

ED CAHPS AT-A-GLANCE

Why ED Patient Perception of Care Matters—and How to Prepare for the Upcoming CMS Survey

Emergency Department Consumer Assessment of Healthcare Providers and Systems (ED CAHPS) is coming soon. It will be the next in a line of government-mandated surveys that aim to improve the nation's quality of healthcare. While the timeline is being finalized, the survey's full launch is expected by late 2015/early 2016. At that time, the adoption of the survey will become mandatory for organizations. A hospital's performance on this survey will affect the amount of reimbursement they receive.

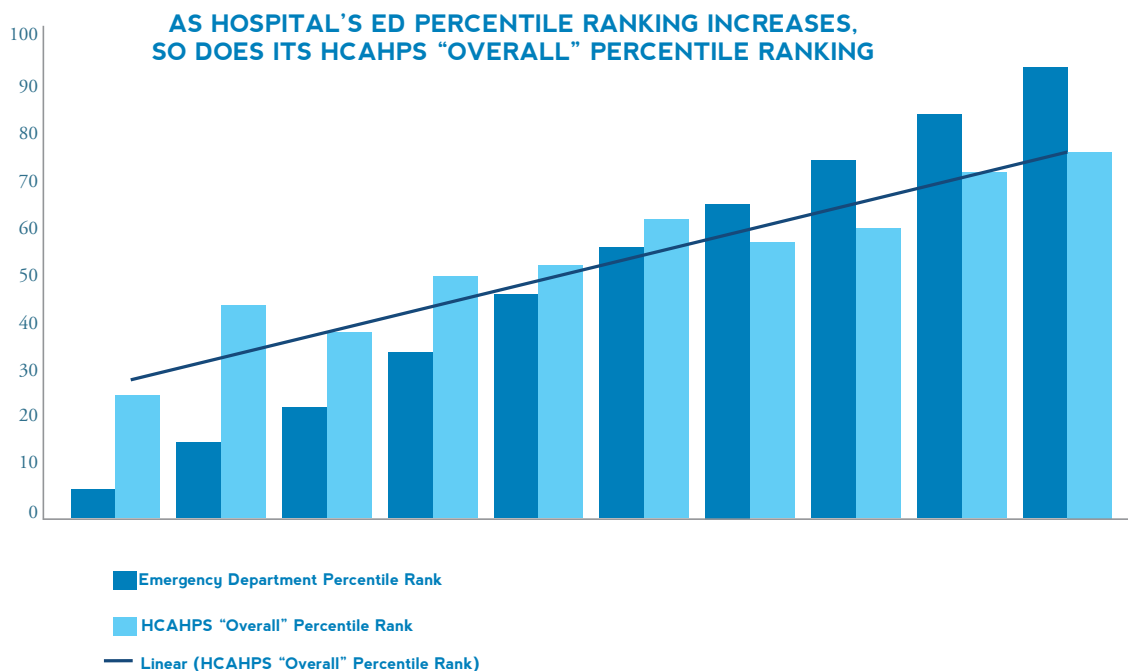
The Centers for Medicare & Medicaid Services (CMS) completed ED CAHPS field test results in February 2014. If approved, the ED patient perception of care survey (sometimes referred to as ED PECS) will become the latest CAHPS survey initiative with a full survey launch expected in late 2015/early 2016. Pilot surveys are now available for review, and organizations can now opt-in to add ED CAHPS-specific questions to vendor surveys. We strongly encourage organizations gather this baseline data now while the adoption of the survey is still voluntary. Those that prepare today will be those that lead the industry in results when the survey becomes mandatory.

Studer Group can help those we coach improve in this area, just as we currently help them outperform and outpace the nation on HCAHPS and CG CAHPS. We are a nationally recognized leader in Emergency Department improvements. In fact, we provided input to CMS regarding topic suggestions to develop a national patient satisfaction survey for Emergency Departments.

The intent of this white paper is to provide healthcare leaders with an introduction to the ED CAHPS process and final survey details. It also details what healthcare organizations should be doing now to prepare for this upcoming change and the tactics and best practices that can significantly impact results.

ED EXPERIENCE SETS THE STAGE FOR OVERALL PERCEPTION OF CARE

CMS has recently recognized that a patient's perception of care while in an Emergency Department is a significant indicator of their overall healthcare experience with a hospital. Studer Group was at the forefront of showing a significant positive correlation between ED patient perception of care and HCAHPS results.



THE ED CAHPS SURVEY

CMS began the development of a new patient perception of care survey for Emergency Departments in late 2012. Their belief is that a patient survey evaluating such care will further support the existing goals and priorities of improving health outcomes in the United States. The desired outcomes of this survey, as outlined by CMS, are to:

1. Better understand ED experiences from the patient's perspective
2. Allow for objective comparisons of care patients receive in Emergency Departments
3. Improve the quality of ED visits across the country

CMS recognizes that the ED is a specialized environment within the healthcare system that bridges the gap between outpatient and inpatient care. In fact, the ED's specialty nature limits the relevance of existing survey instruments for capturing patients' perceptions of care in this environment. Having a rigorous and well-designed ED survey tool will allow CMS to better understand patients' experiences in the ED and how their perceptions change over time.

