

2021 National Hospital and Medical Care Survey (NHAMCS)

Hospital Induction questionnaire

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HOSPITAL SCREENER

INTRO_SCR This is (Name of field representative) from the U.S. Census Bureau. I'm calling for the Centers for Disease Control and Prevention concerning their study of hospital emergency departments.

You should have received a letter from Brian C. Moyer, the Director of the National Center for Health Statistics, describing the study. You've probably also received a letter from the U.S. Census Bureau, which is collecting the data for this study.

Did you receive the letter(s)?

1='Yes'

2='No'

3='Don't Know'

LETTER If the respondent does not recall receiving the letter, offer to read or mail another copy

NAMECHEK Is name of hospital correct?

1='Yes' (Skip to ADDCHEK)

2='No'

HSP_NAME What is the name of your hospital?

ADDCHEK Is your hospital located at (Facility Address)?

1='Yes' (Skip to MAILADD)

2='No'

- HSP_ADDRESS** What is the correct address?
- MAILADD** Is this also the mailing address?
1='Yes' (Skip to INTRO_AB)
2='No'
- MHSP_STRET** What is the correct mailing address? Enter the number and street or press enter if same
- INTRO_AB** (Although you have not received the letter,) I'd like to briefly explain the study to you at this time and answer any questions about it. The National Center for Health Statistics of the Centers for Disease Control and Prevention is conducting its annual study of hospital-based ambulatory care. (Intro for the survey) Before discussing the details, I would like to verify our basic information about (facility name) to be sure we have correctly included this hospital in the study. First, concerning licensing:
- LICHOSP** Is facility a licensed hospital?
1='Yes' (Skip to OWN101)
2='No'
- THANK_B1** Thank you, but it seems that our information is incorrect. Since (facility name) is not a licensed hospital, it should not have been chosen for our study. Thank you very much for your cooperation.
(Hospital is out of scope. Exit instrument)
- OWN101** Is hospital non-profit, government or proprietary? Read answer categories out loud
1=Nonprofit (includes church-related, nonprofit corporation, other nonprofit ownership)
2=State or local government (includes state, county, city, city-county, hospital district or authority)
3=Proprietary (includes individually or privately owned, partnership or corporation)
- OWNHCC** Is hospital owned, operated, or managed by a health care corporation that owns multiple health care facilities?
1='Yes'
2='No'
3='Unknown'
- TEACHOSP** Is this a teaching hospital?
1='Yes'
2='No'
- RECSHARE** Does your hospital share its electronic health records system with any other hospital?
1='Yes'
2='No' (Skip to MERGER)
3='Unknown' (Skip to MERGER)
- NUMSHARE** If yes, how many other hospitals? (*Specify number*)

- MERGER** Did this hospital either merge or separate from any OTHER hospital in the past 2 years?
 1='Merged or separated'
 2='No' (Skip to PREVPAN)
 3='Unknown' (Skip to PREVPAN)
- MERSEP** Was this a merger or a separation?
 1='Merger'
 2='Separation'
- MERGMEDR** Does your hospital have its own medical records department that is separate from that of the OTHER hospital?
 1='Yes'
 2='No'
 3='Unknown'
- OTHNAME** What is the name and address of this OTHER hospital?
 Enter name of hospital
- OTHSTRET** What is the name and address of this OTHER hospital?
 Enter number and street
- OTHSTRET2** What is the name and address of this OTHER hospital?
 Enter the second line of address or press enter if same/none
- OTHCITY** What is the name and address of the OTHER hospital?
 Enter city
- OTHSTATE** What is the name and address of this OTHER hospital?
 Enter state
- OTHZIP** What is the name and address of this OTHER hospital?
 Enter zip code
- THANK_MERGSEP** Since your hospital has merged or separated within the last 2 years, I need to get further instructions from the Centers for Disease Control and Prevention (CDC) on how to proceed. I will call you back within a week and let you know which parts of your hospital will be in the survey. Thank you for your cooperation.
- CALLRO_MERGSE** Call your RO and inform them of the situation. Await resolution from the RO before continuing with this case.
 (Exit instrument and contact RO for further instructions)
- ESA24** Does this hospital provide emergency services that are staffed 24 HOURS each day either here at this hospital or elsewhere?
 1='Yes' (Skip to TRAUMA)
 2='No'
- ESANOT24** Does this hospital operate any emergency service areas that are not staffed 24 HOURS each day?
 1='Yes'
 2='No'
- THANK_B2** Thank you, but it seems that our information is incorrect. Since (facility name) does not have 24-hour emergency services, it should not have been chosen for our study. Thank you very much for your cooperation.
 (ED is out of scope. Exit instrument)

TRAUMA What is the trauma level rating of this hospital?

