any problems occur during your dialysis?
24. In the last 3 months, how often was the dialysis center staff able to manage problems during your dialysis?
25. In the last 3 months, how often did dialysis center staff behave in a professional manner?
26. In the last 3 months, did dialysis center staff talk to you about what you should eat and drink?
27. In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand?

Patient Rights and Safety

- 28. Did this dialysis center ever give you any written information about your rights as a patient?
- 29. Did dialysis center staff at this center ever review your rights as a patient with you?
- 30. Has dialysis center staff ever told you what to do if you experience a health problem at home?
- 31. Has any dialysis center staff ever told you how to get off the machine if there is an emergency at the center?
- 32. Using any number from 0 to 10, where 0 is the worst dialysis center staff possible and 10 is the best dialysis center staff possible, what number would you use to rate your dialysis center staff?

The Dialysis Center

- 33. 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?
- 34. In the last 3 months, how often was the dialysis center as clean as it could be?
- 35. Using any number from 0 to 10, where 0 is the worst dialysis center possible and 10 is the best dialysis center possible, what number would you use to rate this dialysis center?

Treatment

- 36. In the last 12 months, did your kidney doctors or dialysis center staff talk to you as much as you wanted about which treatment is right for you?
- 37. Are you eligible for a kidney transplant?
- 38. In the last 12 months, has a doctor or dialysis center staff explained to you why you are not eligible for a kidney transplant?
- 39. In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?
- 40. 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?
- 41. In the last 12 months, were you ever unhappy with the care you received at the dialysis center or from your kidney doctors?
- 42. In the last 12 months, did you ever talk to someone on the dialysis center staff about this?
- 43. In the last 12 months, how often were you satisfied with the way they handled these problems?

44. In the last 12 months, did you make a complaint to Medicare or a state agency about the quality of care?

About You (Demographic and Health Questions)

- 45. In general, how would you rate your overall health?
 - 46. In general, how would you rate your overall mental or emotional health?
 - 47. Are you being treated for high blood pressure?
 - 48. Are you being treated for diabetes or high blood sugar?
 - 49. Are you being treated for heart disease or heart problems?
 - 50. Are you deaf or do you have serious difficulty hearing?
 - 51. Are you blind or do you have serious difficulty seeing, even when wearing glasses?
 - 52. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?
 - 53. Do you have serious difficulty walking or climbing stairs?
 - 54. Do you have difficulty dressing or bathing?
 - 55. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone, such as visiting a doctor's office or shopping?
 - 56. What is the highest grade or level of school that you have completed?
 - 57. What language do you mainly speak at home?
 - 58. Are you of Spanish, Hispanic, or Latino origin or descent?*
 - 59. What is your race? (multiple selections possible)*
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Proxy Questions (Mail Survey Only)

- 60. Did someone help you complete this survey?
- 61. Who helped you complete this survey?
- 62. How did that person help you?

*Consolidating the race and ethnicity questions into one question, as per OMB Statistical Policy Directive No. 15 requirements.