



ED CAHPS QUESTIONS AND ANSWERS

The Emergency Department Consumer Assessment of Healthcare Providers and Systems (ED CAHPS) survey is designed to measure patients' opinions of the care they receive in a hospital emergency department. When hospitals choose to partner with PRC, Inc. for their survey research, they choose to pursue excellence.



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WHO IS ELIGIBLE FOR THE ED CAHPS SURVEY?

The use of this survey is voluntary and not required by CMS, but their recommendation is to use this survey with patients who are:

- 18 years of age or older
- Treated in a hospital emergency department
- Discharged to home (not admitted to the hospital from their ED visit)
- NOT discharged to a law enforcement facility, hospice, nursing home, skilled nursing facility or another hospital
- Alive at time of sampling

IS PRC A CMS-APPROVED ED CAHPS SURVEY VENDOR?

Because this program is not currently sponsored by CMS, there is not a formal list of approved vendors. However, PRC is proud to have facilitated data collection for both the initial Mode Experiment and Feasibility Test in 2015-2016, and the subsequent Mode Experiment and Feasibility Test in 2017-2018. Additionally, PRC is currently administering the survey for hospitals that elect this instrument for their internal process improvement efforts.

PRC will apply for approved vendor status for all upcoming CAHPS programs, with the expectation that all applications will be approved.

CMS ADMINISTRATION RECOMMENDATIONS

CMS recommends using one of three mixed-mode options, each of which includes a telephone component. The data collection schedule for each mode is as follows:

	Standard Mixed Mode	Web-Telephone Mode	Web-Mail-Telephone Mode
Day 1*	Mail out packet	Email web link	Email web link
Day 2		1st reminder email	1st reminder email
Day 4		2nd reminder email	2nd reminder email
Day 6		Phone calls begin	Mail out packet
Day 22	Phone calls begin		Phone calls begin
Day 35	Phone calls end	Phone calls end	Phone calls end

*48 hours to 35 days post discharge

After analyzing the pilot data, CMS has recommended a target number of completed surveys based upon what types of scores you intend to report.

CMS does not recommend administration of the ED CAHPS Survey for hospitals with fewer than 3,125 ED visits annually (if using linear mean scoring, or 3,750 if using top-box scoring), assuming a 20% response rate with one of these mixed-mode methodologies.

PRC'S ADMINISTRATION DURING VOLUNTARY PERIOD

1. Clients send files to PRC that contain the records of patients who were discharged to home during the previous day/week.
2. PRC's sample managers filter out ineligible patients and select a random sample of patient records to be prepared for the data collection. First contacts take place between 48 hours and 35 days post-discharge, and data collection is completed 35 days after the initial attempt.
3. With its flexible, client-friendly approach, PRC efficiently and effectively, captures timely, reliable data using methodologies that minimize bias and maximize accuracy. CMS recommends mixed mode survey administration to maximize your response rate; however, due to the voluntary status of the ED CAHPS survey, PRC can administer the survey using a single survey mode as well.
 - A. Web only: PRC sends thousands of invitations a day and is continually refining our web survey experience for patients. Web-only administration allows patients to participate when and where it's convenient for them. Sampled patients will receive an invite at least 48 hours after their discharge via text message or email and receive a reminder message 2 days later. Choosing this methodology now will help PRC understand your web-only response rate, which will be useful when ED CAHPS becomes mandated by CMS.
 - B. Telephone only: For more than 40 years, PRC has been widely regarded as the industry leader in telephone interviews. Response rates consistently exceed national averages, helping ensure that survey data are truly representative.
 - Selected patients will be called as many as five times over a five-week window in an effort to complete the survey.
 - Call attempts occur on different days of the week, at different times of day.



WHAT DOES THE ED CAHPS SURVEY MEASURE?

The ED CAHPS survey consists of 35 core questions that capture patients' perceptions of the care they received in the Emergency Department and gather general demographic information about the patients themselves. The survey covers the following dimensions:

Survey Measures	
Getting Timely Care	2 questions
How Well Doctors and Nurses Communicate	6 questions
Communication about Medications	4 questions
Communication about Follow-Up	3 questions
Overall ED Rating	1 question
Willingness to Recommend the ED	1 question

PRC Product Lines and Coaching



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WHAT ARE YOUR GOALS?

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CAN WE CUSTOMIZE THE STANDARD SURVEY TOOL TO ENCOURAGE EXCELLENCE?

Given the length of the questionnaire, facilities and vendors have to thoughtfully consider the addition of any supplemental questions. However, supplemental questions measuring performance on a five-point scale topped by "Excellent" can prove extremely valuable in predicting patient loyalty and allocating limited resources where they will have the greatest impact. Excellence also differentiates high-performing providers in the marketplace. PRC is the only research firm measuring excellence and the only survey partner offering a loyalty benchmarking database. Since the survey is not being submitted to any national agencies, questions could be strategically removed, if length is a concern.

HOW WILL WE RECEIVE THE SURVEY RESULTS?

Client organizations can view survey results in real time as they are added to PRC's database. PRC clients enjoy unlimited access to research results through PRC's award-winning online data management tool, PRCEasyView.com®. EasyView® enables PRC's research partners to monitor results, set goals, and design and schedule custom reports to be emailed anywhere within the organization.

WILL THE RESULTS BE PUBLICLY REPORTED?

Because these surveys are not submitted to any national organization, there is no infrastructure for public reporting at this time. CMS has communicated over the years that its goals in new survey implementation are to produce standardized information about consumers' perceptions of care that allows objective and meaningful comparisons of healthcare providers and systems and to incentivize a higher caliber of care. We expect to see a site for public reporting down the road, but, in the meantime, PRC is growing its benchmarking database.

ABOUT PRC

Since 1980, PRC has helped more than 2,200 healthcare organizations achieve their research objectives by collecting and analyzing timely, accurate, and reliable feedback from patients, employees, physicians, and the community at large. PRC's high-quality survey research, analytics tools, and coaching give voice to healthcare organizations, patients, and the community as a whole. Leading the standards for healthcare market research, PRC partners with organizations to support their efforts in becoming better places for patients to be treated, physicians to practice medicine, and employees to work.

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