



How You Can Assist in the Mode Experiment and National Implementation of the Outpatient and Ambulatory Surgery CAHPS Survey (OAS CAHPS)



Background

The Centers for Medicare & Medicaid Services (CMS) has developed a patient experience of care survey for patients who had surgery or a procedure at a hospital outpatient department (HOPD) or an ambulatory surgery center (ASC). The survey measures patients' experiences on topics that are important when choosing a place for their surgery or procedure, such as

- communication and care provided by health care providers and office staff,
- preparation for the surgery or procedure,
- post-surgical care coordination, and
- patient-reported outcomes.

Prior to OAS CAHPS, there was no standardized survey instrument to assess patient experience with outpatient surgical care received at HOPDs and ASCs. CMS is implementing the next phase of this program, which includes conducting a mode experiment and initiating a voluntary national reporting program.

Facts About the Mode Experiment

- The purpose of the mode experiment is to assess the effects, if any, of using different data collection methods or modes.
- **All HOPDs and ASCs nationwide will be statistically sampled; 50 HOPDs and 50 ASCs will be randomly selected.**
- Selected HOPDs and ASCs will receive a follow-up call from CMS's contractor, RTI International, inviting them to participate.
- Participating HOPDs and ASCs will need to provide a list of patients who had an outpatient surgery or procedure in the prior month; this will need to be provided three times for 3 consecutive sample months in the fall of 2015.
- CMS will cover all costs of implementing the mode experiment. There is no cost to HOPDs and ASCs other than preparing the sample file for RTI.
- RTI will randomly assign patients from each sample month to a mode (i.e., mail only, telephone only, or mail with telephone follow-up). RTI will then conduct the survey.
- After the mode experiment survey ends, RTI will provide each participating HOPD and ASC with frequencies of its results and de-identified frequencies for all participating HOPDs and ASCs. This is an opportunity for HOPDs and ASCs to identify areas of improvement before the voluntary national reporting program begins.
- CMS will use the findings to finalize the survey administration and analysis procedures.

How You Can Assist RTI

- Identify a contact person within your organization who can receive and disseminate the outreach materials RTI develops for the OAS CAHPS program.
- Identify possible contacts at HOPDs or ASCs that have been selected to participate in the mode experiment and provide this information to RTI.
- Explain the benefits of participating to your affiliates and contacts.

Facts About the Voluntary National Reporting Program

- Beginning in 2016, all interested HOPDs and ASCs are welcome to participate.
- Approved survey vendors will conduct the survey on behalf of HOPDs and ASCs.
- Data will be submitted to CMS's contractor RTI and posted for participating HOPDs and ASCs to preview before the data are publicly reported.

Why We Are Reaching Out To Your Organization

Mode Experiment. We are requesting that your organization look at the list of HOPDs or ASCs selected by RTI. **The purpose of your review is to identify HOPDs and or ASCs where you may be able to provide us with a name, title, and contact information to whom RTI can send the request for participation.** We are also requesting that you explain the benefits of participating to any of your affiliates or industry contacts.

Voluntary National Reporting Program. For the voluntary national reporting program, CMS and its survey contractor, RTI, will conduct outreach activities to disseminate information about the OAS CAHPS program. This outreach will include, but is not limited to, sharing program announcements and other outreach materials and conducting information sessions. So that we can continue to inform your organization of our outreach efforts, **we request that you identify the best contact person within your organization to whom we can send outreach materials.**

Next Steps

A representative from RTI will contact you in the next week to discuss your interest in assisting RTI. Meanwhile, if your organization is interested in learning more about the OAS CAHPS program, please visit the websites noted below. We look forward to connecting with you!

For more information about OAS CAHPS
(national implementation and mode
experiment), CMS, or RTI International,
please visit our websites:

<https://oascahpsmode.rti.org>

<http://www.cms.gov/>

<http://www.rti.org/>