



## SMART SHEET

# Emergency Department Patient Experience With Care Survey (EDPEC)

## EDPEC Survey Basics

- Current survey version 4.1
- The EDPEC Survey was developed to measure the experience of patients 18 & older who received emergency department (ED) care
- Survey respondents include patients admitted to the hospital following their ED visit, & those who visited the ED & were discharged to the community (treat & release visit)
- Eligible respondents are those who have received care at fully hospital-based EDs
- Offering Discharge-To-Community (DTC) Version of the survey: administered to patients discharged to the community
- The surveys will provide patient experience data that enables comparison of EDs across the nation & promotes effective communication & coordination

## Survey Process

- Mail, telephone, mixed mode, email & text
- Mixed mode data collection protocol
- Survey is 38 questions in length, with option for supplemental questions
- Monthly reporting from RMS available

## EDPEC Survey Quality Measures

- Patient experience upon arriving at the ED
- Patient experience during ED care
- Patient experience after being admitted to the hospital or being discharged from the ED

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## Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- High response rates
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Real-time portal access
- Courteous, helpful, & responsive staff
- Collateral to promote surveys provided
- RMS on-site call center
- Telephone surveys conducted by professional interviewers on-site
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

## We Do More Than Patient Surveys

- Healthcare Consulting
- Patient-Centered Medical Home (PCMH™) Recognition
- HIPAA Compliance
- Community Health Assessment (CHA)
- Community Service Plan (CSP)
- Community Health Needs Assessment (CHNA)
- Employee Surveys