- 1='Level I'
- 2='Level II'
- 3='Level III'
- 4='Level IV'
- 5='Level V'
- 6='Other/unknown'
- 7='None'

ELIGREQ Eligibility Requirements

- 1='ED meets requirements'
- 2='Hospital not licensed'
- 3='Hospital does not have an ED'

STUDY_DESC Thank you. Explain the following ONLY if this is a new hospital. Provide the administrator or other hospital representative with a brief description of the study. Cover the following points - Now I would like to provide you with further information on the study.

(1) NHAMCS is the only source of national data on health care provided in hospital emergency departments.

(2) NHAMCS is endorsed by the: American College of Emergency Physicians, Emergency Nurses Association, Society for Academic Emergency Medicine, American College of Osteopathic Emergency Physicians, American Health Information Management Association.

(3) Nationwide sample of about 600 hospitals.

(4) Four-week data collection period

(5) Brief form completed for a sample of patient visits. As one of the hospitals that has been selected for the study, your contribution will be of great value in producing reliable, national data on ambulatory care.

SCREENER_THK Thank you for your cooperation. I am looking forward to our meeting.

HOSPITAL INDUCTION

(The following questions pertain to entire ED)

INDUCTION_APPT I would like to arrange a meeting with you so that I can better present the details of the study.

Is there a convenient time within the next week or so that I could contact you or your representative? Record day, date and time of appointment.

(Enter 999 if the respondent wants to continue with the induction now)

REVIEW I would like to begin with a brief review of the background for this study. Provide the administrator or other hospital representative with a brief introduction to the study and a general overview of procedures.

(Press F1 for points to be covered)

SURGDAY How many days in a week are inpatient elective surgeries scheduled?

(data range: 0-7)

BEDCZAR Does your hospital have a bed coordinator, sometimes known as a bed czar?
1='Yes'
2='No'
3='Unknown'

BEDDATA How often are hospital bed census data available?
1='Instantaneously'
2='Every 4 hours'
3='Every 8 hours'
4='Every 12 hours'
5='Every 24 hours'
6='Other'
7='Unknown'

HLIST Does your hospital have hospitalists on staff?
A hospitalist is a provider whose primary professional focus is the general care of hospitalized patients. He/she may oversee ED patients being admitted to the hospital.
1='Yes'
2='No' (Skip to EMEDRES)
3='Unknown' (Skip to EMEDRES)

HLISTED Do the hospitalists on staff at your hospital admit patients from your ED?
1='Yes'
2='No'
3='Unknown'

EMEDRES Does hospital have Emergency Medicine residency program?
1='Yes'
2='No'
3='Unknown'

COVID_INTRO Now I would like to ask you a few questions about the coronavirus disease (COVID-19) and the impact it had on operations in your emergency department and on your staff. After these questions, I will then ask a few questions about characteristics of your emergency department.

COVID_SHORT During the past four weeks, did your emergency department experience shortages of coronavirus disease (COVID-19) tests for any patients with presumptive positive COVID-19 infection?

1 = 'Never'
2 = 'Some of the time'
3 = 'Most of the time'
4 = 'All of the time'
5 = 'Not applicable – did not need to do any COVID-19 testing'
6 = 'Don't know'

COVID_SCREEN During the past four weeks, did your hospital create areas outside the emergency department entrance to screen patients for coronavirus disease (COVID-19) infection?
1 = 'Yes'
2 = 'No'
3 = 'Don't Know'

COVID_TURNAWAY During the past four weeks, did your emergency department need to turn away or refer elsewhere any patients with confirmed or presumptive positive coronavirus disease (COVID-19) infection?

- 1 = 'No COVID-19 patients were turned away or referred elsewhere'
- 2 = 'Some COVID-19 patients were turned away or referred elsewhere'
- 3 = 'Most COVID-19 patients were turned away or referred elsewhere'
- 4 = 'All COVID-19 patients were turned away or referred elsewhere'
- 5 = 'Not applicable – the emergency department did not have any COVID-19 patients.'
- 6 = 'Don't know'

COVID_POSITIVE_PH During the past four weeks, did any of the following clinical care providers in your emergency department test positive for coronavirus disease (COVID-19) infection?

Physicians:

- 1 = 'Yes'
- 2 = 'No'
- 3 = 'Not applicable – did not have such provider type onsite'
- 4 = 'Don't know'

COVID_POSITIVE_PA During the past four weeks, did any of the following clinical care providers in your emergency department test positive for coronavirus disease (COVID-19) infection?

Physician assistants:

- 1 = 'Yes'
- 2 = 'No'
- 3 = 'Not applicable – did not have such provider type onsite'
- 4 = 'Don't know'

COVID_POSITIVE_NURSE During the past four weeks, did any of the following clinical care providers in your emergency department test positive for coronavirus disease (COVID-19) infection?

