



# **IPFQR Program: Psychiatric Inpatient Experience (PIX) Survey Administration and Data Collection**

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# Webinar Chat Questions

- Please email any questions related to this webinar to [WebinarQuestions@hsag.com](mailto:WebinarQuestions@hsag.com).
  - Write “IPFQR Program: PIX Survey Administration and Data Collection” in the subject line.
  - Include your question and the applicable slide number in the body of the email.
- For questions unrelated to the webinar topic, use the [QualityNet Question and Answer Tool](#).

# Acronyms

<b>CMS</b>	Centers for Medicare & Medicaid Services
<b>CSV</b>	comma-separated value
<b>CY</b>	calendar year
<b>HQR</b>	Hospital Quality Reporting
<b>IPF</b>	inpatient psychiatric facility
<b>IPFQR</b>	Inpatient Psychiatric Facility Quality Reporting
<b>PIX</b>	Psychiatric Inpatient Experience
<b>Q&amp;A</b>	Question and Answer
<b>QR</b>	Quick Response
<b>XML</b>	Extensible Markup Language

# Purpose

The purpose of this presentation is to provide information about data collection for the Psychiatric Inpatient Experience (PIX) survey. This presentation also addresses commonly asked questions.

# Objectives

Participants will be able to:

- Understand the PIX survey.
- Demonstrate how to successfully collect data for the patient experience survey.
- Obtain information about implementation, resources, tools, and educational opportunities during the voluntary reporting period.
- Answer questions related to the new patient experience survey.

# IPFQR Program: Psychiatric Inpatient Experience (PIX) Survey Administration and Data Collection

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## Overview

# PIX Survey Overview

- The PIX survey obtains feedback on the care experience directly from individuals who receive services in inpatient psychiatric facilities.
- Sampling plans should ensure that data for at least 300 completed PIX surveys are submitted per year.

# PIX Survey Questions

- The PIX survey has 23 questions in four domains:
  - 1) Treatment Team Relationship
  - 2) Environment
  - 3) Treatment Effectiveness
  - 4) Nursing Team Presence
- Patients can respond to each question using a five-point Likert scale (strongly agree, somewhat agree, neutral, somewhat disagree, strongly disagree, does not apply).
- There are six questions in the *optional* Demographic Questions section.
  - These questions could be useful to the IPF in understanding patient experience of care.
  - The demographic questions are not reported to CMS, nor are they scored or reported by CMS.



# PIX Survey Questions

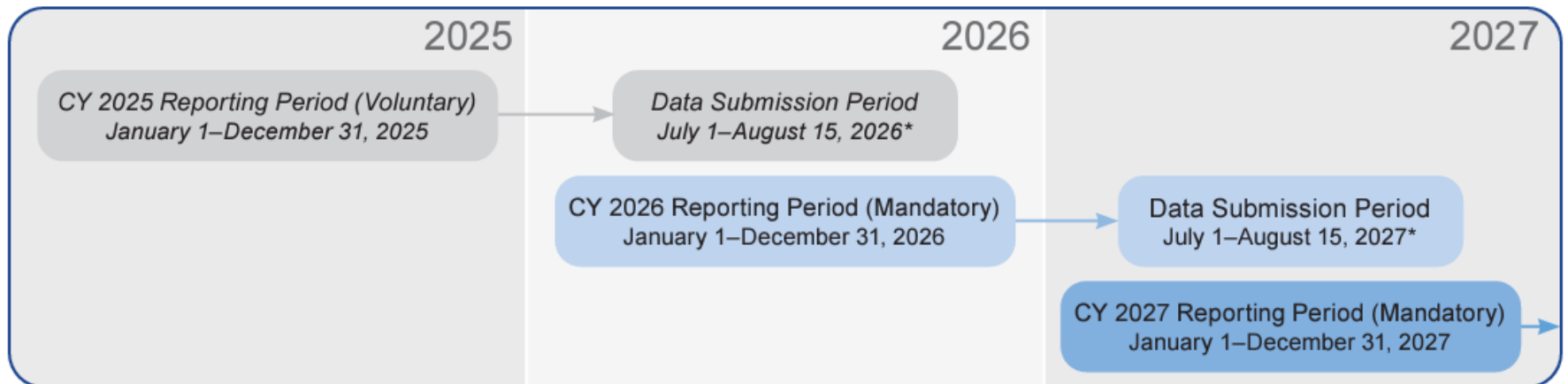
## QualityNet IPFQR Program Resources – PIX Survey

