The frequency with which some themes are mentioned on ICH-CAHPS was compared to patient-identified themes. In total, 30 unique experience of care themes were identified; among these, 21 were mentioned by both patients and the ICH-CAHPS survey, 8 were mentioned by patients but not represented on the ICH-CAHPS survey, and 1 was mentioned on the ICH-CAHPS but not by patients.

Methods

An anonymous paper survey was distributed to patients treated at 29 facilities operated by a large dialysis organization.

- In order to protect patient privacy, no patient demographic characteristics were collected.
- The survey consisted of a single question: “What are the three most important things about your experience of care?”
- All survey responses were entered into NVivo qualitative data analysis software (Burlington, MA) to allow theme identification and analysis of themes.
- Themes were identified by analysing the content and structure of the survey responses. Themes were assigned significance based on how often each theme occurred in the survey responses.

Objectives

- To identify themes that contemporary patients treated with in-center hemodialysis describe as important to their experience of care.
- To compare patient-described experience of care themes with the themes included on the ICH-CAHPS survey instrument.

Introduction

Patient-identified themes vs. Themes from the ICH-CAHPS Instrument

- From the combination of ICH-CAHPS items and patient survey responses, 31 experience of care themes were identified (Figure 4).
- 22 were mentioned by patients and included on the ICH-CAHPS survey.
- 8 were mentioned by patients but not represented on the ICH-CAHPS survey.
- 1 was mentioned on the ICH-CAHPS but not by patients.
- Among the 21 themes mentioned by both patients and the ICH-CAHPS survey, themes such as "staff," "timeliness," and "service" were mentioned proportionally more frequently by patients than by the ICH-CAHPS survey. Conversely, themes including "facility" and "doctor" were mentioned more frequently by ICH-CAHPS (Figure 5).

Results

Experience of Care Themes Identified by Patients

- Patients completed 734 of 1000 surveys distributed. On each survey, participants included up to 3 responses to the survey prompt.
- A total of 30 unique experience of care themes were identified from survey responses (Figure 1).
- The most frequently mentioned themes were "staff," "timeliness," "care," and "nice/kind/respectful.""Within individual responses to the survey prompt, the themes of "staff" and "timeliness" were frequently mentioned in the context of other identified themes (Figure 2).
- Patient survey responses that mentioned the "staff" theme also mentioned a variety of other keywords (Figure 3).
- Commonly mentioned words included "dialysis," "patients," and "caring."

Patient-Identified Themes vs. Themes from the ICH-CAHPS Instrument

- From the combination of ICH-CAHPS items and patient survey responses, 31 experience of care themes were identified (Figure 4).
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Conclusions

- The high survey response rate achieved in this study is consistent with a strong patient interest in providing feedback with respect to experience of care, especially in the context of a short, simple survey administered in the dialysis facility.
- ICH-CAHPS captures many, but not all, themes that patients report as being important to their experience of care.
- The frequency with which some themes are mentioned on ICH-CAHPS may not be reflective of their relative importance to patients. Development of survey instruments that reflect patient-identified themes and emphases may enable provision of care that more closely reflects patient priorities.

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