Voluntary Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems Survey Becomes Mandatory in 2025



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The Outpatient and Ambulatory Surgery (OAS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey gathers information about patients' experiences in Medicare-certified hospital outpatient departments (HOPDs) and ambulatory surgery centers (ASCs). The survey is designed to measure the quality of patient experiences in HOPDs and ASCs in order to aid quality improvement and provide comparative consumer information about outpatient facilities. In 2024, ASCs may voluntarily submit OAS CAHPS data. However, the survey becomes mandatory and linked to reimbursement for HOPDs in 2024 and for ASCs in 2025. Failure to conduct and submit the OAS CAHPS as part of the quality reporting requirement will result in a 2.0 percentage point reduction in the annual fee schedule update for non-compliant HOPDs or ASCs.

Eligible participants in the survey are patients 18 years and older who have undergone medically necessary and elective surgeries or procedures. The survey includes questions about various aspects of their experience, such as preparation for surgery, check-in processes, facility cleanliness, communication with staff, discharge procedures, and preparation for recovery at home. It also asks if patients received information on managing potential side effects during recovery. OAS CAHPS results for both HOPDs and ASCs are accessible on the Data Catalog on Data.CMS.gov. The results will also be publicly reported on the Compare Tool on Medicare.gov starting in 2025 for HOPDs, and 2026 for ASCs.

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