

GETTING STARTED WITH THE OAS CAHPS SURVEY

The Centers for Medicare & Medicaid Services (CMS) initiated the **voluntary** national implementation phase of the Consumer Assessment of Healthcare Providers and Systems Outpatient and Ambulatory Surgery (OAS CAHPS®) Survey in January 2016. Below are highlights about the voluntary national implementation phase:

- Participation is open to any interested Medicare-certified hospitals (specifically targeting the hospitals' outpatient departments, also known as HOPDs) and free-standing ambulatory surgery centers (ASCs).
- Guidelines for administration of the survey instrument are documented in the *OAS CAHPS Survey Protocols and Guidelines Manual* (under Survey Materials).
- CMS-approved survey vendors must administer the survey on behalf of HOPDs and ASCs and submit the data to the OAS CAHPS Data Center.
- Results will be publicly reported on a CMS website after four consecutive quarters of data are collected. The first two quarters of data will not be included in the public reports so the earliest public reporting will be in 2018. Therefore, the first publicly reported data will represent surveys from patients in sample months July 2016 through June 2017.
- The *target* minimum number of surveys for the OAS CAHPS survey is 300 completed surveys over each 12-month reporting period.

Definitions

- An **HOPD** is an outpatient surgery department or other specialized department of a hospital that performs outpatient surgeries and procedures. An HOPD is eligible to participate in the OAS CAHPS Survey if it meets all of the following criteria:
 - Performs procedures that are within the OAS CAHPS-eligible range of CPT-4 Codes for Surgery (i.e., CPT codes between 10021-69990) or one of the following G-Codes: G0104, G0105, G0121 or G0260.
 - Bills under the OPSS (Outpatient Prospective Payment System).
 - The OAS CAHPS-eligible procedures are **not** performed in an office setting (doctor's office) or the emergency department.

Additionally, outpatient-focused units that are within critical access hospitals (CAHs) are also eligible as HOPDs even though CAHs do not bill under OPSS.

There can be more than one HOPD in a hospital. Not every hospital has an HOPD.

- An **ASC** is a freestanding medical facility that performs outpatient surgeries and procedures. An ASC is eligible to participate in the OAS CAHPS Survey if it meets all of the following criteria:
 - Operates exclusively for the purposes of furnishing outpatient surgical services to patients.
 - Has an agreement with CMS and meets the general conditions and requirements in accordance with 42 CFR 416 subpart B.
 - May have physician offices on site, but it does not have any overnight patients other than for continued monitoring/observation after surgery.

Some ASCs have more than one location, typically in a geographic region.

- **Facility** is a generic term used on the OAS CAHPS Survey when referencing eligible hospitals and ASCs.
- **Survey Vendor** refers to a CMS-approved survey organization that has met the qualifications and requirements to administer the OAS CAHPS Survey on behalf of hospitals and/or ASCs.

How to Participate

To participate in the OAS CAHPS survey, with the intention of publicly reporting data from your facility, see the steps below:

1. Register for login credentials on the OAS CAHPS website using this link: <https://oascahps.org/For-Facilities/Facility-Registration>.
2. Log onto the website using the login credentials provided after completing Step 1 above. Then, complete the CCN Registration Form available from your customized dashboard (through the “Click here to register your HOPD facility or your ASC facility (by CCN)” link (under the Resource column)).
3. Contract with a CMS-approved OAS CAHPS survey vendor to conduct your survey. A list of approved survey vendors is available at the following link: <https://oascahps.org/General-Information/Approved-Survey-Vendors>.
4. Authorize (on <https://oascahps.org/>) your contracted survey vendor to collect and submit OAS CAHPS survey data on your facility’s behalf to the OAS CAHPS Data Center. Detailed steps for completing the online Vendor Authorization Form are provided in the document linked here: https://oascahps.org/OAS_Vendor_Auth_Instructions.pdf.
5. 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.
6. 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.
7. 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 about 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>.)
8. Review survey data submission reports from your survey vendor (on <https://oascahps.org/>) to ensure that the survey vendor has submitted data to the OAS CAHPS Data Center on time and without data problems.
9. Review OAS CAHPS Survey results prior to public reporting.
10. Monitor the OAS CAHPS website for news and updates about the OAS CAHPS Survey throughout the year.

Benefits to Participating

- Participating HOPDs and ASCs will provide valuable information to consumers and stakeholders about the quality of outpatient care provided at their facility. The survey findings also can be used by HOPDs, ASCs, and other stakeholders for internal quality improvement and benchmarking efforts.
- Because voluntary participation is open to any interested facilities, HOPDs and ASCs can compare performance against their state and the national average. Results and links to these datasets will be available for download on a CMS website such as Medicare.gov.
- HOPDs and ASCs may add supplementary questions to the survey and can choose to replace their internal patient experience of care surveys with the OAS CAHPS survey; however, HOPDs and ASCs may not change the wording of the OAS CAHPS survey questions.
- The OAS CAHPS survey may be used to meet state or other regulations that require a patient satisfaction survey to be conducted regularly. Check with your state or accreditation bodies on such regulations.

Questions About the OAS CAHPS Survey?

We welcome questions and comments via our e-mail address at oascahps@rti.org or our toll-free number 1-866-590-7468 (please leave a message).