

ED CAHPS Survey Administration

**Kirsten Becker, M.S.,
Director, RAND Survey Research Group,
Senior Survey Director,
RAND**

ED CAHPS Patient Eligibility

- Eligible ED patients:
 - Adults (18 and older)
 - Discharged to home

ED CAHPS Ineligible Patients

■ Ineligible patients:

- Age 17 or younger
- Not discharged to home
- Admitted to the hospital from the ED
- Left without being seen and did not receive a billing code
- Died in the ED
- Requested not to be contacted
- Court/law enforcement patients (prisoners)
- Have a foreign home address
 - A non-US or a non-US Territory home address
- Excluded because of state regulations that place further restrictions on who may be contacted

Recommended Sampling for the ED CAHPS Survey

- Simple random sample
- Assume patients are eligible unless there is positive evidence of ineligibility
- De-duplication within each calendar month

Timing of ED CAHPS Survey Administration

- First attempt to reach patient should be made between 48 hours and 35 days after the ED discharge
- Data collection activities should be closed out for a sampled patient by 35 days following the first contact attempt

Testing of ED CAHPS Survey Mode Protocols

- Four large-scale experiments informed our recommended mode protocols. We tested:
 - Mail only
 - Telephone only
 - In-person survey distribution in the ED
 - Email only
 - Paper invitation to a web survey
 - Use of QR codes
 - Texting a link to the survey
 - Many mixed mode variations

ED CAHPS Recommended Modes

- Three recommended mode protocols:
 - Standard Mixed Mode (Mail-Telephone)
 - Web-Telephone Mode
 - Web-Mail-Telephone Mode

- First CAHPS Survey with recommended web-based mode

Recommended Modes (cont.)

- **Standard Mixed Mode (Mail-Telephone)**
 - Initial attempt: mailed survey
 - Phone follow-up starting day 22 from initial attempt
- **Web-Telephone Mode**
 - Initial attempt: emailed survey
 - Two reminder emails
 - Phone follow-up starting day 6 from initial attempt

Recommended Modes (cont.)

- Web-Mail-Telephone Mode
 - Initial attempt: emailed survey
 - Two reminder emails
 - Mailed survey sent on day 6 from initial attempt
 - Phone follow-up starting day 22 from initial attempt

ED CAHPS Mail and Web-based Modes, Side-by-Side

1. Thinking about this visit, what was the main reason you went to the emergency room?

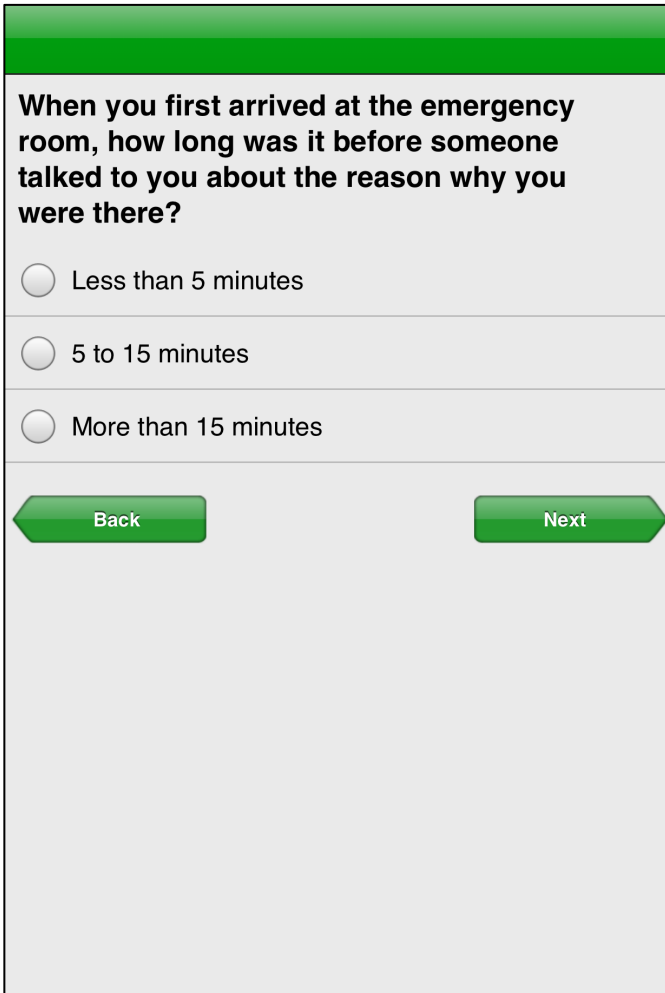
- An accident or injury
- A new health problem
- An ongoing health condition or concern

2. For this visit, did you go to the emergency room in an ambulance?

- Yes
- No

3. When you first arrived at the emergency room, how long was it before someone talked to you about the reason you were there?

- Less than 5 minutes
- 5 to 15 minutes
- More than 15 minutes



When you first arrived at the emergency room, how long was it before someone talked to you about the reason why you were there?

Less than 5 minutes

5 to 15 minutes

More than 15 minutes

[Back](#) [Next](#)

ED CAHPS Web Survey Design

- ED CAHPS Recommended Guidelines on CMS website includes a web survey style guide:
 - Layout
 - Fonts
 - Color
 - Graphics
 - Navigation Buttons
- Tested version followed these guidelines and was mobile-optimized
- Eye tracking testing and analysis forthcoming