

OAS CAHPS Participation Overview

-  Register for login credentials on the OAS CAHPS website using this link: <https://oascahps.org/For-Facilities/Register-for-Login-Credentials>.
-  Log onto the website using the login credentials created when completing Step 1 above. Then, complete the Facility CCN Registration Form available from your customized dashboard or click on this link: <https://oascahps.org/For-Facilities/Facility-CCN-Registration>.
-  Contract with a CMS-approved OAS CAHPS Survey vendor to conduct the survey. A list of approved survey vendors is available at the following link: <https://oascahps.org/General-Information/Approved-Survey-Vendors>.
-  On the OAS CAHPS website, authorize your contracted survey vendor to collect and submit OAS CAHPS Survey data. Detailed steps for completing the online Vendor Authorization Form are provided in the document linked here: https://oascahps.org/OAS_Vendor_Auth_Instructions.pdf.
-  Work with your approved vendor to determine a date each month by which the vendor will need the monthly patient information file for sampling and fielding the OAS CAHPS Survey.
-  By the agreed-upon date each month, compile and deliver to the survey vendor a complete and accurate list of patients (i.e., the monthly patient information file) and information that will enable the vendor to administer the OAS CAHPS Survey. An example patient file layout can be found at <https://oascahps.org/Survey-Materials>.
-  Avoid influencing patients in any way about how to answer the OAS CAHPS Survey. For example, facilities may not hand out any information to patients about how to answer the survey. (Please refer to the section **Communications with Patients About the OAS CAHPS Survey** in Chapter III of the OAS CAHPS Survey Protocols and Guidelines Manual found at <https://oascahps.org/Survey-Materials>.)
-  On the OAS CAHPS website, review the survey data submission reports to ensure the data were submitted by your survey vendor on time and without errors. To access these reports, click on the "Data Submission Reports" link under the "For Facilities" menu tab after logging into the website.
-  On the OAS CAHPS website, review OAS CAHPS Survey results prior to public reporting. To access these reports, click on the "Survey Preview Report" link under the "For Facilities" menu tab after logging into the website.
-  Monitor the OAS CAHPS website for news and updates about the OAS CAHPS Survey throughout the year. Announcements can be found here: <https://oascahps.org/General-Information/Announcements>.