

### Attachment for 5.2.3a of Instrument Form

**Table 5.2.3a.1. Cronbach's alpha internal consistency reliability results for the QDCCO item set in the ICH CAHPS Survey**

<b>QDCCO reliability (standardized values) <math>\alpha = 0.930</math></b>	<b>Item total correlation</b>	<b>Alpha with item removed</b>
In the last 3 months, how often did the dialysis center staff listen carefully to you?	0.760	0.922
In the last 3 months, how often did the dialysis center staff explain things in a way that was easy for you to understand?	0.736	0.923
In the last 3 months, how often did the dialysis center staff show respect for what you had to say?	0.784	0.921
In the last 3 months, how often did the dialysis center staff spend enough time with you?	0.753	0.922
In the last 3 months, how often did dialysis center staff make you as comfortable as possible during dialysis?	0.760	0.922
In the last 3 months, did you feel comfortable asking the dialysis center staff everything you wanted about dialysis care?	0.537	0.930
In the last 3 months, how often did dialysis center staff check you as closely as you wanted while you were on the dialysis machine?	0.755	0.922
In the last 3 months, how often was the dialysis center staff able to manage problems during your dialysis?	0.716	0.923
In the last 3 months, how often did dialysis center staff behave in a professional manner?	0.713	0.923
In the last 3 months, how often did dialysis center staff explain blood test results in a way that was easy to understand?	0.582	0.928
In the last 3 months, when you arrived on time, how often did you get put on the dialysis machine within 15 minutes of your appointment or shift time?	0.551	0.929
In the last 3 months, how often was the dialysis center as clean as it could be?	0.563	0.929
In the last 12 months, how often were you satisfied with the way they handled these problems?	0.685	0.924

**Table 5.2.3a.2. Cronbach's alpha internal consistency reliability results for the PIP item set in the ICH CAHPS Survey**

<b>PIP reliability (standardized values) <math>\alpha = 0.743</math></b>	<b>Item total correlation</b>	<b>Alpha with item removed</b>
The dialysis center staff can connect you to the dialysis machine through a graft, fistula, or catheter. Do you know how to take care of your graft, fistula or catheter?	0.304	0.738
As a patient you have certain rights. For example, you have the right to be treated with respect and the right to privacy. Did this dialysis center ever give you any written information about your rights as a patient?	0.416	0.720
Did dialysis center staff at this center ever review your rights as a patient with you?	0.515	0.703
Has dialysis center staff ever told you what to do if you experience a health problem at home?	0.501	0.706
Has any dialysis center staff ever told you how to get off the machine if there is an emergency at the center?	0.290	0.741
You can treat kidney disease with dialysis, kidney transplant, or dialysis at home. In the last 12 months, did your kidney doctors or dialysis center staff talk to you as much as you wanted about which treatment is right for you?	0.553	0.697
In the last 12 months, has a doctor or dialysis center staff explained to you why you are not eligible for a kidney transplant?	0.358	0.730
Peritoneal dialysis is dialysis given through the belly and is usually done at home. In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?	0.368	0.728
In the last 12 months, were you as involved as much as you wanted in choosing the treatment that is right for you?	0.475	0.710