

OAS CAHPS Eligibility

For Hospital Outpatient Departments (HOPDs)

- Must perform procedures within eligible range of CPT-4 codes for Surgery (between 10004–69990 or G-codes G0104, G0105, G0121, G0260)

For Ambulatory Surgery Centers (ASCs)

- Same CPT Code & G-code requirements as HOPD

Survey Process

- RMS recommends email mode for best response
- Survey is 34 questions, with option for supplemental questions
- English & Spanish surveying
- Survey data will be available on a customized online portal
- All patients under the age of 18 will be excluded from sampling
- Duplicate patients (seen more than once within one month) will be excluded from sampling
- RMS will work with clients to determine the total number of patients to be surveyed monthly
- RMS will survey all eligible patients with emails

OAS CAHPS Quality Measures

- Care of patients
- Communication about procedure
- Preparations for discharge & recovery
- Overall rating of care
- Patient willingness to recommend ASC/HOPD to family or friends

Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable & flexible pricing
- Strategies provided to improve response rates
- Deadlines promptly met
- Establish partnerships with clients
- 24/7 online portal access with ability to print on demand
- Collateral provided to promote patient engagement
- Attentive & responsive to hot comments
- Fully HIPAA compliant

We Offer More

- Practice Transformation Consulting
- Patient-Centered Medical Home (PCMH™) Consulting
- Employee Surveys
- Customized Surveys
- Image & Awareness Studies
- Brand Testing
- Community Health Assessment (CHA)
- Community Health Needs Assessment (CHNA)
- Surveys on Patient Safety Culture™ (SOPS®)
- Other CAHPS Surveys: ACO/MIPS, CG, ECHO, ED, H, HH, Hospice, ICH

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