

Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS)

Overview

Starting in 2016, CMS plans to launch voluntary monthly data collection using the Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS) survey tool. The survey is designed to measure the experiences of care for patients who visited a Medicare-certified hospital outpatient department (HOPDs) and ambulatory surgery center (ASCs) for a surgery or procedure. Data collected during the voluntary period will be publicly reported on a CMS website, starting in 2018 (based on data collected in July 2016 - June 2017). We anticipate beginning in 2017, the program would move from voluntary participation to mandatory implementation. Press Ganey believes in the future it is likely that CMS will require facilities to conduct the survey as part of the Outpatient Quality Reporting Program or the Ambulatory Surgical Center Quality Reporting Program.

Facility and Patient Eligibility

- Patients who have had an outpatient surgery or diagnostic procedure from the facility in the sample month and:
 - Are at least 18 years old when they received their outpatient surgery or procedure
 - The surgery or procedure is included in the CPT code range or G-codes defined by CMS
 - Were not included in OAS CAHPS within the previous five months
 - Were not discharged to hospice, a nursing home, or to a hospital for an inpatient stay

Survey Structure & Administration for 2016 Voluntary Implementation

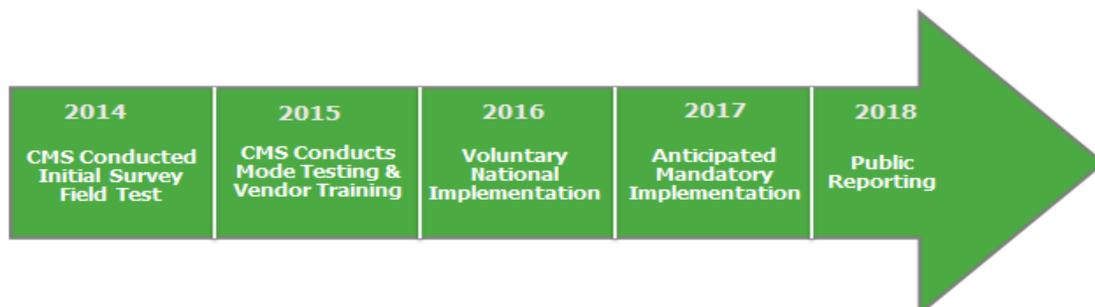
- 37 question survey
- Modes of administration: mail only or telephone only
- Languages include English, Spanish, and Chinese (mail only)
- Must be administered by an independent CMS-certified vendor

OAS CAHPS Survey Topics

- Domains:
 - About Facilities & Staff
 - Communication about your Procedure
 - Preparations for Discharge & Recovery
- Global Items:
 - Overall rating of Facility
 - Likelihood of Recommending

Sample Goals for 2016 Voluntary Implementation

- Goal of 300 annual completes per CCN
- Monthly sample – surveyed no later than 3 weeks after the close of the sample month



For more information please email OASCAHPSinfo@pressganey.com