

Are Medicare-Certified Ambulatory Surgery Centers Prepared for Mandatory Reporting of Patients' Experiences?: an Analysis of Voluntary Adopters of the OAS CAHPS Survey

Sloane Smith, BS; Mallory Gibson, BS; Ian Solsky, MD, MPH

INTRODUCTION

Transitioning to mandatory participation in 2025, the Outpatient and Ambulatory Surgery (OAS) Consumer Assessment of Healthcare Providers and Systems survey (CAHPS) collects information about patients' experiences in Medicare-certified ambulatory surgery centers (ASC). Analyzing the survey's uptake and the characteristics of participating facilities during the voluntary period may provide insights that can enhance measurement of patient experiences.

METHODS

Linking the 2023 ASC Quality Reporting Program, OAS CAHPS, and American Community Survey datasets, information was collected on facility characteristics (CAHPS participation, region, socioeconomic variables, number of surgical specialty services offered, 7-day readmission rates) and patient survey responses/completion rates. Descriptive statistics, chi-squared tests, t-tests, and multivariable logistic regression were performed.

RESULTS

Of 5,851 ASCs, 8.6% (n=502) completed CAHPS. They more often were in the South (50.8% vs. 40.6%, $p<0.001$), in educated areas (6.85% vs. 8.11% without high school diploma, $p<0.001$), and offered >1 surgical specialty service (72.3% vs. 46.7%, $p<0.001$). Predictors of CAHPS completion included region (South vs. Northeast: OR 1.58), high vs. low education (OR 2.03), number of specialties offered (4 vs. 1: OR 4.07). ASCs' 7-day readmission rates infrequently differed from the national rate. Among 625,000 sampled patients, 168,892 (27%) completed part of the survey and primarily reported positive experiences (Figure1).

CONCLUSION

Uptake of the OAS CAHPS survey varied by region, area educational attainment, and procedure mix, which may reflect differences in ASC's resources and operational priorities. Patient survey completion rates were low underscoring that, as this program scales up, there will be challenges at the patient and facility level, which requires further investigation.

Take Home Message

With mandatory reporting on the horizon, early use of the OAS CAHPS survey shows big differences in how prepared surgery centers are—pointing to the need for more support to help all centers succeed.