Attachment A – ICH CAHPS QDCCO Measure

The following four items are being removed from the QDCCO measure based on testing:
1. In the last 3 months, did dialysis center staff keep information about you and your health as private as possible from other patients?
2. In the last 3 months, how often did dialysis center staff insert your needles with as little pain as possible?
3. In the last 3 months, did dialysis center staff talk to you about what you should eat and drink?
4. In the last 3 months, how often did you feel the dialysis center staff really care about you as a person.

The following thirteen items will remain in the QDCCO measure:
1. In the last 3 months, how often did the dialysis center staff listen carefully to you?
2. In the last 3 months, how often did the dialysis center staff explain things in a way that was easy for you to understand?
3. In the last 3 months, how often did the dialysis center staff show respect for what you had to say?
4. In the last 3 months, how often did the dialysis center staff spend enough time with you?
5. In the last 3 months, how often did dialysis center staff make you as comfortable as possible during dialysis?
6. In the last 3 months, did you feel comfortable asking the dialysis center staff everything you wanted about dialysis care?
7. 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?
8. In the last 3 months, how often was the dialysis center staff able to manage problems during your dialysis?
9. In the last 3 months, how often did dialysis center staff behave in a professional manner?
10. In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand?
11. 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?
12. In the last 3 months, how often was the dialysis center as clean as it could be?
13. In the last 12 months, how often were you satisfied with the way they handled these problems?