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(CMS-R-246) Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

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(CMS-R-246) Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

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General Comment

Presently we have a system in place that polls our patients regarding their care and experiences at our surgery center. We have a very high response rate from our patients with a very high approval rate of our services rendered. We feel that any extra regulatory work would be burdensome to our staff as it doesn't directly relate to our clinical patient care. We understand the purpose of such a program, but for our setting we are able to obtain all necessary comments from our patients and act on any changes that may improve patient care and surgical outcomes.