

## **EDCAHPS: What is it, and why is it important?**

ED CAHPS, or the [Consumer Assessment of Healthcare Providers and Systems Emergency Department Survey](#) is being pushed out by the Centers for Medicare & Medicaid Services as a **new way to assess patients' experience with emergency department care**. Developed by RAND and CMS, the survey is designed to provide valuable and actionable insight that EDs can use to facilitate process improvement. ED CAHPS assesses the experiences of patients aged 18 and up who were treated and then NOT admitted to inpatient care. The 35-item survey asks about patients' experiences with:

- Arrival at the emergency room.
- Communication about medicines.
- Information about test results.
- Interactions with nurses.
- Interactions with doctors.
- Follow-up after leaving the emergency room.

**Although designed for hospital-based EDs, both hospital-based and stand-alone emergency departments can use this assessment.**

**Why is this so important?** Each year, American hospitals conduct **35.4 million** admissions, according to the American Hospital Association. Of those, **16 million** occur through the emergency department (ED). Meaning, in essence, that the emergency department is the unofficial **“storefront”** for your facility. Additionally, while ED patient satisfaction does not directly affect reimbursement, studies show that more than **three-fourths** of all unscheduled admissions come through the emergency department. This means that patient satisfaction scores are not only vital to an emergency department's reputation but also to the well-being of the **entire hospital**. **Don't hesitate to contact us with any questions. We are here to help you!**

On its web site, CMS provides the ED CAHPS Survey (which at this time is not mandatory) and detailed recommendations on how EDs can implement, administer, and score the survey. While we await more direction on survey mandates, J.L. Morgan and Associates is offering its **ED DO program** to serve in conjunction with or as a supplement to the traditional ED patient satisfaction survey.

J. L. Morgan's ED DO assessment:

- is not rigid and can be completed by a patient in as little as 5-8 minutes.
- conversational in nature with our staff trained to engage the patient and ask the why for responses that are negative to get the hospital plenty of information to work from
- is completed within 24 to 48 hours over a maximum of three call attempts to help promote participation
- allows the patient to comfortably express any feedback (positive or negative) to the facility
- provides significant cost and time benefit
  - With our in-house staff, we can contact the target patient population for a fraction of the price it would take to have a FTE make the same amount of calls
  - With ED DO, a FTE could be put to better use on the floor or contacting the fraction of the total target population that actually produced a negative response and may require follow up or intervention
  - The benefit in time saved would be about 45-60% of the time needed to contact your population as only about that many patients will produce a negative alert requiring follow up
  - Focusing on contacting just the patients requiring potential follow up or intervention would result in even more time saved and would allow for analysis and improvement within the department

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