

CAHPS In-Center Hemodialysis Survey Core Composites (Updated December 2007)

Survey Composites and Items		Response Format
<b>Nephrologists' Communication and Caring</b> In the last 3 months...		Never / Sometimes / Usually / Always
Q3	How often did your kidney doctors listen carefully to you?	N / S / U / A
Q4	How often did your kidney doctors explain things in a way that was easy to understand?	N / S / U / A
Q5	How often did your kidney doctors show respect for what you had to say?	N / S / U / A
Q6	How often did your kidney doctors spend enough time with you?	N / S / U / A
Q7	How often did you feel your kidney doctors really cared about you as a person?	N / S / U / A
Q9	Do your kidney doctors seem informed and up-to-date about the health care you receive from other doctors?	Y / N
<b>Quality of Dialysis Center Care and Operations</b> In the last 3 months...		
Q10	How often did the dialysis center staff listen carefully to you?	N / S / U / A
Q11	How often did the dialysis center staff explain things in a way that was easy to understand?	N / S / U / A
Q12	How often did the dialysis center staff show respect for what you had to say?	N / S / U / A
Q13	How often did the dialysis center staff spend enough time with you?	N / S / U / A
Q14	How often did you feel the dialysis center staff really cared about you as a person?	N / S / U / A
Q15	How often did the dialysis center staff make you as comfortable as possible during dialysis?	N / S / U / A
Q21	How often did dialysis center staff insert your needles with as little pain as possible?	N / S / U / A I insert my own needles
Q22	How often did dialysis center staff check you as closely as you wanted while you were on the dialysis machine?	N / S / U / A
Q24	How often was the dialysis center staff able to manage problems during your dialysis?	N / S / U / A
Q25	How often did dialysis center staff behave in a professional manner?	N / S / U / A
Q27	How often did dialysis center staff explain blood test results in a way that was easy to understand?	N / S / U / A
Q33	When you arrived on time, how often did you get put on the dialysis machine within 15 minutes of your appointment or shift time?	N / S / U / A
Q34	How often was the dialysis center as clean as it could be?	N / S / U / A
Q43	In the last 12 months, how often were you satisfied with the way they handled these problems?	N / S / U / A
Q16	In the last 3 months, did dialysis center staff keep information about you and your health as private as possible from other patients?	Y / N
Q17	In the last 3 months, did you feel comfortable asking dialysis center staff everything you wanted about dialysis care?	Y / N
Q26	In the last 3 months, did dialysis center staff talk to you about what you should eat and drink?	Y / N
<b>Providing Information to Patients</b>		Yes / No
Q19	Do you know how to take care of your graft, fistula or catheter?	Y / N
Q28	Did this dialysis center ever give you any written information about your rights as a patient?	Y / N
Q29	Did dialysis center staff at this center ever review your rights as a patient with you?	Y / N
Q30	Has dialysis center staff ever told you what to do if you experience a health problem at home?	Y / N
Q31	Has any dialysis center staff ever told you how to get off the machine if there is an emergency at the center?	Y / N
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?	Y / N
Q38	In the last 12 months, has either a doctor or dialysis center staff explained to you why you are not eligible for a kidney transplant?	Y / N
Q39	In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?	Y / N
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?	Y / N
<b>Global Ratings</b>		0 (Worst) to 10 (Best)
Q8	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?	0 - 10
Q32	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?	0 - 10
Q35	Using any number from 0 to 10 where 0 is the worst dialysis center staff possible and 10 is the best dialysis center possible, what number would you use to rate your dialysis center?	0 - 10



CAHPS®  
Pocket Reference Guide  
for Adult Facility Surveys

This guide summarizes adult surveys developed by the CAHPS Consortium. It was produced by the RAND CAHPS team and was supported by grant numbers 5 U18 HS09204 and U18 HS016980 from the Agency for Healthcare Research and Quality.