Psychiatric Inpatient Experience (PIX)						
<b>Directions:</b> Please answer each statement based on your current hospitalization experience. If a question does not apply to you, please select "Does not apply." We encourage you to answer truthfully and candidly.						
Treatment Team Relationship	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Does Not Apply
My Doctor/Provider treated me with care and respect.						
My Doctor/Provider valued my opinion even if we didn't always agree.						
My Doctor/Provider helped me understand my treatment options.						
I had input into decisions about my treatment.						
My Social Worker helped me include family or other supports in my treatment if I wished.						
Environment	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Does Not Apply
The unit was clean.						
I felt physically safe on the unit.						
I had access to quiet space if I needed it.						
Healthy food options were available.						
I had enough access to fresh air and/or natural light.						
I was satisfied with the services available on the weekends.						
I was supported in keeping busy and finding social/recreational activities.						
Treatment Effectiveness	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Does Not Apply
The symptoms/problems that brought me to the hospital have improved.						
Group therapy was helpful.						
I have skills to help manage symptoms/problems I face in daily life.						
My medications will help me.						
I will have the resources I need to be successful after I leave the hospital.						
Nursing Team Presence	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Does Not Apply
Nurses were caring and respectful.						
Counselors/Technicians were caring and respectful.						
Nurses were attentive to my needs.						
Counselors/Technicians were attentive to my needs.						
Staff paid attention to what was happening on the unit.						
Staff worked together to care for me.						

Psychiatric Inpatient Experience (PIX)	
Demographic Questions [Optional]	Suggested Item Choices
Did you receive assistance completing this survey?	Yes No
Age	13 – 17 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 – 74 75 and over
Gender	Female Male Transgender Male Transgender Female Non-binary Other Prefer Not to Say
Sexual Orientation	Heterosexual/Straight Homosexual/Gay Homosexual/Lesbian Bisexual Other Prefer Not to Say
Race/Ethnicity	Asian/Pacific Islander Black or African American Hispanic or Latino Native American or American Indian Biracial/Multiracial White Other Prefer Not to Say
Disability Status	None Deaf or Hearing Problems Blind or Vision Problems Learning Difficulty Difficulty Walking Difficulty Thinking/Remembering Other Prefer Not to Say

# Reporting Periods

- Voluntary reporting period:
  - January 1–December 31, 2025
    - Data submission period: July 1–August 15, 2026\*
- **Mandatory** reporting period:
  - January 1 – December 31, 2026
    - Data submission period: July 1–August 15, 2027\*



\*The deadline date will move to the next business day when August 15th falls on a Friday, weekend, or federal holiday.

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## **PIX Survey Administration**

# PIX Survey Administration

- A PIX survey should be offered to all patients discharged from an IPF during the reporting period who are 13 years of age or older at discharge.
- Exclusions:
  - Patients who are under 13 years of age at time of discharge.
  - Patients who are unable to complete the survey due to cognitive or intellectual limitations.
- If an IPF is divided into an adult department and a pediatric department, the pediatric IPF should administer the PIX survey to eligible patients who are 13 years of age or older at discharge.

# PIX Survey Administration

- The survey can be distributed to patients beginning 24 hours prior to discharge.
- Survey is available in English and Spanish.

# PIX Survey Administration

Patients must be given the option to request assistance from administrative staff, a caregiver (including parents or guardians), or a peer.

- The survey includes an item inquiring if the patient received any assistance while completing it.
- It is ideal and encouraged for the patient to complete the survey, unless the patient requests assistance from a caregiver.

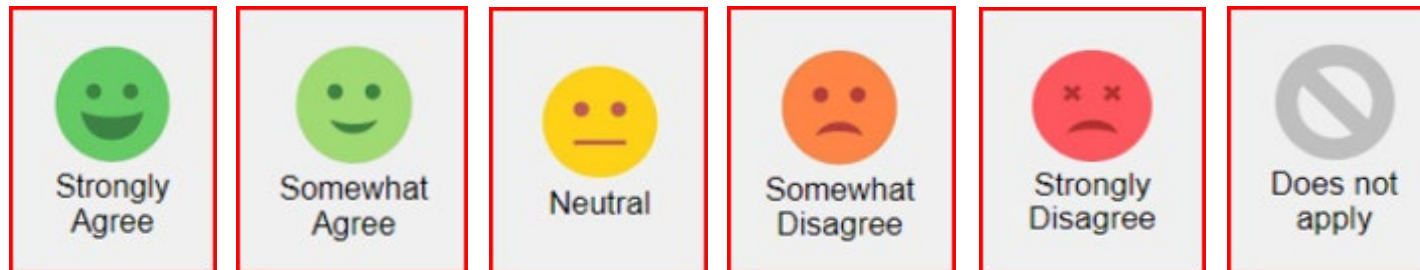
# PIX Survey Administration

Survey must be administered in a way that maintains the patient's anonymity.

