

## ED CAHPS Survey Basics

- First national, standardized survey of patients' perspectives of emergency department (ED) care
- Survey version 1.0 is 35 questions with option for supplemental questions
- 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
- Voluntary Survey and not mandated by CMS
- Monthly summary report provided

## ED Survey Quality Measures

- Getting Timely Care
- How Well Doctors and Nurses Communicate
- Communication About Medications
- Communication About Follow-Up
- Overall ED Rating
- Willingness to Recommend the ED

## 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)
- English & Spanish Surveying

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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
- Strategies provided to improve performance
- Deadlines promptly met
- Establish engaging partnerships with clients
- Collateral provided to promote patient engagement
- Professional interviewers
- No robocalls
- Attentive & responsive to patient hot comments
- Fully HIPAA compliant

## We Offer More

- Healthcare Consulting
- Patient-Centered Medical Home (PCMH™) Consulting
- Distinction in Behavioral Health Integration Consulting
- 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: CG, ECHO, H, HH, Hospice, ICH, OAS