

Psychiatric Inpatient Experience Survey

BACKGROUND

The Psychiatric Inpatient Experience (PIX) Survey was designed to obtain feedback on the care experience of patients who receive services in inpatient psychiatric facilities. It was finalized for inclusion in the Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program in the fiscal year 2024 IPF Prospective Payment System Final Rule for mandatory reporting beginning with CY 2026 (for FY 2028 payment determination). Survey administration is optional in CY 2025.

PARTNERING WITH NRC HEALTH

As your trusted partner, NRC Health will administer the most up-to-date PIX Survey provided by CMS. NRC Health administers the survey anonymously through paper handouts. It is available in English and Spanish. To meet the minimum requirement of 300 completed surveys per year, NRC Health will survey 2,000 patients per year or all eligible patients for facilities with fewer than 2,000 available.

PIX SURVEY OVERVIEW

The PIX Survey can be administered to patients beginning 24 hours prior to discharge. It has 23 questions in four domains listed below.

- Treatment Team Relationship
- Environment
- Treatment Effectiveness
- Nursing Team Presence

NRC's standard template also includes a "would recommend" question and comment box. Additionally, there are six optional demographic questions that are not part of the standard template. Only the 23 questions in the four domains are included in data submission.

PATIENT ELIGIBILITY

- Patients who are discharged from an inpatient psychiatric facility who are 13 years of age or older
- Excludes patients who are unable to complete the survey due to cognitive or intellectual limitations

PIX SURVEY

Treatment Team Relationship

- 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

- 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

- 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

- 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.