

Understand Your Dialysis Facility’s Rating

[Medicare.gov](https://www.medicare.gov) is a federal website that shares information about dialysis facilities and the care they provide. The website features a rating system for dialysis facilities based on how patients answer the Medicare In-Center Hemodialysis Survey, also known as the [ICH CAHPS Survey](#).

When you search for dialysis facilities on Medicare.gov, you will see the ICH CAHPS Survey Star Rating listed as “Patient survey rating” under *Ratings*.

The ICH CAHPS Survey Star Rating helps dialysis patients better understand the patient experience at a facility. The Medicare.gov website uses 1 to 5 stars to show how patients rated their facility in the ICH CAHPS Survey, with more stars indicating that patients at that facility rated their experience more positively. The ICH CAHPS Survey Star Rating is different from the “Quality of patient care star rating,” which uses clinical data to measure the quality of care provided to patients by the dialysis facility.

What Is the ICH CAHPS Survey?

The [ICH CAHPS Survey](#) is given twice a year to hemodialysis patients and asks about the hemodialysis care they receive at their dialysis facility. The Centers for Medicare & Medicaid Services (CMS) has used results from the ICH CAHPS Survey on Medicare.gov since 2016, and refreshes the data twice a year. In order for a facility to have ICH CAHPS Survey data reported on Medicare.gov, it must have 30 or more completed surveys across two survey periods. If there are not enough data, the star rating is listed as “not available.”