The target population of the ED CAHPS survey are patients who receive Emergency Department care and are discharged, and patients admitted to the hospital through the Emergency Department. The survey asks patients about their experience with arriving at the ED, during their ED care, and after being admitted to the hospital or discharged from the ED. Like existing CAHPS surveys, caregivers of patients will likely have the ability to complete the survey on the patient's behalf as well.

A portion of ED reimbursement is expected to be tied to ED CAHPS performance within 12-18 months of the survey launch, in a similar fashion as it has been with HCAHPS for inpatient services. Studer Group is committed to providing updates and information in the future as the survey is further developed.

As with the other CAHPS surveys, the information gathered from ED CAHPS will be utilized to objectively compare and improve patient care quality in Emergency Departments across the country.

The proposed ED CAHPS survey includes 63 questions. The composites and number of questions within each composite include:

ARE YOU READY FOR ED CAHPS?

Going to the Emergency Room

Consists of 4 questions around *Arrival and Urgency of Treatment*

During Your Emergency Room Visit

Consists of 15 questions around *Wait Times, Family and Friends, Medication & Pain, Interpreter Services*

People Took Care of You

Consists of 10 questions around the care received by *Doctors & Nurses*

Leaving the Emergency Room

Consists of 6 questions around *Discharge Instructions*

Overall Experience

Consists of 2 questions around *Overall Rating of Care and Likelihood to Recommend*

Your Health Care

Consists of 4 questions around frequency of ER/doctor visit within 30 days & 6 months of this ER visit

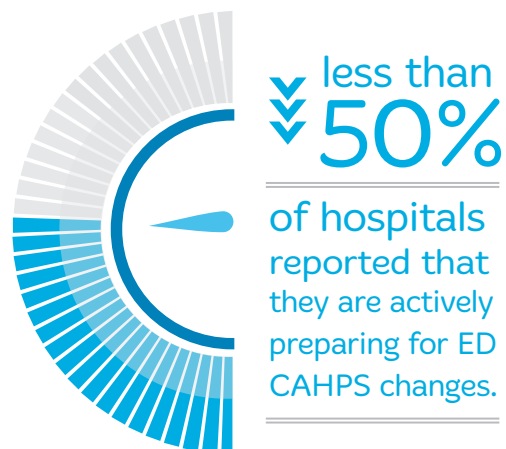
About You

Consists of 22 question around *Demographics*

CMS has not released the final questions and composites roll-up.

In a survey conducted by Studer Group, a majority of organizations reported a high level of unawareness and lack of preparation for ED CAHPS. Less than 50 percent of hospitals reported that they are *actively preparing* for ED CAHPS changes. Hospitals not currently preparing for ED CAHPS reported that they were unsure of what the final requirements would be and are therefore not yet starting implementation.

Clearly, any hospital wishing to improve its overall patient perception of care results needs to focus on improving the ED experience. But the impending implementation of ED CAHPS makes it even more urgent to take action.



Those hospitals that are in preparation for ED CAHPS are typically implementing surveys based on what they expect the future ED CAHPS instruments to address. Specifically, they are focusing on impending changes by tracking and creating improvement programs for ED wait times, ED patient satisfaction, and physician alignment.

We found that larger hospitals were more likely to be actively preparing for ED CAHPS than those smaller in size. The potential impact on Value-Based Purchasing (VBP) is driving most ED CAHPS-related improvement programs to date. Hospitals choosing to implement ED CAHPS improvement programs indicated that they are doing so because they predict that CMS will make those requirements mandatory for VBP in the future.

HIGH PERFORMING EDs WILL LEAD, NOT FOLLOW

There are steps leaders can take now to prepare. There are many advantages to preparing for this survey implementation, from getting your staff familiar with the survey questions to targeting areas needing improvement before ED CAHPS scores become public. Talking with ED staff and providers now about the impact of ED CAHPS and what they can expect as a result will help raise awareness of what is expected and what they can do to help drive improvement results.

Certainly, those struggling with current ED outcomes or patients' perception of care results should not wait for the ED CAHPS survey to be implemented. Studer Group has several solutions to aid in improvement efforts in your Emergency Department, including our Evidence-Based LeadershipSM model and Must Haves[®] tactics. Tactics that have been successfully deployed to improve results in EDs across the country include:

Goal Alignment

Rounding for Outcomes:

- Leader Rounding on Staff & Providers
- Leader Rounding on Patients
- Hourly Rounding[®] in Treatment & Reception Area

Bedside Shift Report

Daily Huddles / Daily Dashboard

AIDET[®] & Key Words at Key Times

Post-Visit Phone Calls

Segmentation of Patients to Streamline Flow Efficiency

Employee Selection – 30/90 Day Questions

Standards of Behavior

Coaching for Performance

Transparent Data Reporting

Working together, we can begin to transform your ED and be better prepared for the implementation of the ED CAHPS survey. We know you have a passion to make a difference, and if you are ready to act, we have the tools to help prepare for ED CAHPS today.

Organizations coached by Studer Group vastly outperform and improve faster than the nation across HCAHPS and all core measures. What's more, the gap is widening. Organizations we coach understand the resources and tactics needed to succeed and hardwire an approach that leads to high reliability organizations. To learn more, please visit www.studergroup.com. To connect with a Studer Group expert, please contact Jessica Hersh at jessica.hersh@studergroup.com.