Outpatient & Ambulatory Surgery (OAS) CAHPS®* Smart Sheet

RMS Healthcare
Research & Marketing Strategies, Inc.

OAS CAHPS® Survey Process

- **Telephone only mode**
- Telephone only mode includes up to **5 call attempts** to reach respondents
- Survey is **35 questions** in length, with option for supplemental questions
- Quarterly data submissions to CMS

Patient Sampling

- Sampling rates will be determined to meet target of **300 completes**
- Recommend sampling **65 patients** per month for phone mode to achieve **25 responses per month**

Don't Delay. Be prepared for CMS implementation.

- Benchmarking and baselines established before national implementation
- Improve service from patient feedback

OAS CAHPS® Quality Measures

- Preparation prior to the surgical procedure
- Check-in and pre-operative process
- Cleanliness and privacy of the facility
- Surgery facility staff communication
- Preparation for the recovery at home
- Patient reported complications
- Overall rating of surgery center
- Willingness to recommend
- Discharge instructions

Deliverables

- Meets all CMS requirements
- 300 completed surveys provided
- Annual reports with benchmarking
- Real-time access to results through RMS CAHPS® Portal
- Submission of survey responses to CMS
- Customized reporting options available

Why RMS and Simple Admit?

- ✓ Access to two industry leaders
- ✓ Automated data interface
- ✓ Flat-rate price
- ✓ "Live person" phone dialing
- ✓ True Turnkey solution
- ✓ Management of the entire process

For more information, get in touch with us.

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Ask. Listen. Solve.

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