Nursing practitioners:

- 1 = 'Yes'
- 2 = 'No'
- 3 = 'Not applicable – did not have such provider type onsite'
- 4 = 'Don't know'

COVID_POSITIVE_NMW During the past four weeks, did any of the following clinical care providers in your emergency department test positive for coronavirus disease (COVID-19) infection?

Certified Nurse-Midwives:

- 1 = 'Yes'
- 2 = 'No'
- 3 = 'Not applicable – did not have such provider type onsite'
- 4 = 'Don't know'

COVID_POSITIVE_RN_LPN During the past four weeks, did any of the following clinical care providers in your emergency department test positive for coronavirus disease (COVID-19) infection?

Registered Nurses/Licensed Practical Nurses:

- 1 = 'Yes'

- 2 = 'No'
- 3 = 'Not applicable – did not have such provider type onsite'
- 4 = 'Don't know'

COVID_POSITIVE_OTHER During the past four weeks, did any of the following clinical care providers in your emergency department test positive for coronavirus disease (COVID-19) infection?

Other clinical care providers (if yes, please specify):

_____:

- 1 = 'Yes'
- 2 = 'No'
- 3 = 'Not applicable – did not have such provider type onsite'
- 4 = 'Don't know'

PERMPART As I mentioned earlier, I would like to discuss the plan for conducting the study. This hospital has been assigned to a 4- week data collection period beginning on Monday, (Reporting period begin date). First, I would like to discuss the steps needed to obtain approval for the study. Are there any additional steps needed to obtain permission for the hospital to participate in the study?

- 1='Yes'
- 2='No' (Skip to VSREPPER)

PERMPARTSPEC Specify the necessary steps needed to obtain permission for the hospital to participate in the study. Include the name, address, phone and title of the person(s) who can grant approval

PERM_THANK Thank you for your help.

RO_PERMISSION Call the Regional Office to inform them of the additional steps needed to obtain permission

VSREPPER Now I would like to make arrangements to obtain the information needed for sampling. I will need to (know/verify) how your (emergency department) (is/are) organized and obtain an estimate of the number of patient visits expected during the 4-week reporting period. Would you prefer I (get/verify) this information from you or someone else?

- 1='Respondent' (Skip to TWICELY)
- 2='Someone else'

CINFO What is the name of the person with whom I should speak? Enter 1 to enter/update hospital contact information Enter 2 to enter/update department contact information

- 1='Hospital level contact'
- 2='Department contact'
- 3='Continue interview'

THANK_RESP Thank current respondent for his/her time and cooperation

INTRO_ED (At this stage in the induction interview, the field representative collects the name, type (Adult, Pediatric etc.), and visit characteristics of each of the 24-hour Emergency Service Areas in the ED.)

If necessary, introduce yourself and explain the survey. Provide the administrator with the introductory letter and ensure you obtained verbal consent before proceeding with the interview.

Explain that in order to develop a sampling plan, you would like to collect more specific information about this hospital's emergency department.

ESA_MANY **How many emergency service areas at this hospital are open 24 hours a day?** Remind the respondent to include satellite (off-site) locations that are also open 24 hours a day. Ensure those locations meet the ROOFS criteria.

(enter number)

TWICELY (only asked if the instrument detects a significant difference between the current and previous visit volumes)
Is the number of visits to any of the ESAs more than twice the number shown on the previous sampling plan?

1='Yes'

2='No'

TWICELY_SPEC (only asked if the instrument detects a significant difference between the current and previous visit volumes)
Specify why visits have increased this year or were too low the last time the ED participated

HALFLY (only asked if the instrument detects a significant difference between the current and previous visit volumes)
Is the number of expected visits to any of the ESAs less than half the number shown on the previous sampling plan?

1='Yes'

2='No'

HALFLYSPEC (only asked if the instrument detects a significant difference between the current and previous visit volumes)
Specify why visits have decreased this year or were too high the last time the ED participated

EDPRIM (after EHRINSE) **When patients with identified primary care providers arrive at the Emergency Department, how often do you electronically send notifications to the patients' primary care providers?**

1='Always'

2='Sometimes'

3='Rarely'

4='Never'

5='Unknown'

EDINFO **When patients arrive at the Emergency Department, are you able to query for patients' healthcare information electronically (e.g., medications, allergies) from outside sources?**

1='Yes'

2='No'

3='Don't Know'

OBSCLIN **Does your ED have an observation or clinical decision unit?**

1='Yes'

2='No' (Skip to BOARD)

3='Unknown' (Skip to BOARD)

OBSSEP **Is this observation or clinical decision unit physically separate from the ED?**

1='Yes'
2='No'
3='Unknown'

OBSDECMD What type of providers make decisions for patients in this observation or clinical decision unit? Enter all that apply, separate with commas

1=ED physicians, APRN, PA
2=Hospitalists
3=Other physicians, APRN, PA
4=Unknown

BOARD Are admitted ED patients ever "boarded" for more than 2 hours in the ED or the observation unit while waiting for an inpatient bed?

