

Since January 2016, hospital-based outpatient surgical departments (HOPDs) and ambulatory surgery centers (ASCs) have been able to voluntarily conduct the Consumer Assessment of Healthcare Providers and Systems Outpatient and Ambulatory Surgery Survey or OAS CAHPS (pronounced “O.A.S. caps”). The survey becomes mandatory starting in January 2018. Contact any member of your HealthStream team to learn more about our OAS Express survey option, as well as the full compliance survey.

- Who is Required to Participate** HOPDs and ASCs may participate in OAS CAHPS by contracting with a CMS-approved survey vendor, such as HealthStream, to implement the survey on their behalf. Eligible facilities are defined as follows:
- **HOPD:** A hospital unit whose primary focus is to perform outpatient surgeries and procedures, is Medicare-certified, has a CMS Certification Number (CCN), and bills CMS under the Outpatient Prospective Payment System (OPPS).
  - **ASC:** A freestanding medical facility that performs outpatient surgeries and procedures, is Medicare-certified, has a CCN, and meets the general conditions and requirements in accordance with 42 CFR 416 subpart B.

Hospitals are eligible to participate in the OAS CAHPS survey if they meet all of the following criteria:

- The hospital has one or more hospital outpatient surgery departments or other specialized departments that perform outpatient procedures and surgeries.
- These departments perform 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.
- These departments bill under the OPPS.
- The OAS CAHPS-eligible procedures performed within the department are performed by a doctor (not a technician).
- The OAS CAHPS-eligible procedures are **not** performed in an office setting (doctor’s office) or the emergency department.

These criteria are intended to ensure that OAS CAHPS surgeries and procedures are not overlapping with any other CAHPS Surveys such as HCAHPS, CG-CAHPS or the future ED-CAHPS.

**The Survey** The survey includes 37 questions and is expected to take patients about 8 minutes to complete. The following are the composite measures on the survey:

- About Facilities and Staff
- Communications About Your Procedure
- Preparations for Discharge and Recovery
- Overall rating of facility
- Patient willingness to recommend HOPD or ASC to family or friends

**Approved Data Collection Methodologies** CMS has approved the mail only (2 waves), telephone only (5 attempts) and mixed-mode methodologies (mail and telephone).

**Person Surveyed/Proxies** Every attempt must be made to interview the patient. Proxies are not permitted.

**Approved Languages** The OAS CAHPS Survey is currently available in English, Spanish, and Chinese (mail only). Facilities are not permitted to make or use any other language translations.

**Generating the Patient Sample** Facilities are responsible for providing complete, accurate, and valid patient files that contain all administrative information on all patients who meet the eligible population criteria – including full

contact information (including address, telephone and cell phone identifier), medical record number, procedure code (CPT or G code), date of procedure and number of patients served during the sample month. Prior to generating the OAS CAHPS sample frame, HealthStream applies the eligibility criteria, removes exclusions, and performs de-duplication.

<b>Number of Completes</b>	Participating facilities are required to select a sample large enough to achieve 300 completed surveys annually.	
<b>Patient Eligibility</b>	<p>The following patients are eligible to be surveyed:</p> <ul style="list-style-type: none"> <li>• Patients who had at least one outpatient surgery/procedure during the sample month</li> <li>• Patients who are at least 18 years of age</li> <li>• Patients regardless of insurance or method of payment</li> <li>• Surgery or procedure codes that meet project eligibility definitions</li> <li>• Patients who have a domestic U.S. mailing address</li> </ul>	
<b>Exclusions</b>	<p>The following patients are to be excluded from the survey:</p> <ul style="list-style-type: none"> <li>• Patients who cannot be surveyed because of state regulations</li> <li>• No-publicity patients</li> <li>• Prisoners if known</li> <li>• Nursing home residents if known</li> <li>• Patients discharged to hospice if known</li> <li>• Deceased patients if known</li> </ul>	
<b>Mail Methodology</b>	<b>Activity</b>	<b>Timing</b>
	Mail initial survey with cover letter to sample members	No later than 3 weeks (21 days) after the close of the sample month
	Mail second survey with cover letter to sample members who do not respond to initial mailing Complete data collection	Approximately 3 weeks (21 days) after the first questionnaire is mailed Within 6 weeks (42 calendar days) of the first mailing
<b>Telephone Methodology</b>	<b>Activity</b>	<b>Timing</b>
	Begin telephone contact with sample members	No later than 3 weeks (21 days) after the close of the sample month
	Complete telephone data collection	Six weeks (42 days) after initial contact begins
<b>Public Reporting</b>	CMS will eventually publicly report survey results after a facility has conducted data collection for 12 months.	
<b>HealthStream Reporting &amp; Support</b>	During the voluntary national implementation period, HealthStream will support customers that wish to participate in the survey – either the full compliance survey or our OAS Express Survey. In addition to online access to survey results throughout data collection, we provide comparisons to national benchmarks, percentile ranks, priorities for improvement and Best Practices library. We also help organizations to improve the patient experience and CAHPS survey results through online and on-site assessments, coaching and educational tools. We focus on strategies that have the greatest potential impact for rapid improvement. We also offer a variety of improvement tools and resources to assist our clients, including our quarterly PX Advisor Magazine, quarterly Re-CAHPS webinar series and OAS CAHPS Resource Guide.	
<b>CMS Documentation</b>	<a href="https://oascahps.org/">https://oascahps.org/</a> <a href="https://federalregister.gov/a/2016-16098">https://federalregister.gov/a/2016-16098</a>	