

## ED CAHPS Survey Basics

- First national, standardized survey of patients' perspectives of emergency department (ED) care
- Includes 35 questions that focus on communication and coordination, including arrival, care, and discharge from the ED; survey also includes key demographic items
- Developed to measure the patients' experience of emergency department care that would provide meaning and actionable information
- Data derived from the ED CAHPS Survey can help EDs to better understand their patients' experience of care, assist in targeting quality improvement efforts, and ultimately improve patient experience
- Administered to adult patients (18 and older) who were discharged to home (treat & release visit)
- Recommended to be administered between 48 hours and 35 days after discharge to a random sample of adult patients
- Survey version 1.0 (newly released in 2020) is 35 questions in length, with option for supplemental questions
- Voluntary Survey and not mandated by CMS

## Survey Topics

- Going to the Emergency Room
- During this Emergency Room Visit
- People Who Took Care of You
- Leaving the Emergency Room
- Overall Experience
- Your Health Care
- About You — demographic questions

## Recommended Modes of Administration

- Standard Mixed Mode (i.e., a mail survey with telephone follow-up of non-respondents)
- Web-Telephone Mode (an e-mail survey with telephone follow-up of non-respondents)
- Web-Mail-Telephone Mode (an e-mail survey with mail, then telephone follow-up of non-respondents)
- Survey is available in Spanish and English

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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 & flexible pricing
- High response rates
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- 24/7 online portal access (CG, H, ICH, HH)
- Helpful & responsive to client needs
- Collateral provided to promote surveys
- On-site call center
- Professional interviewers
- No robocalls
- Attentive & responsive to hot comments
- Fully HIPAA compliant

## We Do More

- Patient-Centered Medical Home (PCMH™) Recognition
- Employee Surveys
- Customized Surveys
- Image & Awareness Studies
- Brand Testing
- Community Health Assessment (CHA)
- Community Health Needs Assessment (CHNA)
- Surveys on Patient Safety Culture™ (SOPS®)
- Other CAHPS Surveys:  
ACO, CG, ECHO, ED, H, HH, Hospice, ICH, OAS