

Testing the Feasibility of the Emergency Department Patient Experience of Care (EDPEC) Survey

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Disclosure



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Study Team



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Emergency Department Setting

- Nationwide >130 million emergency department visits annually
- >80% emergency department patients are discharged to the community (DTC), i.e., home
- Development of the Emergency Department Patient Experience of Care (EDPEC) Survey began in 2012
 - ▶ Call for topics, literature review, technical expert panel
 - ▶ Ongoing meetings with the CAHPS Consortium
 - ▶ Cognitive testing of potential survey items
 - ▶ Field testing

Findings from Initial Field Tests

- Field test conducted in 2014 with 12 hospitals
- Mode experiment conducted in 2016 with 50 hospitals
- Mail only, Telephone only, Standard mixed mode (mail with telephone follow-up)
- Overall response rate for both experiments ~20%
 - ▶ 13.7% for mail-only in mode experiment
- Contact information for emergency department patients is less accurate and less complete vs. admitted patients

Research Questions

- Can the use of a web survey increase response rates in this hard-to-reach population?
- What methods of web survey invitation are most effective?

EDPEC Survey: Feasibility Test I

- Feasibility Test I conducted in 2016 with 8 hospitals
 - ▶ To explore novel administration modes
 - ▶ Survey distribution within emergency departments was problematic
 - Response rate 9.3%
 - Possible bias in distribution
 - ▶ Web-only survey administrations had very low response
 - Response rate < 5%

EDPEC Survey: Feasibility Test II

- Test novel approaches to improve response rates to the EDPEC Survey
- Examine different push-to-web strategies:
 - ▶ Email, text, paper invitation with URL, QR code
- Explore challenges associated with collection of contact information needed for a web-first approach

Feasibility Test II Design

- 16 participating hospitals
- Sampled ~ 27,000 emergency department patients
 - ▶ Majority of adult emergency department patients were eligible
- Patients randomized within hospital to 1 of 9 survey arms
 - ▶ Reference arm was standard mixed mode: mail with telephone follow-up

Feasibility Test II Design

- The other 8 arms involved some form of invitation to the web survey:
 - ▶ Email invitations/reminders
 - ▶ Text message invitations/reminders
 - ▶ Mailed survey invitations containing login URL + PIN code and scannable QR code
- All 8 arms included 3-4 web survey invitations/reminders
- All arms involved sequential mixed modes
- All arms had mail and/or telephone follow-up after web survey invitations

Response Rates

- Overall response rate across all 9 arms: 18.6%
- Highest overall response rate:
 - ▶ Email+mail+phone: 27.3%
 - ▶ But not significantly higher than mail+phone: 25.5%
- Only arms with telephone follow-up had a response rate >20%

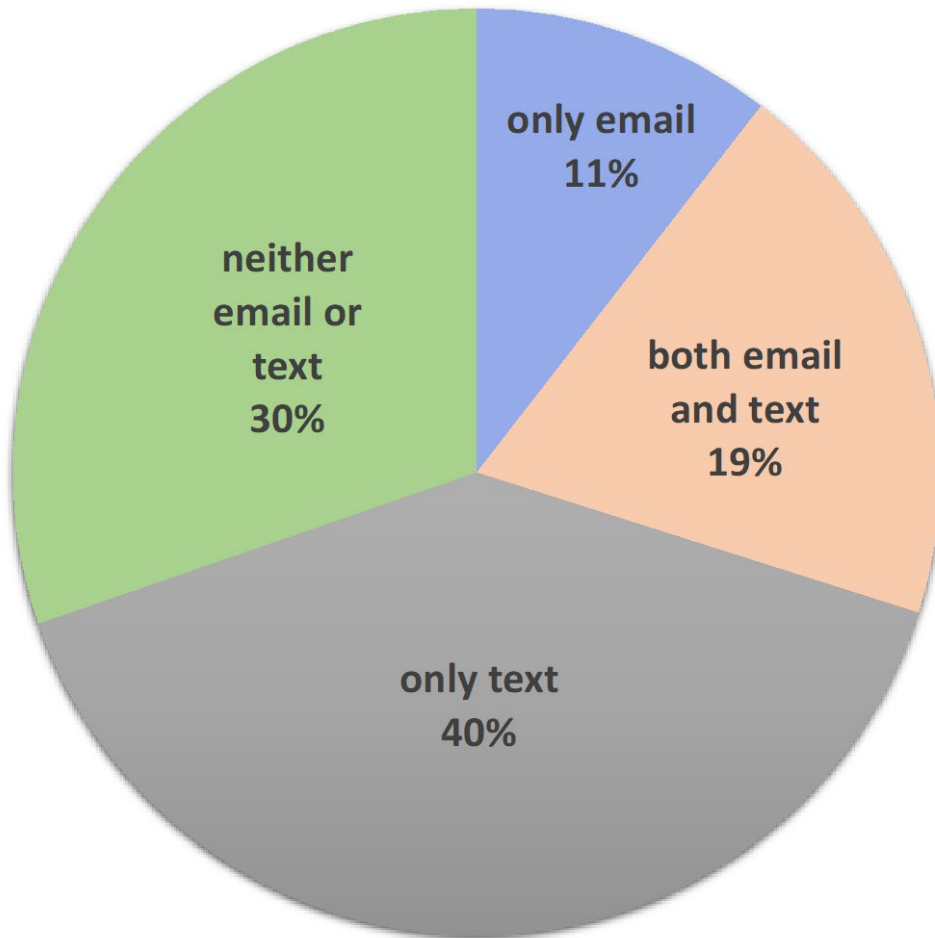
Responses by Completion Mode

- Completion by web: 4.8-7.5% of sampled patients
 - ▶ Arms with text invitation had highest percentage by web
- Paper invitation and QR code not useful
- In arms with telephone, majority of responses were by telephone
- Email+mail+telephone arm: fewer mail and telephone respondents than mail+telephone

Respondent Characteristics

- Inclusion of a phone component increased representation of respondents who were
 - ▶ Younger
 - ▶ Minority
 - ▶ Less healthy
 - ▶ Frequent emergency department visitors
 - ▶ Without a usual source of care

Contact Method for Web Invitation



Texting dramatically increased the reach of the web survey

Lessons from Feasibility Test II

- Overall, response rates in the emergency department setting are low regardless of administration protocol
 - ▶ No arm performed significantly better than standard mixed mode
- Although the most expensive mode, phone surveys captured a segment of the population that may not respond otherwise and increased response rates
 - ▶ Increased representativeness

Lessons from Feasibility Test II: Web Survey



- Email coverage (i.e., availability of an email address in the hospital's contact information) varied dramatically
- Using text messages increased reach of survey
 - ▶ Must consider TCPA (Telephone Consumer Protection Act) regulations and administrative procedures
- Web survey
 - ▶ 4.8-7.5% completed by web

Thank You

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