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CA

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General Comment

ICH-CAHPS comments:

- survey is too long for patients to complete
- literacy level of survey is too high
- conducting this survey 2x a year is burdensome to patients and clinics as it takes too much time for staff to remind patients to complete the survey and requires distribution of written reminders, numerous times, to reinforce participation
- survey results arrive too late for timely action on identified issues/scores
- survey is not easily done by paper nor by phone; an electronic (either cell or PC) survey is needed
- survey should be translated into at least 5 languages
- survey should be available in an auditory form for ESRD patients with low/no vision due to diabetic conditions