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CAHPS Nursing Home Family Survey Core Composites (Updated October 2008)

Survey Composites and Items		Response Format
<b>Meeting Basic Needs</b> In the last 6 months...		Yes / No
Q17	(During any of your visits did you help your family member with <b>eating</b> ?) Was it because the nurses or aides either didn't help or made him or her wait too long?	Y / N
Q19	(During any of your visits did you help your family member with <b>drinking</b> ?) Was it because the nurses or aides either didn't help or made him or her wait too long?	Y / N
Q21	(During any of your visits did you help your family member with <b>toileting</b> ?) Was it because the nurses or aides either didn't help or made him or her wait too long?	Y / N
<b>Nurses/Aides' Kindness/Respect Towards Resident</b> In the last 6 months...		Never / Sometimes / Usually / Always
Q12	How often did you see the nurses and aides treat your family member with courtesy and respect?	N / S / U / A
Q13	How often did you see the nurses and aides treat your family member with kindness?	N / S / U / A
Q14	How often did you feel that the nurses and aides really cared about your family member?	N / S / U / A
Q15	Did you every see any nurses or aides be rude to your family member or any other resident?	Y / N
Q24	How often did the nurses and aides handle the situation in a way that you felt was appropriate?	N / S / U / A
<b>Provides Information/Encourages Family Involvement</b> In the last 6 months...		
Q26	How often did you get this information as soon as you wanted?	N / S / U / A
Q27	How often did the nurses and aides explain things in a way that was easy for you to understand?	N / S / U / A
Q28	Did the nurses and aides every try to discourage you from asking questions about your family member?	Y / N
Q35	Did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they would take it out on your family member?	Y / N
Q37	How often were you involved as much as you wanted to be in the decisions about your family member's care?	N / S / U / A
Q42	How often did you get all the information you wanted from the nursing home about payments or expenses?	N / S / U / A
<b>Staffing, Care of Belongings, and Cleanliness</b> In the last 6 months...		
Q11	How often were you able to find a nurse or aide when you wanted one?	N / S / U / A
Q22	How often did your family member look and smell clean?	N / S / U / A
Q29	How often did your family member's room look and smell clean?	N / S / U / A
Q30	How often did the public areas of the nursing home look and smell clean?	N / S / U / A
Q31	How often were your family member's personal medical belongings damaged or lost?	N / O / 2+ times
Q33	When your family member used the laundry service, how often were clothes damaged or lost?	N / O or T / 3+ times
Q40	How often did you feel there were enough nurses and aides in this nursing home?	N / S / U / A
<b>Global Ratings</b>		0 (Worst) to 10 (Best)
Q38	Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care at this nursing home?	0 - 10

CAHPS Hospital Survey Core Composites (Updated January 2008)

Survey Composites and Items		Response Format
<b>Communication with Nurses</b>		Never / Sometimes / Usually / Always
Q1	During this hospital stay, how often did nurses treat you with <u>courtesy and respect</u> ?	N / S / U / A
Q2	During this hospital stay, how often did nurses <u>listen carefully to you</u> ?	N / S / U / A
Q3	During this hospital stay, how often did nurses <u>explain things</u> in a way you could understand?	N / S / U / A
<b>Communication with Doctors</b>		
Q5	During this hospital stay, how often did doctors treat you with <u>courtesy and respect</u> ?	N / S / U / A
Q6	During this hospital stay, how often did doctors <u>listen carefully to you</u> ?	N / S / U / A
Q7	During this hospital stay, how often did doctors <u>explain things</u> in a way you could understand?	N / S / U / A
<b>Responsiveness of Hospital Staff</b>		
Q4	During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	N / S / U / A / or I never pressed the call button
Q11	How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	N / S / U / A
<b>Cleanliness of the Hospital Environment</b>		
Q8	During this hospital stay, how often were your room and bathroom kept clean?	N / S / U / A
<b>Quietness of the Hospital Environment</b>		
Q9	During this hospital stay, how often was the area around your room quiet at night?	N / S / U / A
<b>Pain Management</b>		
Q13	During this hospital stay, how often was your pain well controlled?	N / S / U / A
Q14	During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?	N / S / U / A
<b>Communication about Medicines</b>		
Q16	Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	N / S / U / A
Q17	Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	N / S / U / A
<b>Discharge Information</b>		Yes / No
Q19	During this hospital stay, did doctors, nurses, or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	Y / N
Q20	During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	Y / N
<b>Global Ratings</b>		0 (Worst) to 10 (Best)
Q21	Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital?	0 - 10
Q22	Would you recommend this hospital to your friends and family?	Definitely no / Possibly no / Possibly yes / Definitely yes