



## The Emergency Room Visit – The Next Phase in CAHPS®

In April 2016, CMS announced the 3.0 feasibility test for the Emergency Department was completed. <sup>1</sup> The test included patients discharged from the ER directly back to the community. This test was conducted in several forms including; mail notification of an online survey; email notification of an online survey; email notification followed by mail notification and phone administration; and a real-time ED-distribution of a paper survey by hospital staff with a mail-in or phone option for completion.

### What is EDPEC?

Formally known as EDCAHPS, the Emergency Department Patient Experience with Care (EDPEC) survey was developed by the American Healthcare for Research Quality to measure the experiences of patients (18 and older) with emergency department care. This includes patients admitted to the hospital following their emergency department visit and those visiting the emergency department who are discharged to the community. The surveys were developed following the Consumer Assessment of Healthcare Providers and Systems (CAHPS) principles and will eventually be publically reported on the Hospital Compare website.

The reason for evaluating an emergency department's experience is quite obvious since it is the 'front door' to a majority of hospital admissions. CMS also reports that emergency departments "handle 28% of all acute care visits in the U.S., half of all such visits by Medicaid and State Children's Health Insurance Program (SCHIP) beneficiaries, and nearly two-thirds of such visits among the uninsured".<sup>1</sup>

### What will it cover?

The current version is a sixty-three question survey that takes approximately 8-15 minutes to complete and is designed to capture the patient's experience in a number of areas including; how the patient arrived, their experience during patient's visit, the people who took care of patient, how the patient left the ED, as well as the standard CAHPS® questions regarding overall experience and if the patient would recommend to friends a family. As with all CAHPS® surveys, the underlying theme is COMMUNICATION.

### When is it Available?

The official word from CMS is that the EDPEC Survey is still currently under development and therefore, no decisions have been made as to national implementation. Once the data has been further reviewed and analyzed, the surveys and administration protocol will be revised. J. L. Morgan & Associates is staying abreast of this and will update our clients on any upcoming announcements.

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/ed.html>