CAHPS Modernization: A common sense solution to reduce costs, foster innovation, and improve the healthcare experience

- The Consumer Assessment of Healthcare Providers and Systems is a series of patient surveys rating healthcare experiences in the U.S.
- The HCAHPS (inpatient hospital stay) is a survey that hospitals are required to administer, submit, and publicly report in order to receive full Medicare payment.
- OAS CAHPS survey is for ambulatory surgery centers (ASC) and hospital outpatient surgery departments. Currently in voluntary reporting period.

Problems with CAHPS Regulations:

HCAHPS Survey (Started: 2006)

- No digital delivery allowed
- Only paper, telephone interview permitted

- Surveys sent 48 h – 6 weeks after discharge
- No other survey allowed before HCAHPS
- Information is outdated and stale

- Paper and phone surveys increase provider burden
- Detrimental impact on patient experience
- High cost to administer / low value information

- Vendor requirements anti-competitive: minimum of 4 years required in business
- 2 vendors comprise >90% of market

OAS CAHPS Survey (Start date: delayed)

- No digital delivery allowed
- Only paper, telephone interview permitted

- Surveys sent 48 h – 1 week after procedure
- Information is outdated and stale
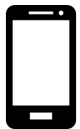- No real-time improvement

- Paper and phone surveys increase provider burden
- Detrimental impact on patient experience
- High cost to administer / low value information

- Vendor requirements anti-competitive: ASCs required to use single vendor for OAS CAHPS surveys

Solution:

Allow digital (i.e. email, text) delivery of all CAHPS survey instruments (HCAHPS, OAS CAHPS, and all future CAHPS surveys)

- Create more flexible vendor requirements
- Permit use of any number of survey vendors
- Increase competition among vendors

By adopting these commonsense solutions, CAHPS surveys will see:

Reduce costs   Improved response rates   Real-time feedback   = ✓

Improved:
- Patient Experience
- Quality of Care
- Operational Performance

Quality Reviews