

Outpatient and Ambulatory Surgery

OAS CAHPS®

This presentation was created to highlight the OAS survey process.

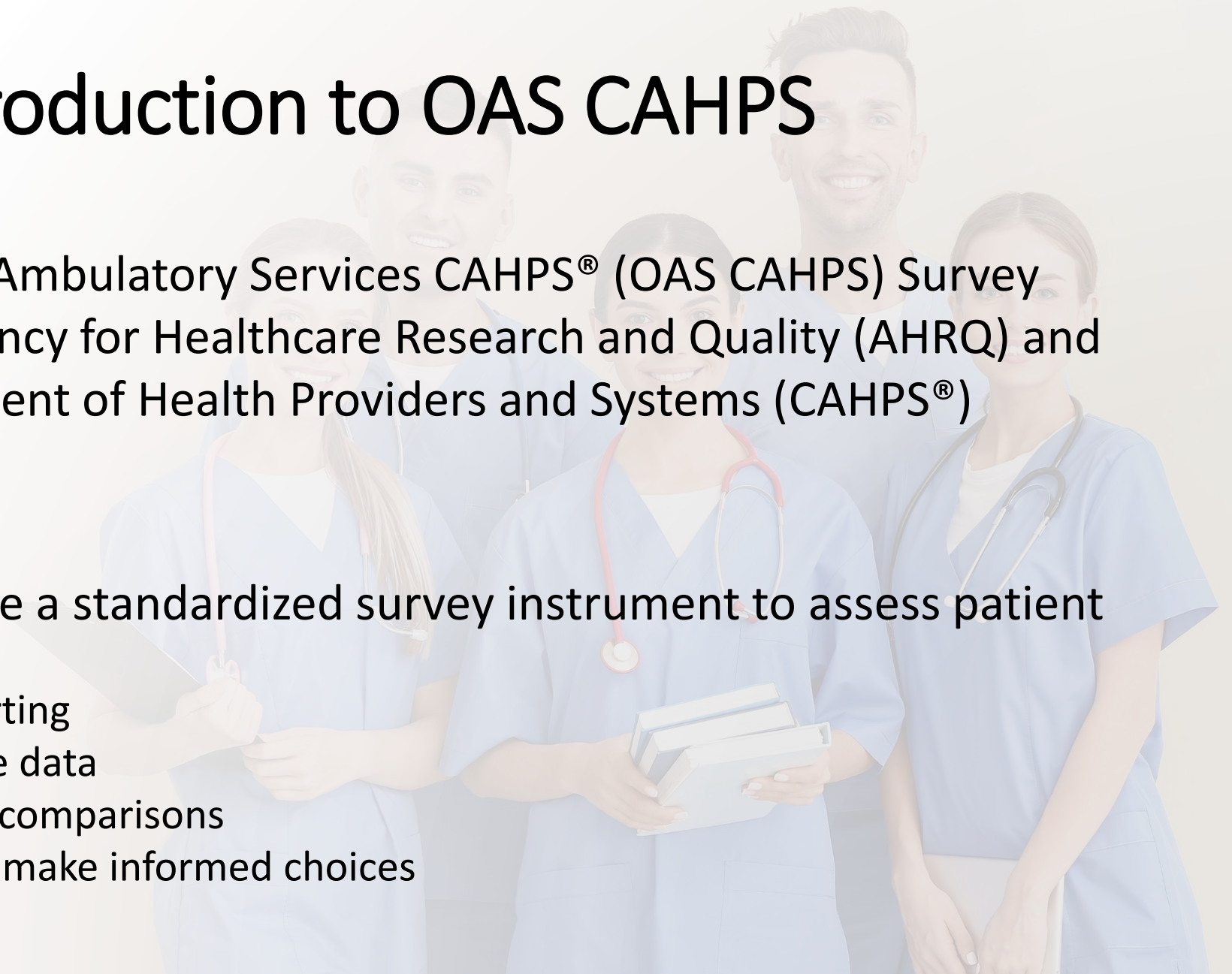
For more details, visit
<https://oascahps.org/>



Introduction to OAS CAHPS

Outpatient and Ambulatory Services CAHPS® (OAS CAHPS) Survey
Developed by the Agency for Healthcare Research and Quality (AHRQ) and
its Consumer Assessment of Health Providers and Systems (CAHPS®)
Consortium in 2012.

