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National Implementation of the Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS) Survey (CMS-10500)

Comment On: CMS-2021-0069-0001

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General Comment

I am a consultant pharmacist in the ASC space and I am totally in favor of a national implementation of consumer assessment of healthcare providers and systems survey. As a pharmacist I have seen some pretty egregious things in the ASC space and unfortunately in my opinion the level of scrutiny and oversight is not as robust as it is in hospitals and other more highly regulated facilities. As a result i have seen providers cut alot of corners especially as it pertains to medication management. As the amount of people that utilize ASC services continues to grow, I think requiring these surveys would effectively provide a mechanism for accountability especially if the results are directly posted without the manipulation of the facilities. That is without them being able to cherry pick the flattering surveys only as I have often seen.