

Patient Experience



ED CAHPS

Questions and Answers

The Emergency Department Patient Experience of Care (EDPEC) survey is designed to measure patients' opinions of the care they receive in a hospital emergency department. When hospitals choose to partner with Professional Research Consultants, Inc., for their survey research, they are choosing to pursue excellence.

Why is it called EDPEC?

While this survey was designed to follow Consumer Assessment of Healthcare Providers and Systems (CAHPS) research principles, the questionnaire and administration protocols are currently under development. The survey instruments have not been formally endorsed by CMS and the Office of Management and Budget (OMB). As such, the program is referred to as the Emergency Department Patient Experience of Care survey. The CAHPS® designation will come with national implementation.

Who is eligible for the EDPEC survey?

Adult patients who are treated in a hospital emergency department are eligible to complete the EDPEC survey. This tool is still undergoing testing, so the guidelines for its administration have not been finalized. Hospitals may choose to use this survey to measure the perceptions of their patients in a way that aligns with HCAHPS. The standard eligibility criteria include:

- 18 years of age or older
- Non-psychiatric principal diagnosis at discharge
- NOT discharged to a law enforcement facility, hospice, nursing home, skilled nursing facility or another hospital
- Alive at time of sampling



Is PRC a CMS-approved EDPEC survey vendor?

Because this program is not regulated by CMS, there is not a formal list of approved vendors. However, PRC was proud to facilitate data collection for the Mode Experiment and Feasibility Test in 2015-2016 for several selected hospitals. Additionally, PRC is currently administering the survey for hospitals that elect this instrument for their internal process improvement efforts.

PRC will apply for approved vendor status for all upcoming CAHPS programs, with the expectation that all applications will be approved.

How is the EDPEC survey administered?

1. Every week, clients send files to PRC that contain the records of patients who were discharged to home during a specific seven-day range.
 - At this time, PRC is only offering the Discharged to Community version of the survey.
2. Then, PRC's sample managers filter out ineligible patients and select a random sample of patient records to be prepared for the interviewing department.
3. Specific patient information is automatically inserted into interviewers' scripts when they dial the telephone numbers of patients selected for the study.
4. With its flexible, client-friendly approach, PRC efficiently and effectively captures timely, reliable data using methodologies that minimize bias and maximize accuracy. For more than 35 years, PRC has been widely regarded as the industry leader in telephone interviews. Response rates consistently exceed national averages, helping ensure that survey data are truly representative.
 - Selected patients will be called as many as five times over a six-week window in an effort to complete the survey.
 - Call attempts occur on different days of the week, at different times of day.

What does the EDPEC survey measure?

This survey has two different versions, which cater to the individual respondent according to where he or she was discharged. Patients who were discharged to home from the ED would receive a comprehensive survey about that emergency department experience. On the other hand, patients who were admitted to the hospital immediately following their ED experience would be eligible for a supplemental set of questions when they are contacted for HCAHPS. The survey addresses these aspects of care; scoring composites have not been clearly defined yet.

	Discharged to Community	Admitted as Inpatient
Getting Timely Care	2 questions	2 questions
Communication with Patients About their Medicines	3 questions	HCAHPS
How Well Emergency Room Doctors and Nurses Communicate with Patients	8 questions	2 questions + HCAHPS
Communication with Patients Prior to their Release	2 questions	0 questions
Importance of Getting Care in ER Right Away	1 question	0 questions
Given as Much Information as Wanted About Test Results	1 question	0 questions
Told What New Medication was Meant for Before Leaving ER	1 question	0 questions
Asked if Able to get Follow-up Care Before Leaving ER	1 question	0 questions
Overall Rating	1 question	1 question
Likelihood to Recommend ER	1 question	0 questions

Can we customize the standard survey tool to encourage excellence?

Given the length of the questionnaire, facilities and vendors have to thoughtfully consider the addition of any supplemental questions. However, supplemental questions measuring performance on a five-point scale topped by "Excellent" can prove extremely valuable in predicting patient loyalty and allocating limited resources where they will have the greatest impact. Excellence also differentiates high-performing providers in the marketplace. PRC is the only research firm measuring excellence and the only survey partner offering a loyalty benchmarking database. Since the survey is not being submitted to any national agencies, questions could be strategically removed, if length is a concern.

How will we receive the survey results?

Client organizations can view survey results as soon as they are added to PRC's database. PRC clients enjoy unlimited access to research results through PRC's award-winning online data management tool, PRCEasyView.com®. EasyView® enables PRC's research partners to monitor results, set goals, and design and schedule custom reports to be emailed anywhere within the organization.

What are your goals?

To learn what PRC's custom data can do for you, contact us at 800-428-7455 or visit PRCCustomResearch.com

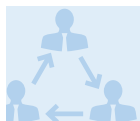
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Will the results be publicly reported?

Because these surveys are not submitted to any national organization, there is no infrastructure for public reporting at this time. CMS has communicated over the years that its goals in new survey implementation are to produce standardized information about consumers' perceptions of care that allows objective and meaningful comparisons of healthcare providers and systems and to incentivize a higher caliber of care. We expect to see a site for public reporting down the road, but, in the meantime, PRC is growing its benchmarking database.

Why choose PRC?

Professional Research Consultants, Inc., empowers healthcare organizations to become the best possible places for physicians to practice medicine, patients to be treated, and employees to work. Thousands of organizations turn to PRC for comprehensive custom research solutions that help them achieve excellence and drive growth.

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to excellence - PRC.**



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