



EMERGENCY DEPARTMENT (ED) CAHPS® SMART SHEET

RMS has been administering the Centers for Medicare & Medicaid Services (CMS) ED CAHPS survey since its inception

RMS IS YOUR ONE-STOP VENDOR

ED CAHPS SURVEY FRAMEWORK

- First national, standardized survey of patients' perspectives of emergency department care
- Survey is 35 questions with option for supplemental questions
- Voluntary survey and not mandated by CMS
- Developed to measure the patients' experience of emergency department care that would provide meaningful and actionable information
- Data derived from ED CAHPS Survey can help EDs to better understand their patients' experiences of care, assist in targeting quality improvement efforts, and ultimately improve patient experience
- Administered to adult patients (18 & older) who were discharged to home (treat & release visit)
- Recommended to be administered between 48 hours & 35 days after discharge to random sample of adult patients

ADDITIONAL VALUE FROM RMS

- Monthly reports detailing longitudinal benchmarking
- Collateral & individualized consultation provided to promote engagement
- Affordable & flexible pricing
- Online portal to access results, trending data and to generate reports
- Calls made by trained professionals
- Accessible CAHPS Administration Team available for assistance

RECOMMENDED MODES OF SURVEY ADMINISTRATION

- Standard mixed mode (mail survey with phone follow-up of non-respondents)
- Web-telephone mode (email survey with phone follow-up of non-respondents)
- Web-mail-telephone mode (email survey with mail then phone follow-up of non-respondents)
- English & Spanish surveying

THIS SURVEY ASSESSES

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

CAHPS® Consumer Assessment of Healthcare Providers and Systems is a registered trademark of the Agency for Healthcare Research and Quality.

LET'S COLLABORATE

See how your facility can enjoy all the benefits RMS' one-stop vendor partnership offers

Ask. Listen. Solve.

RMSRESULTS.COM

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