

OVERSAMPLING

Oversampling

Patient experience surveys can accomplish various needs and purposes. For example, the HCAHPS survey meets the requirement for hospitals to participate in the Value-Based Purchasing program. Additionally, patient experience surveys meet the needs of capturing the patient voice for tracking and process improvement initiatives. For some areas, patient experience insights are also necessary for accreditation purposes. For accreditation, some service areas need to demonstrate inviting a full census of their patients to participate in a survey. PRC has an oversampling solution which includes the three options listed below. Among the most common areas that we set up oversamples for include Total Joint Replacement, Palliative Care, or Stroke Patients, to name a few.

PRC has a team of survey design experts who can assist with any unique needs. We are proud to offer the ability to customize your surveys to meet your organization's unique needs.

Option 1: Adding a few specific questions to the HCAHPS survey that would apply to a certain group of patients (i.e., Stroke patients). For this method, your organization would need to include a value in your patient files sent to PRC that will indicate if a patient had the service we're wanting to capture in these questions. This could look like a Yes/No indicator or a specific Service or Nursing Unit Code. We then pull our random sample as usual for the HCAHPS study, and any patients with the specified value will be asked the service-specific Loyalty questions following the main HCAHPS questions. The rest of the patients will not receive these Loyalty questions.

Option 2: An oversample that would be a total separate survey, to supplement n size. For this method, PRC will either need a separate file for the patients we would like to target in the separate survey, or a specific value in the file for these patients. The survey questions utilized in the separate study will be set up to match the questions asked in your main random sample study. In addition to that, PRC will work with you if any additional customizations are needed. This method is recommended when a patient area is not seeing a large enough N size from the main HCAHPS sample, and we need to supplement to provide data on those areas (Stroke and Joint Replacement are common areas where we see this come into play, due to low patient volumes). PRC will first pull the sample for your existing random sample study. Once those records have been sent to our interviewing teams, we then pull the remaining records for the specified group(s) and send those records out to our Interviewing Teams to use for the service-specific survey.

Option 3: Esurveys are also a great way to supplement n size in some patient areas, and client partners can receive an unlimited amount of completed surveys through the Esurvey methodology. When supplementing a phone survey with an Esurvey, PRC prioritizes the phone random sample for the survey, and once the records are with our Interviewing Teams, any remaining records with a valid email address and/or mobile number would be eligible for the Esurvey oversample.



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