

CMS has yet to release the official start date for national implementation of ED-CAHPS, or as they are initially calling it – the Emergency Department Patient Experiences with Care Survey (EDPECS). Nevertheless, CMS is making progress in preparing to launch this new survey. To help prepare our customers, HealthStream conducted its own pilot and analysis of the survey. We used this research to develop HealthStream’s ED Express Survey for those wishing to adopt the survey before it becomes required. Early adoption of EDPEC measures provides an opportunity to train staff on the performance standards measured by this new survey – well ahead of national implementation. The following outlines what we know so far about this new CAHPS survey. Contact any member of your HealthStream team to learn more about EDPEC and our unique product offerings.



Latest  
News

- CMS conducted a mode experiment in 2015. In early 2016 they conducted additional testing to determine how the survey would be implemented with the HCAHPS Survey and to test alternative wording for some items. The EDPEC Survey currently is under development and CMS reports that no decisions have been made as to national implementation.
- CMS is conducted a feasibility test for the Discharged to Community Survey employing alternative approaches to the distribution, notification, and collection of the survey data. The feasibility test included: 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.

**Who Will Be  
Required to  
Participate**

CMS says that fully hospital-based emergency departments will be eligible for the survey.

**The Survey**

In 2016, CMS tested three versions of the survey—one for patients discharged to the community, one stand-alone version for patients admitted to the hospital, and a version for patients admitted to the hospital that could be administered as a supplement to the existing HCAHPS survey.

Survey Version	Number of HCAHPS Core Items	Number of ED-Specific Items	Total Survey Items	Average Time to Complete (minutes)
Admitted Patients: HCAHPS Add-on Version A	31	18	49	12.5
Admitted Patients: HCAHPS Add-on Version B	31	23	54	13.75
Discharged to Community	0	43	43	10.75

**Approved Data  
Collection  
Methodologies**

We expect CMS to approve the mail-only (2 waves), telephone-only (5 attempts), mixed-mode, and touch-tone Interactive Voice Response (IVR) methodologies. These are the same approved methodologies as HCAHPS.

**Data Collection  
Frequency**

We expect hospitals will be required to provide a monthly (or more frequent) sample frame consisting of patients who had at least one emergency department visit during the sample timeframe.

**Patient Eligibility**

Eligibility is expected to be largely based on HCAHPS criteria. In general, all adult patients will be eligible, with standard HCAHPS exclusions. Additionally, patients who left without being seen and did not receive a billing code could be excluded.

<b>Targeted Number of Completes</b>	Similar to HCAHPS, we expect hospitals will be required to select a sample large enough to achieve 300 completed surveys annually; however, CMS has yet to specify the exact requirements.
<b>Public Reporting</b>	If the survey is implemented, we expect the survey measures to eventually be publicly reported on the Hospital Compare website.
<b>HealthStream Reporting &amp; Support</b>	In addition to online access to survey results throughout data collection, HealthStream offers a comprehensive report with comparisons to national benchmarks, percentile ranks and identification of priorities for improvement. Facilities will have access to our complete library of Best Practices, and a detailed report review with a senior member of their dedicated project team. We also help organizations to improve the patient experience and CAHPS survey results through online and on-site assessments, coaching and educational tools. We focus on strategies that have the greatest potential impact for rapid CAHPS improvement. We also offer a variety of improvement tools to assist our clients, including our PX Advisor, CAHPS and improvement webinars, and Resource Guides. Learn more at: <a href="#">HealthStream's PX Solutions</a> .
<b>CMS Documentation</b>	<a href="https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/ed.html">https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/ed.html</a>