

OAS CAHPS

Frequently Asked Questions

Q: What is the OAS CAHPS survey?

A: The Outpatient and Ambulatory Surgery Survey Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS) measures the patient experience with procedures or surgeries performed at a hospital-based outpatient surgery department (HOPD) or a free-standing ambulatory surgery center (ASC). The survey also includes questions to understand patient-reported health outcomes.

Q: Which organizations should use the OAS CAHPS survey?

A: The survey was developed for use by Medicare certified hospital-based outpatient surgery departments (HOPDs) reimbursed under the Outpatient Prospective Payment system (OPPS) and Medicare certified freestanding ambulatory surgery centers (ASCs) reimbursed under the Ambulatory Surgery Center Payment System

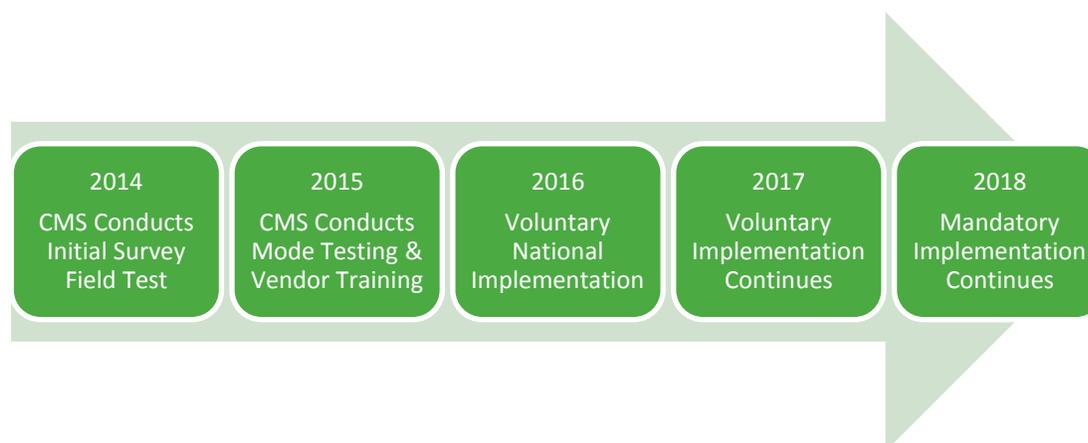
Q: What does the OAS CAHPS survey measure?

A: The finalized OAS CAHPS survey contains 37 questions, within the following domains:

- About facilities and staff
- Communication about your procedure
- Preparations for discharge and recovery
- Global Rating Items:
 - Overall rating of surgery center
 - Willingness to recommend

Q: When does official data collection begin for the OAS CAHPS survey?

A: OAS CAHPS participation will become a pay for reporting requirement under the Outpatient Quality Reporting Program and Ambulatory Surgery Center Quality Reporting Program beginning with procedures or surgeries performed on January 1, 2018. Hospital Outpatient Departments (HOPDs) and Ambulatory Surgery Centers (ASCs) with 60 or more eligible patients per year would need to contract with a CMS approved vendor to administer the OAS CAHPS survey on an ongoing basis or they would lose 2% of their annual payment update. Critical Access Hospitals are not required to participate in OAS CAHPS, but can chose to do so voluntarily.



Q: Is there a size exemption for mandatory OAS CAHPS participation in 2018?

A: Yes. HOPDs or ASCs can apply for exemption from mandatory OAS CAHPS in 2018, if they have 59 or fewer OAS CAHPS eligible patients annually.

Q: What are the approved survey modes for OAS CAHPS?

A: CMS has approved three modes of administration: mail only, telephone only, and mail with a telephone follow-up. Press Ganey currently offers mail-only and telephone-only administration. Each CCN participating with Press Ganey would need to select either mail-only or telephone-only administration.

Q: Does my organization need to use a vendor to participate?

A: Yes. The OAS CAHPS survey must be administered by an independent CMS approved vendor. Press Ganey is a CMS-certified vendor and currently offers the OAS CAHPS tool to clients who wish to voluntarily collect data in preparation for mandatory participation in 2018.

Q: How do I authorize Press Ganey as my vendor for OAS CAHPS?

A: Your Press Ganey Account Manager can provide detailed information on how to authorize Press Ganey as your OAS CAHPS vendor, or you can find directions through the OAS CAHPS Guidelines located here: https://oascahps.org/Portals/0/OASCAHPS_ProtocolsGuidelinesManual.docx .

Q: How many patients will be surveyed?

A: CMS has indicated that participating facilities must target a minimum of 300 completed surveys per year (per CCN). Press Ganey recommends using a census-based data collection which includes mail data collection for the official program and supplements using eSurvey with an unofficial OAS CAHPS survey.

Q: Which patients are eligible for the survey?

A: The OAS CAHPS survey will focus on adult patients who had specific procedures or surgeries (based on a list of CMS approved CPT codes and G codes) performed in a Medicare certified Hospital Outpatient Department or a Medicare-certified freestanding Ambulatory Surgery Center. Patients who are admitted as Inpatients will be excluded. For more detailed information on patient eligibility, please reach out to your Account Manager.

Q: Are observation patients eligible for the survey?

A: If a patient had a procedure/surgery that was performed in a Medicare certified HOPD or ASC, then post procedure/surgery becomes an observation patient, and is NOT admitted as an Inpatient, then they would be eligible for the OAS CAHPS survey. For more detailed information on patient eligibility, please reach out to your Account Manager.

Q: How often are patients eligible to receive the OAS CAHPS survey?

A: Patients are only eligible to receive the OAS CAHPS survey once every six months. If a patient was selected to receive an OAS CAHPS survey and then had another OAS CAHPS eligible procedure/surgery within a six month period, they will not receive another OAS CAHPS survey the five month period.

Q: Will my OAS CAHPS data be publicly reported?

A: CMS anticipates beginning public reporting in January 2018 based on the OAS CAHPS data collected between July 2016 and June 2017 of the voluntary participation period. CMS has indicated that facilities will be able to request their voluntarily collected OAS CAHPS data be suppressed from public reporting during the preview report period. The OAS CAHPS data will be publicly reported on a URL within the CMS website that will be created in 2017.

Q: If OAS CAHPS is not yet required, why should we start measuring now?

A: Based on other CAHPS programs, Press Ganey knows that clients who start measuring early outperform those clients who wait until data collection is mandatory. Press Ganey encourages beginning with voluntary OAS CAHPS implementation as soon as possible to allow time for you to gain experience with the OAS CAHPS questions prior to mandatory participation, in January 2018.

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