1='Yes'
2='No'
3='Unknown'

BOARDHOS Does your ED allow some admitted patients to move from the ED to inpatient corridors while awaiting a bed ("boarding") - sometimes called 'full capacity protocol'?

1='Yes'
2='No'
3='Unknown'

AMBDIV Did your ED go on ambulance diversion in [last year]?

1='Yes'
2='No' (Skip to NUMSTATX)
3='Unknown' (Skip to NUMSTATX)

TOTHRDIV What is the total number of hours that your hospital's ED was on ambulance diversion in [last year]?
(Enter number of diversions)

REGDIV Is ambulance diversion actively managed on a regional level versus each hospital adopting diversion if and when it chooses?

1='Yes'
2='No'
3='Unknown'

ADMDIV Does your hospital continue to admit elective or schedule surgery cases when ED is on ambulance diversion?

1='Yes'
2='No'
3='Unknown'

NUMSTATX As of last week, how many standard treatment spaces did your ED have? *Standard treatment spaces are beds or treatment spaces specifically designed for ED patients to receive care, including asthma chairs.*
Enter CTRL-D if data not available

NUMOTHTX As of last week, how many other treatment spaces did your ED have? *Other treatment spaces are other locations where patients might receive care in the ED, including chairs, stretchers in hallways that may be used during busy times.*
Enter CTRL-D if data not available

- EDSPACES** In the last two years, did your ED increase the number of standard treatment spaces?
1='Yes'
2='No'
3='Unknown'
- PHYSSPACE** In the last two years, did your ED's physical space expand?
1='Yes'
2='No'
3='Unknown'
- EXPAND** Do you have plans to expand your ED's physical space within the next two years?
1='Yes'
2='No'
3='Unknown'
- BEDREG** Does your ED use bedside registration?
1='Yes'
2='No'
3='Unknown'
- KIOSELCHK** Does ED use kiosk self-check-in
1='Yes'
2='No'
3='Unknown'
- CATRIAGE** Does your ED use computer-assisted triage?
1='Yes'
2='No'
3='Unknown'
- IMBED** Does your ED use immediate bedding (no triage when ED is not at capacity)?
1='Yes'
2='No'
3='Unknown'
- ADVTRIAG** Does your ED use advanced triage (triage-based care) protocols?
1='Yes'
2='No'
3='Unknown'
- PHYSPRACTRIA** Does your ED use physician, APRN, PA at triage?
1='Yes'
2='No'
3='Unknown'
- FASTTRAK** Does your ED use separate fast track unit for non-urgent care?
1='Yes'
2='No'
3='Unknown'
- EDPTOR** Does your ED use separate operating room dedicated to ED patients?
1='Yes'
2='No'
3='Unknown'

DASHBOARD Does your ED use electronic dashboard?

- 1='Yes'
- 2='No'
- 3='Unknown'

RFID Does your ED use radio frequency identification (RFID) tracking?

- 1='Yes'
- 2='No'
- 3='Unknown'

WIRELESS Does ED use wireless communication devices by providers?

- 1='Yes'
- 2='No'
- 3='Unknown'

ZONENURS Does your ED use zone nursing?

- 1='Yes'
- 2='No'
- 3='Unknown'

POOLNURS Does your ED use pool nurses?

- 1='Yes'
- 2='No'
- 3='Unknown'

ELECTRONIC HEALTH RECORDS (EHR): ED (E)

(Questions pertain to Emergency Service Area (ESA) with most visits)

EMEDRECE Does your ED use an electronic health record (EHR) system? Do not
(after HALFLYSPEC) include billing record systems?

- 1='Yes, all electronic'
- 2='Yes, part paper and part electronic'
- 3='No'
- 4='Unknown'

EHRINSYRE In which year did your ED install the EMR/EHR system?

HHSMUE Does your current system meet meaningful use criteria as defined by the Department of Health and Human Services?

- 1='Yes'
- 2='No'
- 3='Unknown'

EHRNAME What is the name of your current EMR/EHR system?

- 1='Allscripts'
- 2='athenahealth'
- 3='Cerner'
- 4='eClinicalWorks'
- 5='e-MDs'
- 6='Epic'

- 7='Modernizing Medicine'

8='NextGen'
9='Practice Fusion'
10='Greenway Medical'
11='Other - Specify' (Go to EHRNAMOTHE)

EHRNAMOTHE **Other - specify name of EHR/EMR system**
(Enter name of EHR system)

EHRINSE **Does your ED have plans for installing a new EHR/EMR system within the next 18 months?**

1='Yes'
2='No'
3='Maybe'
4='Unknown'
