

# OAS CAHPS

## QUESTIONS AND ANSWERS



Professional Research Consultants, Inc. (PRC) is on the leading edge of Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS®) surveys. The OAS CAHPS survey is a fresh opportunity to evaluate patients' experiences of same-day surgical care. With the Centers for Medicare and Medicaid Services (CMS) coordinating data collection of these surveys, this program will increase transparency and accountability through public reporting. Since PRC has been an integral partner for CAHPS programs from the beginning, our years of experience and tested methodologies make PRC the logical choice for all patient experience survey needs.

### WHO IS ELIGIBLE FOR THE OAS CAHPS SURVEY?

The OAS CAHPS survey is available to Medicare-certified Hospital Outpatient Departments (HOPDs) and free-standing Ambulatory Surgery Centers (ASCs). HOPDs must bill under Outpatient Payment Prospective System (OPPS) and participate in the Hospital Outpatient Quality Reporting Program (Hospital OQR). ASCs must bill under ASC Payment System and participate in the Ambulatory Surgical Center Quality Reporting (ASCQR) Program. Please review additional facility eligibility at [https://oascahps.org/OAS\\_Facility\\_Outreach.pdf](https://oascahps.org/OAS_Facility_Outreach.pdf). Currently participation is voluntary, although beginning with calendar year 2024 for HOPDs and calendar year 2025 for ASCs participation in the OAS CAHPS Survey will be linked to reimbursement.

**Generally, patients eligible for the survey had at least one outpatient surgery or procedure during the sample month, regardless of payer, and:**

- Are 18 years or older at the time of outpatient surgery or procedure
- Are assigned an eligible surgery or procedure code (see back page)
- Are alive as of the last day of the sampling window
- Have a U.S. mailing address
- Are not discharged to hospice care
- Are not residing in an institution like a nursing home or jail
- Were not sampled in the previous five months (patients may be selected no more than two times per year)
- Additional guidance and complete survey eligibility guidelines will be reviewed during the survey set up process.



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## HOW IS THE OAS CAHPS SURVEY ADMINISTERED?

1. Clients send PRC files that contain the records of patients who had an eligible outpatient surgery or procedure during the previous week/month.
2. PRC's sample managers review and format the patient information to be exported to the interviewing or mailing departments.
3. PRC is the industry leader in the telephone survey methodology. Using personal, telephone interviews, PRC continuously achieves higher-than- average response rates. PRC interviewers act as representatives of PRC clients, and they bring compassion, respect, and professionalism to every interaction they have with patients.
  - Interviewers may call up to five times over a six-week window.
  - First attempts occur by the 26th day of the following month
  - Call attempts are made on different days of the week, at different times of day.
4. PRC also offers the mail methodology for clients who prefer to give respondents the option of completing paper surveys on their own at their convenience.
  - Selected patients will receive the first questionnaire by mail within 26 days of the sample month.
  - A second questionnaire and cover letter will be mailed to non-respondents approximately three weeks after the first mailing.
  - Data collection ends 42 days after the first mailing.
5. PRC also offers the new mixed mode of data collection using web with phone follow up, approved for use in 2024, combining different outreach methods to give respondents more flexibility to choose how to complete the survey and working to further improve response rates.
  - Selected patients will receive an email with a link to access and complete the survey along with follow up reminders for the first 21 days.
  - Any records that were not completed, would then receive phone calls to follow up and attempt to complete the survey.
6. PRC compiles all of the results and submits the data to RTI International quarterly in accordance with the prescribed timeline.

## IS PRC A CMS-APPROVED OAS CAHPS SURVEY VENDOR?

Yes, PRC is proud to be a CMS approved vendor for the OAS CAHPS survey.

