

PUBLIC SUBMISSION

As of: 3/19/15 6:54 AM Received: March 17, 2015 Status: Draft Tracking No. 1jz-8hrv-n5kd Comments Due: March 17, 2015 Submission Type: Web

Docket: CMS-2015-0006
(CMS-10500) Outpatient/Ambulatory Surgery Patient Experience of Care Survey (O/ASPECS)

Comment On: CMS-2015-0006-0001
(CMS-10500) Outpatient/Ambulatory Surgery Patient Experience of Care Survey (O/ASPECS)

Document: CMS-2015-0006-DRAFT-0007
FL

Submitter Information

Name: Anonymous Anonymous

Address:
FL, 33913

General Comment

I was happy to hear that the CAHPS surveys would now include Outpatient and Ambulatory Surgery Patient Experience. However, I do have a couple of issues with the questionnaire.

The rating questions are a yes/no scale, I believe the scale should match the HCAHPS scale of Always-Usually-Sometimes-Never.

Another problem I found with the survey is that the Nurses and Doctor questions were grouped instead of separate like HCAHPS. Often patients have very different experience with their Nurses than their Doctors, so it would be hard for a patient to rate those together.