

Kidney *Chronicles*

IPRO END-STAGE RENAL DISEASE NETWORK OF NEW ENGLAND

2017 ISSUE 1

HELPFUL TIPS
TO EMPOWER
ESRD PATIENTS
AS CONSUMERS



Improving Healthcare
for the Common Good®

“How does the ESRD QIP affect ME?”



The Centers for Medicare & Medicaid Services (CMS) set up the ESRD Quality Incentive Program (QIP) to make sure that patients with ESRD receive high quality care and services in dialysis facilities. Through this program, your facility will receive less money from CMS if it does not perform well enough. **This payment reduction DOES NOT affect you.**

As part of the QIP, CMS gives your facility a **Facility Performance Score Certificate (PSC)**. The PSC reports how the facility performed on the QIP and compares its performance to other facilities across the country. Each facility must post the certificate in a place that patients can see it. You can also find this information on Dialysis Facility Compare, available on the Medicare.gov website.

Facility QIP scores can be used as one of many resources that can help you make choices about your care and where you want to have your dialysis treatments.

How the Network Serves You

- Advocates for you;
- Answers your questions about treatment, modality choices or other issues;
- Develops and provides educational materials for you and your family;
- Works with renal professionals to improve the care given to you;
- Helps keep you informed and updated to support your involvement in your care and treatment options; and
- Evaluates and resolves grievances.

**In an emergency,
if you can't reach
your facility,
contact us.**

More about the 2017 Facility Performance Score Certificate

Look for the PSC in the lobby of your dialysis facility. A new certificate should be posted at the end of every year. You should now be able to see the 2017 Facility PSC. Information included in the PSC is always two years behind, because it takes one year to collect the information, which then has to be reviewed and published by the end of the second year. This means the scores on the 2017 PSC show information on your facility's performance in calendar year 2015.

The PSC shows how well your facility has performed based on guidelines (known as "quality measures") that CMS picks. It provides the Total Performance Score for the facility, information on what is included in that score, and compares the facility's scores to national averages. It is like a report card for your facility.

If you have questions, ask any of the staff members at your facility about the ESRD QIP scores, including the Total Performance Score.

Your Opinion Matters! ICH-CAHPS Survey of Patients' Experiences

Two times each year, a company hired by CMS contacts in-center dialysis patients to ask about their dialysis experiences. You may receive a phone call at home, a letter letting you know that you may be getting a phone call or a letter with a survey for you to fill out and mail back. The name of the survey is the *In-Center Hemodialysis Consumer Assessment of Healthcare Providers and Systems (ICH-CAHPS)*. The survey has 62 questions that focus on if and how dialysis facilities are meeting the needs of their patients. All responses are anonymous; **no one at your facility will know how you answered any of the questions.** The survey company collects answers from all patients who complete the survey and provides a rating for each facility based the answers given by the patients who receive treatment at the facility.

For example: Question #18 asks, "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?"

If you and other patients answer "No," your facility will have an overall low score for that question. When facilities receive their overall ICH-CAHPS survey scores, we expect that they will work to improve the areas where they have received low scores from their patients.

For more information, please contact the Network or visit Dialysis Facility Compare at www.medicare.gov/dialysis to see the results of YOUR facility's ICH-CAHPS survey!

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IPROESRDProgram](http://www.Facebook.com/IPROESRDProgram)



To file a grievance, please contact us:

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