- Developed to provide a standardized survey instrument to assess patient experience.
 - Provide public reporting
 - Produce comparable data
 - Provide meaningful comparisons
 - Allow consumers to make informed choices



What is evaluated in the survey?

- Our survey has a total of 36 questions regarding:
 - About Facilities and Staff
 - Communication About Your Procedure
 - Preparation for Discharge & Recovery
 - Overall Rating
 - Recommendation of hospital.

SCORE	MEASURES				
	COMPOSITE SCORE			GLOBAL RATING	
	Facilities and Staff Questions 3–8	Communication about your procedure Questions 1–2, 9–12	Preparing for discharge and recovery* Questions 13–22	Patients' rating of the facility Question 23	Patients recommending the facility Question 24
	<i>Patients who reported that staff...</i>			<i>Patients who gave the facility...</i>	<i>Patients who reported...</i>
Top Box	Definitely gave care in a professional way and the facility was clean	Definitely communicated about what to expect during and after the procedure	Gave them information about discharge and recovery	a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	YES they would definitely recommend the facility to family or friends
Middle Box	Somewhat gave care in a professional way or the facility was somewhat clean	Somewhat communicated about what to expect during and after the procedure	Somewhat gave them information about discharge and recovery	a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	PROBABLY YES they would recommend the facility to family or friends
Bottom Box	Did not give care in a professional way or the facility was not clean	Did not communicate about what to expect during and after the procedure	Did not give them information about discharge and recovery	a rating of 0 to 6 on a scale from 0 (lowest) to 10 (highest)	NO they would not recommend the facility to family or friends

4 OAS CAHPS Survey Measures

OAS CAHPS Survey results are reported for three composites and two global items:

Composite Measures

- Facilities and Staff (Q3, Q4, Q5, Q6, Q7, and Q8)
- Communication About Your Procedure (Q1, Q2, Q9, Q10/Q11, and Q10/Q12)
- Preparing for Discharge and Recovery (Q13, Q14, Q15/Q16, Q17/Q18, Q19/Q20, and Q21/Q22)*

Global Items

- Patients' Rating of the Facility (Q23)
- Patients Recommending the Facility (Q24)

* Not currently reported on the CMS website. Only reported on *Facility Preview Reports* on OAS CAHPS website. CMS is conducting a quality review of this composite.

Publicly Reporting OAS CAHPS Top-, Middle-, and Bottom-Box Scores

OAS CAHPS results are reported as “top-box,” “bottom-box,” and “middle-box” scores. The **top-box** is the most positive response to survey items, for example “Yes, definitely” for most of the survey items. For the Overall Facility Rating item, the top-box score is “9” or “10.” For the Recommend Facility item, “Definitely yes” is the top-box score. The **middle-box** captures intermediate responses, for example “Yes, somewhat” for most of the survey items. For the Overall Facility Rating item, the middle-box score is “7” or “8.” For the Recommend facility item, “Probably yes” is the middle-box score. The **bottom-box** is the least positive response category, for example “No” for most of the survey items. For the Overall Facility Rating item, the bottom-box score is “0” to “6.” For the Recommend Facility item, “Definitely no” and “Probably No” is the bottom-box score.

OAS CAHPS METHODOLOGY

Web with Telephone Follow-up Mode

- Data submitted monthly to vendor for sampling.
- Patients will receive a personalized email from JLM, complete with a direct link to the OAS CAHPS survey
- Vendor must attempt to contact every patient in the sample.
- Minimum of five calls attempts.
- Calls at different times of the day and different days of the week.
- Complete initial first contact attempt no later than 3 weeks (21 days) after close of the sample month.
- Cannot leave voicemail.
- Proxys are permitted.



