

# Available ED CAHPS Survey Resources

**William Lehrman, Ph.D.,  
Social Science Research Analyst,  
Centers for Medicare and Medicaid Services**

# Benefits of Using the ED CAHPS Survey

- Collect data from your patients about your ED
- Calculate measure scores
- Identify aspects of care that need improvement
- Identify differences in care experiences by patient characteristics
  - Female and minority patients' experience of care differs from other patients
- Target ED quality improvement efforts
- Track change over time

# Available ED CAHPS Survey Documentation

- On CMS website
- Contains:
  - ED CAHPS Survey instruments in English and Spanish
  - ED CAHPS Recommended Guidelines for survey administration, data analysis, and web survey design
  - ED CAHPS Fact Sheet
  - ED CAHPS Frequently Asked Questions
  - Historical versions of the survey (EDPEC)
- AHRQ website: CAHPS Emergency Department Survey

# Available Publications

- Parast L, Mathews M, Elliott MN, Tolpadi A, Flow-Delwiche E, Lehrman WG, Stark D, Becker K (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): 10.29115/SP-2019-0008. [Link](#)
- Mathews M, Parast L, Tolpadi A, Elliott MN, Flow-Delwiche E, Becker K (2019). Methods for Improving Response Rates in an Emergency Department Setting - A Randomized Feasibility Study. *Survey Practice*, 12(1): 10.29115/SP-2019-0007. [Link](#)
- Parast L, Mathews M, Tolpadi A, Elliott MN, Flow-Delwiche E, Becker K (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. [Link](#)
- 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. [Link](#)