- Patients should be informed that all responses provided will be treated with strict anonymity, and individual identities will be safeguarded.
- Survey should not be administered, stored in, or in any way connected to the medical record.
- Survey should not contain any identifiers (name, date of birth, survey ID, etc).
- CMS will provide feedback reports to IPFs which will include information and data in aggregate with no identifying information.

# PIX Survey Administration

For visual cueing, IPFs can provide the emojis below, which correspond to the Likert scale options, along with survey.





# PIX Survey Administration

- IPFs can choose whether to provide the survey in a paper format or create an electronic survey tool that replicates the questions on the paper tool.
- Anonymity must be maintained regardless of format.

# PIX Survey Administration

If it is not possible for the patient to complete the survey prior to discharge, the facility should provide a sealable, stamped envelope addressed to the IPF for the patient to return the survey following discharge.

- Mail-back surveys received by the IPF on or prior to December 31 count toward the calendar year reporting period in which the survey was received.
- Relying exclusively on the mail-back option may prevent the IPF from meeting the measure's minimum sampling requirements.
- Mail-back surveys will be submitted to the Hospital Quality Reporting (HQR) System at the same time and in the same manner as surveys that were completed prior to discharge.

# PIX Survey Data Submission

- The CMS HQR System human-centered design team is conducting interviews with IPFs about PIX survey implementation and data submission.
- XML file upload, CSV file upload, and data form submission methods will be available for the voluntary reporting period.
- HQR is exploring a solution to enable direct survey submission from patients to the HQR System beginning with the mandatory reporting period.
- If you would like to participate in the research regarding PIX survey data submission, please email Amy Orange at [aorange@bellese.io](mailto:aorange@bellese.io) or sign up at [https://www.userinterviews.com/projects/is\\_fLTXtbw/apply](https://www.userinterviews.com/projects/is_fLTXtbw/apply).

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## **Commonly Asked Questions**

# Question #1

***Can our IPF use a vendor to conduct the PIX Survey?***

Yes, an IPF can choose whether to administer the PIX Survey or use a vendor. If a vendor is used, anonymity must be maintained.

# Question #2

***Are IPFs participating in voluntary reporting required to start data collection in January 2025?***

No, IPFs participating in voluntary reporting may begin data collection in any month in 2025.

# Question #3

***Are we allowed to add additional questions and a comment section to the PIX Survey?***

Yes, an IPF can choose to add additional questions and/or a comment section to the 23-question PIX Survey. The questions must maintain anonymity and not be identifiable. Only the 23 questions on the PIX Survey will be submitted to HQR System.

# Question #4

***Can an electronic version of the survey (web link) be submitted post-discharge?***

No, if an IPF uses an electronic version of the survey, it should be offered to the patient prior to discharge. If it is not possible for the patient to complete the survey prior to discharge, the facility should provide a sealable, stamped envelope addressed to the IPF for the patient to return the survey following discharge.



# Question #5

***Can we create a QR code to capture survey data?***

Yes, as long as the survey remains anonymous and no identifiable information is obtained.

# Question #6

## ***How will the scores be calculated?***

The CMS HQR System will calculate a score for each domain, as well as an overall score.

Mean scores will be calculated by assigning a numerical value ranging from 1 (Strongly Disagree) to 5 (Strongly Agree).

- Average responses will be calculated by adding the values of all responses and dividing that by the number of responses.
- Omitted questions or Does Not Apply selections are excluded from score calculation.
- Higher scores indicate better performance.

A domain score is only calculated when all questions in that domain are answered. An overall score is only calculated when all domains are scored.

- If a patient responds to some, but not all, questions, a score will be calculated for the domain(s) in which all questions were answered. An overall score would not be calculated.

# PIX Survey: Resources and Tools

## QualityNet – [IPFQR Program Resources](#)

- PIX Survey
- Fact Sheet
- Frequently Asked Questions
- [IPFQR Program Webinar: Patient Experience Survey Overview](#)

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## **Program Resources**

# Helpful Resources

Stay up to date...



...and get answers to your questions.



Click these icons for IPFQR Program web pages:



IPFQR Program: Psychiatric Inpatient Experience (PIX) Survey  
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**Thank You!**

# Disclaimer

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