Analysis of ED CAHPS Survey Data

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ED CAHPS Item Scoring

Two recommended options:

- **Linear mean scoring**
  - Response options are rescaled from 0 (worst) to 100 (best) with equal intervals between each option
  - "Before giving you medicine, did the doctors and nurses tell you what the medicine was for?"
  - "Yes, definitely" = 100; "Yes, somewhat" = 50; "No" = 0

- **Top-box scoring**
  - Most positive response option(s) is coded as 100 and all other response options are coded as 0
  - "Yes, definitely" = 100; "Yes, somewhat" = 0; "No" = 0

ED CAHPS Item Scoring: Examples

- "During this emergency room visit, how often did nurses explain things in a way you could understand?" (Never / Sometimes / Usually / Always)

  - **Linear mean scoring**: "Never" = 0; "Sometimes" = 33.3; "Usually" = 66.7; "Always" = 100

  - **Top-box scoring**: "Never" = 0; "Sometimes" = 0; "Usually" = 0; "Always" = 100

ED CAHPS Item Scoring: Examples

■ "Using any number from 0 to 10, where 0 is the worst emergency room care possible and 10 is the best emergency room care possible, what number would you use to rate your care during this emergency room visit?"

■ **Linear mean scoring**: "0" = 0; "1" = 10; "2" = 20; "3" = 30; "4"= 40; "5"= 50; "6"= 60; "7" = 70; "8" = 80; "9" = 90; "10"=100

■ **Top-box scoring**: "0" = 0; "1" = 0; "2" = 0; "3" = 0; "4"= 0; "5"= 0; "6"= 0; "7" = 0; "8" = 0; "9" = 100; "10"=100

ED CAHPS Composite Measures

- **Getting timely care**
  - Example: "During this emergency room visit, did you get care within 30 minutes of getting to the emergency room?" (Yes / No)

- **How well doctors and nurses communicate**
  - Example: "During this emergency room visit, how often did nurses explain things in a way you could understand?" (Never / Sometimes / Usually / Always)

ED CAHPS Composite Measures (cont.)

- **Communication about medications**
  - Example: "Before giving you medicine, did the doctors or nurses tell you what the medicine was for?" (Yes, definitely / Yes, somewhat / No)

- **Communication about follow-up**
  - Example: "Before you left the emergency room, did a doctor, nurse, or other staff talk with you about follow-up care?" (Yes, definitely/ Yes, somewhat / No)

ED CAHPS Global Measures

- **Overall ED rating**
  - "Using any number from 0 to 10, where 0 is the worst emergency room care possible and 10 is the best emergency room care possible, what number would you use to rate your care during this emergency room visit?"

- **Willingness to recommend the ED**
  - "Would you recommend this emergency room to your friends and family?" (Definitely no / Probably no / Probably yes / Definitely yes)

ED CAHPS Case-mix Adjustment

- If EDs are to be compared, case-mix adjustment is strongly recommended

- At a minimum, it is recommended to adjust for:
  - Patient age
  - Patient education
  - Patient self-rated health status
  - Language spoken at home
  - Reason for the ED visit
  - Whether the patient was taken to the ED in an ambulance
  - Whether the patient had proxy assistance
  - Response percentile (lag time)