

# PUBLIC SUBMISSION

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## General Comment

National Research Corporation, a survey vendor, appreciates the opportunity to comment on the Outpatient/Ambulatory Surgery Patient Experience of Care Survey.

National Research greatly supports the movement toward a national standard of patient experience in the outpatient/ambulatory surgery area. There is a strong need for National Researchs partnering organizations to utilize tools that align across the continuum of care and to be able to compare to other clients, regardless of vendor. National Research supports the plan for national implementation of the Outpatient/Ambulatory Surgery Patient Experience of Care Survey. It is evident that much thought was provided in putting together this plan and accounts for many needs of outpatient and ambulatory surgery facilities that National Research partners with.

National Research appreciates the work and testing that has been invested in the Outpatient/Ambulatory Surgery Patient Experience of Care Survey. National Research would recommend only a couple of slight changes to the current survey.

National Research would recommend that most, if not all of the questions utilize the same response scale both within the survey instrument and as compared to other CAHPS initiatives. National Research thoroughly understands the need for varying response scales to be used for measuring different items. However, as the need for organizations to compare within their facilities on like items is very strong, National Research would encourage CMS to explore ways to utilize the Never/Sometimes/Usually/Always scale that is used on HCAHPS, HHCAHPS, CAHPS Hospice, CGCAHPS, ICH CAHPS, and with the Emergency Department Patient Experiences with Care (EDPEC) Survey that is currently under development.

Not only does this scale align with other CAHPS initiatives, it also provides a more accurate score for facilities to base improvement initiatives on and as such, is less subject to the ceiling effect. An example of this ceiling effect was found on the CG CAHPS Visit-specific survey in which the resolution

was a survey utilizing the Never/Sometimes/Usually/Always scale. CMS has also shown that the questions with the Discharge Information Dimension on HCAHPS, utilizing a Yes/No scale are close to if not already experiencing this ceiling effect, making it difficult for hospitals to continue to improve. If the Never/Sometimes/Usually/Always scale is not appropriate to use, National Research recommends the use of an alternative four-response item scale. National Research has experienced strong validity and reliability using the response scale of Yes, definitely/Yes, mostly/Yes, somewhat/No and would be happy to share the performance of that response scale.

National Research also believes that the use of a similar response scale within a survey instrument allows for more accurate composite or dimensions scores and would allow for increased reliability (i.e. Cronbachs Alpha).