ROLES AND RESPONSIBILITIES

For HOPD OR ASC

- Contract with an approved OAS CAHPS survey vendor to conduct their survey.
- Authorize the contracted survey vendor to collect and submit OAS CAHPS Survey data to the OAS CAHPS survey data center.
- Provide Data in a timely manner to vendor.
- Use a secure method to transmit monthly patient information files (SFTP).

For OAS VENDOR

- Create Monthly patient information files.
- Check patient information files for data integrity.
- Apply filter criteria, sample patients following CMS protocols.
- Administer the OAS CAHPS Survey in accordance with CMS protocols.
- Submit and confirm acceptance of data files to OAS Data Center.

Communicating with patient

HOPD's or ASC should NOT do any of the following:

- Send or provide information to patients in advance.
- Provide a copy of the OAS CAHPS survey questionnaire.
- Include words or phrases verbatim from OAS CAHPS Survey.
- Attempt to influence their patients answers to the OAS CAHPS Survey questions.
- Offer incentives of any kind to the patients for participating (or not) in the survey.
- Help the patient answer the survey questions.
- Ask patients why they gave a certain response or rating.
- Include any messages or materials promoting the HOPD or ASC survey.



Patient Eligibility Requirements

- At least 18 years of age.
- Regardless of insurance or method of payment.
- Domestic U.S. mailing address; not deceased; do not reside in a nursing home or hospice.
- Not a “No publicity” patient (identified by ASC).
- One outpatient surgery/procedure
 - G-Code of G0104, G0105, G0121, or G0260;
 - Surgical CPT-4 code in the 10021-69990



HOPD Eligible For Survey Criteria:

- An **HOPD** is eligible to participate in the OAS CAHPS Survey if it has an HOPD or any department that meets **all** of the following criteria:
 - performs procedures that are within the OAS CAHPS–eligible range of CPT-44 Codes for Surgery (i.e., CPT codes between 10004 and 69990) or one of the following G-codes: G0104, G0105, G0121, or G0260;
 - is Medicare-certified, has a CCN, and has in effect an agreement with CMS obtained in accordance with 42 CFR 419 subpart B (General Conditions and Requirements);
 - bills under the Outpatient Payment Prospective System (OPPS) when billing CMS; and
 - is eligible to participate in the Hospital Outpatient Quality Reporting (Hospital OQR) Program

ASC Eligible For Survey Criteria:

- An **ASC** 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-45 Codes for Surgery (i.e., CPT codes between 10004 and 69990) or one of the following G-codes: G0104, G0105, G0121, or G0260;
 - is Medicare-certified, has a CCN, and has in effect an agreement with CMS obtained in accordance with 42 CFR 416 subpart B (General Conditions and Requirements);
- bills under ASC Payment System when billing CMS; and
- is eligible to participate in the Ambulatory Surgical Center Quality Reporting (ASCQR) Program.

Surgical Category Assigned

Surgical Category Assigned	Type	Description
Category 1	Gastrointestinal	CPT code(s) in range 40000-49999 or G-code(s) G0105, G0121, or G0104
Category 2	Orthopedic	CPT code(s) in range 20000-29999 or G-code is G0260
Category 3	Ophthalmology	CPT code(s) in range 65000-68899
Category 4	Other	CPT code(s) 10004–19999, 30000–39999, 50000–64999, and 68900– 69990

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Why Choose J.L. Morgan & Associates?

- Local and Established CMS Vendor with 18 years of Experience.
- Surveys captured via telephone mode, ensuring personal interaction with your patients resulting in increased responses.
- We provide Real Time Data in Real Time.
- We ensure the most cost-efficient surveys available.
- You can call “1-800-HELPDESK” for direct access to our management team.
- 24 -hour access to survey database.



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ASSOCIATION





Thank you for your time!

J.L. Morgan & Associates strives to be excellent. We are transforming the patient experience in real-time. We would work with you and your organization to complete set goals to better your patients experience!

J.L MORGAN  Associates, Inc

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