IDENTIFYING INFORMATION	
Name:	**Patient experience with communication about follow-up care**
Survey question(s):	Before you left the emergency department, did someone discuss with you whether you needed follow-up care? ○ Yes ○ No Before you left the emergency department, did someone ask if you would be able to get this follow-up care? ○ Yes ○ No
Calculation:	Results for these two questions are aggregated to create a single measure: $\left(\frac{\text{Number of respondents that report 'yes' to both questions}}{\text{Total number of respondents during the reporting period}^{30}}\right) \times 100$
Description:	Percentage of discharged patients who answered 'yes' to both of the questions listed above – respondents reported they were talked to about whether they needed follow-up care and they were asked if they could get this follow-up care.
Data source:	HQCA Emergency Department Patient Experience of Care (EDPEC) Survey
Assumptions:	Integral in the decision to combine these two questions into a single measure is the HQCA's belief that, ideally, all patients (before they are discharged from the emergency department) should have someone talk to them about their follow-up care[31] and ensure they can access the care needed.

[30] The first question was asked of all respondents identified as discharged patients, while the second was only asked of those who said 'yes' to the first (someone discussed with them whether they needed follow-up care); therefore, the denominator consists of all patients with valid responses to the first question.
[31] Even if just to communicate that they do not need follow-up care.

Exclusions:	1. General exclusion criteria for the HQCA EDPEC Survey include the following: ▪ Children aged 0 to 15 for the 14 large urban and regional adult emergency department sites. ▪ Patients older than 12 for the two Children's Hospital emergency department sites. ▪ Patients who left the emergency department before being seen or treated. ▪ Patients who died in the context of their emergency department or inpatient stay. ▪ Patients without contact information (phone number). ▪ Privacy-sensitive cases (e.g., domestic abuse, attempted suicide, etc.) 2. Those who were admitted to the hospital are not asked these questions since they did not have the experience of being discharged to the community from the emergency department.
Limitations:	1. Sampling for the HQCA EDPEC Survey purposely excludes patients in specific age groups at specific sites (see Exclusions section). As a result, data collected for these sites does not represent the experiences of all patients treated at these emergency department sites, but does represent the majority. 2. Sample sizes per site, per month have been determined to reflect the principles of statistical process control (SPC) methods, and allows for the monitoring of patient experience over time.[32] The number of patients surveyed per site per month/quarter are not statistically representative of the population treated at each site for that given time period; the sample is statistically representative at the site-level every 6 months[33] – caution is urged when interpreting specific data points.

[32] See Appendix A for an explanation of the sample size determination and the principles of SPC methods.
[33] More information about the statistical representativeness calculation (with finite population correction) can be found at: http://www.sut.ac.th/im/data/read6.pdf.