## WHAT DOES THE OAS CAHPS SURVEY MEASURE?

The OAS CAHPS survey consists of 34 questions that evaluate many facets of the patients' surgery experience, plus a few general demographic items. The results are reported in the following five measures:

Reported Measures	
About Facilities and Staff	6 questions
Communications About Your Procedure	5 questions
Preparations for Discharge and Recovery	6 questions
Overall Rating of Facility	1 question
Likelihood to Recommend	1 question

## CAN WE CUSTOMIZE THE STANDARD SURVEY TOOL TO ENCOURAGE EXCELLENCE?

Core OAS CAHPS survey questions do not measure excellence, but HOPDs and ASCs can combine the required core items with custom questions to more effectively analyze where to invest resources to improve performance. The CMS Protocols and Guidelines document states that up to 15 supplemental questions may be added. PRC is the only research firm measuring excellence on its five-point scale. "Excellent" sets a higher standard than the top box terms used by other vendors (very good, very satisfied) and is a greater predictor of patient loyalty.

## HOW WILL WE RECEIVE THE SURVEY RESULTS?

PRC client organizations will have access to research results through PRC's award-winning online data management tool, PRCEasyView.com®, in real time. As survey response data is completed, it is uploaded to EasyView® for clients to monitor results, design custom reports, and share with leadership and staff.

CMS will generate formal reports after each submission cycle. The facility's OAS CAHPS Survey Administrator will have access to the secure portion of OASCAHPS.org, where they can view submission history and a preview of results for public reporting.

Eligible Procedure – CPT Codes and G Codes (HCPCS Levels I and II)	
10004-10022	General
10040-19499	Integumentary System*
20000-29999	Musculoskeletal System*
30000-32999	Respiratory System
33010-37799	Cardiovascular System*
38100-38999	Hemic and Lymphatic Systems
39000-39599	Mediastinum and Diaphragm
40490-49999	Digestive System
50010-53899	Urinary System*
54000-55899	Male Genital System
55920-55980	Reproductive System and Intersex
56405-58999	Female Genital System
59000-59899	Maternity Care and Delivery*
60000-60699	Endocrine System
61000-64999	Nervous System
65091-68899	Eye and Ocular Adnexa
69000-69979	Auditory System
69990	Microsurgery
G0104	Colorectal Cancer Screening; Flexible Sigmoidoscopy
G0105	Colorectal Cancer Screening; Colonoscopy on Individual at High Risk
G0121	Colorectal Cancer Screening; Colonoscopy on Individual Not Meeting Criteria for High Risk
G0260	Injection Procedure for Sacroiliac Joint; Provision of Anesthetic, Steroid

\* These categories have particular codes excluded from sampling. See Appendix P Excluded Procedural Codes in the OAS Protocols and Guidelines Manual for more details”.

## WILL THE RESULTS BE PUBLICLY REPORTED?

Yes. OAS measures are publicly reported on the CMS Care Compare website (<https://data.cms.gov/provider-data/>). Results for four of the five measures (About Facilities and Staff, Communications about Your Procedure, Overall Rating of Facility, and Likelihood to Recommend), are reported separately for HOPDs and ASCs. Preparations for Discharge and Recovery are not publicly reported at this time. Similar to the HCAHPS reporting, facility, state, and national results are available for download.

## ABOUT PRC

Since 1980, PRC has helped more than 2,800 healthcare organizations achieve their research objectives by collecting and analyzing timely, accurate, and reliable feedback from patients, employees, physicians, and the community at large. PRC’s high-quality survey research, analytics tools, and coaching give voice to healthcare organizations, patients, and the community as a whole. Leading the standards for healthcare market research, PRC partners with organizations to support their efforts in becoming better places for patients to be treated, physicians to practice medicine, and employees to work.

## PRC Product Lines



**Patient Experience & CAHPS**



**Employee & Physician Engagement**



**Call Center**



**Consumer & Brand**



**Community Health**



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## WHAT ARE YOUR GOALS?

To learn what PRC’s data can do for you, contact us at 800-428-7455 or visit [PRCExcellence.com](https://PRCExcellence.com)

