

ED CAHPS® Fact Sheet

(Emergency Department CAHPS® Survey)

July 2020

Overview

The ED CAHPS® (Emergency Department Consumer Assessment of Healthcare Providers and Systems) Survey is the first national, standardized survey of patients' perspectives of emergency department (ED) care. ED CAHPS (pronounced “*E-D-caps*”) is a 35-item survey instrument for measuring patients’ experience of care in the ED. While many EDs have collected information on patient experience for their own internal use, the ED CAHPS Survey, which is in the public domain and available at no cost, creates common metrics and national standards for collecting and analyzing information about patient experience of care that may be adopted for quality improvement purposes.

ED CAHPS Development and Testing

Beginning in 2012, the Centers for Medicare & Medicaid Services (CMS) worked with the RAND Corporation to develop and test the ED CAHPS Survey. The ED CAHPS Survey is designed for adult patients (18 and older) of hospital-based emergency rooms who are discharged to home (also known as “treat and release” visits). The survey, previously known as the Emergency Department Patient Experience of Care (EDPEC) Survey, received the CAHPS® trademark in March 2020 and was re-named ED CAHPS. The ED CAHPS Project Team, which includes members from CMS, RAND and the Health Services Advisory Group, carried out a rigorous and multi-faceted scientific process, including a public call for measures; multiple literature reviews; multiple rounds of cognitive interviews; consumer focus groups; multiple technical expert panels; a pilot test among 12 EDs; extensive psychometric analyses; consumer testing; and several large-scale experiments testing various survey mode protocols. The EDCAHPS Survey itself, as well as recommended survey administration guidelines and results from all experiments are in the public domain (see link below).

ED CAHPS Survey Content and Administration

The EDCAHPS Survey asks recently discharged patients about aspects of their ED experience that they are uniquely suited to address. The ED CAHPS Survey is composed of 35 items. The core of the survey contains 24 items that ask “how often” or whether patients experienced a critical aspect of ED care, rather than whether they were “satisfied” with their care. The survey includes the following 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, and About you. It is strongly recommended that the survey be administered without any

alteration to these survey items or their response options, or to the order of the items and response options as presented. If supplemental items are added, it is strongly recommended that they follow the final ED CAHPS item, item 35. To minimize burden, supplemental items should be kept to a minimum.

The ED CAHPS Project Team recommends that the ED CAHPS Survey be administered between 48 hours and 35 days after discharge to a random sample of adult patients. There are three recommended modes of administration: (1) Standard Mixed Mode (i.e., a mail survey with telephone follow-up of non-respondents), (2) Web-Telephone Mode (an e-mail survey with telephone follow-up of non-respondents), and (3) Web-Mail-Telephone Mode (an e-mail survey with mail, then telephone follow-up of non-respondents). These “mixed modes” of survey administration, which can best capture the wide range of patients that EDs serve, were derived from several field tests, including a randomized mode experiment conducted in 2016 (Parast et al. 2019) and mode feasibility tests in 2016 (Mathews et al. 2019) and 2018 (Parast et al. 2019).

To give patients time to return to their normal routines, the ED CAHPS Project Team recommends that the initial contact should not occur until 48 hours after ED discharge. Data collection should be closed out no later than five weeks (35 calendar days) after the first contact attempt. The ED CAHPS Survey should not be administered while patients are still in or being discharged from the emergency department.

The ED CAHPS Survey is available in English and Spanish. The survey and detailed guidelines for sampling, data collection (including recommended number of completed surveys), coding and analysis (including scoring) can be found in the ED CAHPS Survey Recommended Guidelines document at <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/ED>.

ED CAHPS Measures

Psychometric analyses of data from several field experiments led to the development of six ED CAHPS measures (four summary measures and two global items). Each of the four summary, or composite, measures is constructed from two to six survey questions. Combining related questions into composites makes it easier to quickly review patient experience information and increases the statistical reliability of the measures. The four composite measures summarize the timeliness of care, how well nurses and doctors communicate with ED patients, how well the staff communicates with patients about medications, and how well the staff communicates with patients about follow-up care. The two global items capture patients’ overall rating of the ED and whether they would recommend the ED to family and friends.

If survey response data are used to calculate and compare hospital-based ED scores (e.g. compare multiple hospitals or compare scores from a single hospital over time [only if the case mix of patients changed substantially over time]), it is strongly recommended that scores be adjusted for certain characteristics of respondents. Detailed information about adjustment can be found in the ED CAHPS Recommended Guidelines available at: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/ED>.

For More Information

For information about the ED CAHPS Survey please visit the CMS ED CAHPS website at <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/ED>.

To Provide Comments or Ask Questions

To communicate with CMS about ED CAHPS, please send an email to: ED_Survey@cms.hhs.gov.

Select Publications from the ED CAHPS Project Team

Mathews, M., L. Parast, A. Tolpadi, M. Elliott, E. Flow-Delwiche and K. Becker (2019). "Methods for Improving Response Rates in an Emergency Department Setting – A Randomized Feasibility Study." *Survey Practice* 12(1): 0.29115/SP-22019-20007.

Parast, L., M. Mathews, M. Elliott, A. Tolpadi, E. Flow-Delwiche, W. Lehrman, D. Stark and K. Becker (2019). "Effects of Push-To-Web Mixed Mode Approaches on Survey Response Rates: Evidence from a Randomized Experiment in Emergency Departments." *Survey Practice* 12(1): 0.29115/SP-22019-20008.

Parast, L., M. Mathews, A. Tolpadi, M. Elliott, E. Flow-Delwiche and K. Becker (2019). "National Testing of the Emergency Department Patient Experience of Care (EDPEC) Discharged to Community (DTC) Survey and Implications for Adjustment in Scoring." *Medical Care* 57(1): 42-48.

Weinick RM, Becker K, Parast L, Stucky BD, Elliott MN, Mathews M, Chan C, Kotzias V (2014). Emergency Department Patient Experience of Care Survey: Development and Field Test. RAND Corporation, RR-761-CMS (Cleared for Public Release).

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