# Understanding the OAS CAHPS Survey Preview Reports

The Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS) Survey Preview Report presents a summary of the survey results that will be publicly reported on the data.medicare.gov link each quarter. OAS CAHPS Survey results are publicly reported for hospital outpatient departments (HOPDs) and ambulatory surgery centers (ASCs) that have participated in 4 consecutive quarters of a calendar year. The reports are refreshed each quarter, with results based on data from the most recent quarter replacing data from the oldest quarter. The results included in the current Preview Report are based on survey responses from patients who had an outpatient surgery or procedure from your HOPD and/or ASC during the period specified at the top of the report. Scores for HOPDs and ASCs are shown in separate tables.

The results in the Preview Report have been statistically (patient-mix) adjusted to account for factors that are beyond a facility’s control. The patient-mix adjustment factors used were surgery type, overall health, overall mental health, age, education, and how well the patient speaks English. Because the official OAS CAHPS Survey results are statistically adjusted, they may be different from the results reported to you by your OAS CAHPS Survey vendor.

A brief explanation of the information included in the Preview Report is provided below.

* **No. Patients Sampled**: This number reflects the total number of patients who were sampled and included in the survey from your HOPD and/or ASC during the 12-month public reporting period.
* **No. Completed Surveys**: This is the total number of sampled patients served by your HOPD and/or ASC during the 12-month reporting period who returned a completed mail survey questionnaire or participated in a telephone interview. Please note that each respondent must have answered a minimum number of survey questions in order for the survey to be considered a “completed survey.” In some instances, this number may be different from the number of completed surveys reported to you by your OAS CAHPS Survey vendor.
* **Response Rate.** This rate is computed by dividing the number of completed surveys by the total number of patients sampled minus the number of sampled patients who were identified as ineligible (deceased, , physically or mentally incapable of responding to the survey, did not speak one of the languages in which the survey was offered, or otherwise did not meet the eligibility criteria).
* **Survey Summary Star**. Star ratings (including Survey Summary Star ratings) are not available at this time. Star ratings may be included in future public reporting.
* **The percentage of patients who gave their HOPD/ASC a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)**. This is the percentage of patients who rated the care received from your facility a 9 or 10 (in response to Question 23 in the OAS CAHPS Survey).
* **The percentage of patients who reported YES, they would definitely recommend the HOPD/ASC to friends and family.** This is the percentage of patients who reported that they would definitely be willing to recommend your facility to family and friends (in response to Question 24 in the OAS CAHPS Survey).
* **The percentage of patients who reported that their HOPD/ASC staff gave care in a professional way.** This is a composite measure, that is, five or more questions that ask about related topics or domains of care. The result shown is based on responses to Questions 3, 4, 5, 6, 7, and 8 in the OAS CAHPS Survey.
* **The percentage of patients who reported that their HOPD/ASC staff communicated about what to expect during and after the procedure.** This is a composite measure, that is, five or more questions that ask about related topics or domains of care. This composite score reflects responses to Questions 1, 2, 9, 10/11, and 10/12 in the OAS CAHPS Survey. Question 10 is combined with Questions 11 and 12 for analysis and scoring. Responses are only reported if anesthesia was given.
* **The percentage of patients who reported that their HOPD/ASC staff gave them information about what to do if they had pain, nausea or vomiting, bleeding, or possible signs of infection as a result of the procedure or the anesthesia.** This is a composite measure, that is, four or more questions that ask about related topics or domains of care. The result shown is based on the answers to Questions 13, 14, 15/16, 17/18, 19/20, and 21/22 in the OAS CAHPS Survey. Some of the questions in this composite score (Q15/Q16, Q17/Q18, Q19/Q20, and Q21/Q22) are combined for analysis and scoring.

The initial question in each pair (Q15, Q17, Q19, and Q21) asks if the patient was told that he or she might have pain/nausea/vomiting/bleeding/infection. The second question in each pair (Q16, Q18, Q20, and Q22) asks if the patient experienced each of these outcomes. Only responses to the initial questions in each pair (Q15, Q17, Q19, and Q21) will be reported in the composite score. However even those responses may be suppressed if the responses to the second question in each pair (Q16, Q18, Q20, and Q22) are negative. Top box scores (“Yes, definitely”) to the initial questions will always be included in the composite despite the response to the second questions.

* **Footnote**. A footnote will appear in the last column of the Preview Report for some facilities. The definition of the footnote is provided in the Preview Report, if applicable.

For additional information or if you have any questions, please contact the OAS CAHPS Survey Coordination Team at oascahps@rti.org or 1-866-590-7468.