

# Introducing the Emergency Department (ED) CAHPS Survey

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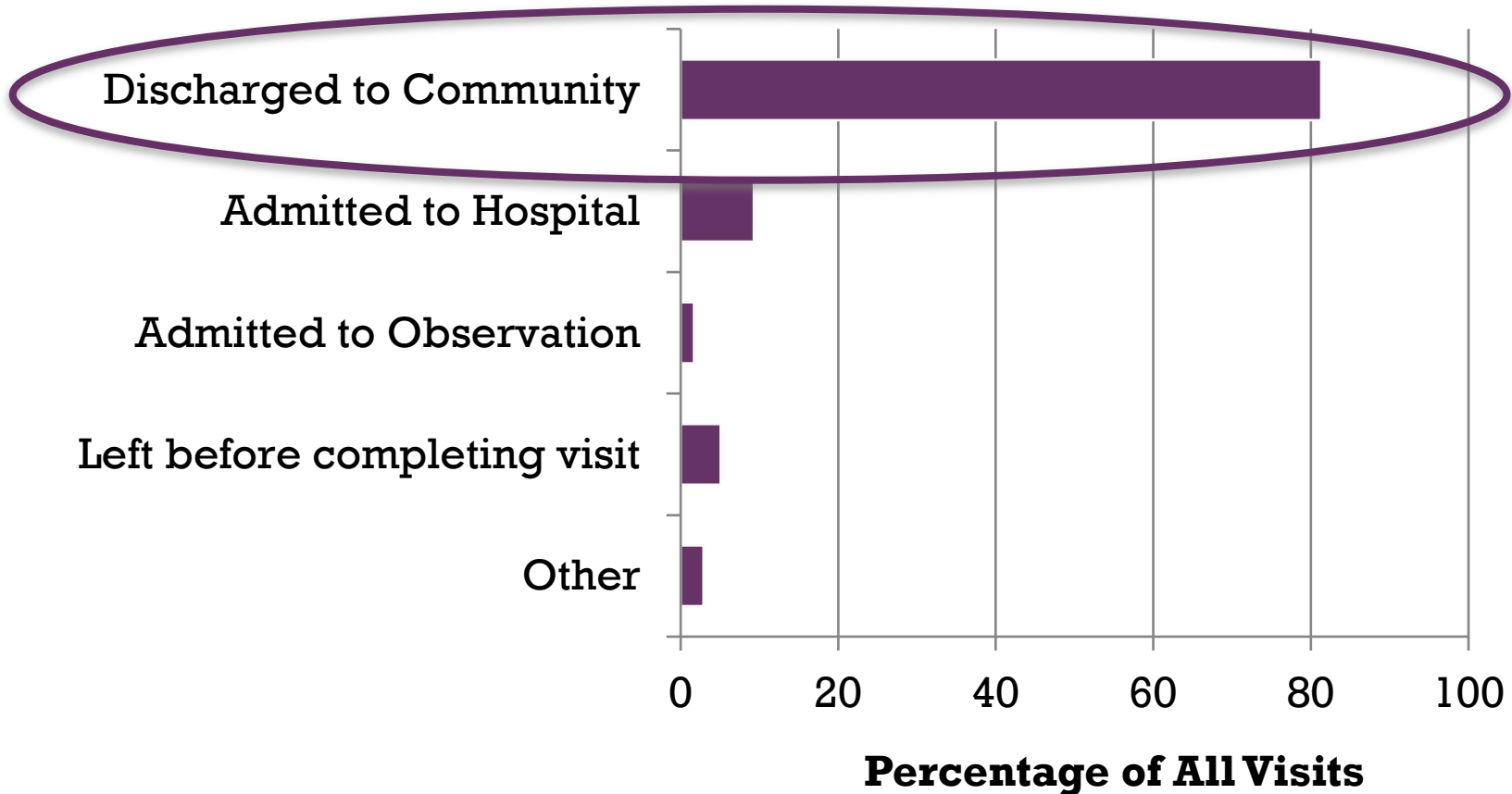
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# Emergency Department Visits Are Common

- Nationwide >130 million ED visits annually
  - 42 visits per 100 persons per year
- Most patients walk in
  - ~15% arrive by ambulance
- Common reasons for ED visit:
  - Stomach/abdominal pain, Chest pain, Cough
  - Fever, Headache, Back symptoms
  - Shortness of breath, Pain, Vomiting
  - Throat symptoms

# Majority of ED Patients are Discharged to Home (Community)



# Purpose of the ED CAHPS Survey

- Measure the experiences with ED care of adult patients who are discharged home following their ED visit
- First national, standardized survey of patients' perspectives of ED care
- Creates common metrics and national standards for collecting and analyzing information about patient experience of care that may be adopted for quality improvement purposes
- Available in the public domain at no cost (free)

# ED CAHPS is for Voluntary Use

- The ED CAHPS Survey and the ED CAHPS Recommended Guidelines are available on the CMS website at no cost
  - <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/ED>
- Use of the ED CAHPS survey is voluntary
- CMS is making the survey available for voluntary use
- There are no plans at this time to collect ED CAHPS survey data through a central database

# Survey Development

- Survey was originally called the *Emergency Department Patient Experience of Care Discharged to Community (EDPEC DTC) Survey*
- Development: 2012 - 2020
- Parallels several aspects of Hospital CAHPS (HCAHPS)
- CAHPS<sup>®</sup> trademark received March 2020
- Renamed the ED CAHPS Survey in 2020

# Survey Development, (cont.)

- Key development activities included:
  - Literature reviews (2012 - 2018)
  - Federal Register call for topic areas (2012)
  - Focus groups (2012 - 2013)
  - Multiple Technical Expert Panels (2012, 2017, 2018, 2019)
  - Cognitive testing of potential survey items (2012, 2016, 2017, 2018, 2019)
  - Large-scale field experiments (2014, 2016, 2018)
  - Ongoing meetings with the CAHPS Instrument Team and CAHPS Consortium (2012 - 2020)



# ED CAHPS Survey Content

- The ED CAHPS survey includes 35 questions
- 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

# ED CAHPS, Mail Version

**All of the questions in the survey ask about the emergency room visit named in the cover letter.**

## GOING TO THE EMERGENCY ROOM

1. Thinking about this visit, what was the **main** reason you went to the emergency room?
  - An accident or injury
  - A new health problem
  - An ongoing health condition or concern
2. For this visit, did you go to the emergency room in an ambulance?
  - Yes
  - No
3. When you first arrived at the emergency room, how long was it before someone talked to you about the reason you were there?
  - Less than 5 minutes
  - 5 to 15 minutes
  - More than 15 minutes

## DURING THIS EMERGENCY ROOM VISIT

4. During this emergency room visit, did you get care within 30 minutes of getting to the emergency room?
  - Yes
  - No
5. During this emergency room visit, did the doctors or nurses ask about **all** of the medicines you were taking?
  - Yes
  - No
6. During this emergency room visit, were you given any medicine while you were there?
  - Yes
  - No → If No, Go to Question 9
  - Don't know → If Don't know, Go to Question 9