

CALL FILTERS:

WAIT TIME EXCLUSIONS

PRC's Wait Period Exclusion Protocol

In order to reduce survey fatigue among patients, PRC has put forth a wait period exclusion protocol that is consistent with the Centers for Medicare and Medicaid's (CMS) strict guidelines for the following CAHPS® surveys: Inpatient HCAHPS, Home Health CAHPS, and Hospice CAHPS surveys. Our tested protocols maximize response rates by limiting the risk of overexposing patients to surveys for other non-CAHPS services. First, we will describe the non-negotiable CMS guidelines for how long after patients who complete either an HCAHPS, Home Health, or Hospice survey can become eligible to be randomly selected for the survey for that same hospital or facility:

- **HCAHPS:** Patients who are eligible can only be sampled once per calendar month per hospital.
- **Home Health CAHPS:** Patients who are eligible can only be sampled once every six months.
- **Hospice:** Caregivers of decedents are called starting in month three after the patient's date of death. For example, in June we called caregivers for March decedents.

PRC's standard wait period exclusion protocols for all other surveys not listed above are the following and can be customized upon request in order to shorten or elongate the time between a patient's completed survey and becoming eligible for another one:

- **Loyalty surveys and non-provider surveys** (such as outpatient areas urgent care, outpatient surgery, and ED surveys): PRC's standard protocol is to wait 90 days from the date of the completed survey before surveying patients again for these surveys within the same facility.
- **Provider studies:** PRC sets a 90-day wait period from the date of the completed survey by provider for each patient.

For recurring patients such as outpatient therapy, radiation and oncology we can customize at which point patients receive the survey based on your preference. For example, we can ask patients about a specific visit date, about their "most recent visit" in a series of visits, or about their entire course of treatment. The determination of when to survey patients will be up to you and your IT team—we should receive records only for those patients we should survey, whether that is all recent visits or only after the treatment has been completed.

