

# **Outpatient and Ambulatory Surgery Experience of Care Survey**

## **Crosswalk of Changes from 60-Day Notice**

December 16, 2013

The following revisions have been made to the survey based on feedback received during the 60-Day Notice period.

- Throughout the survey, references to “surgery center” have been changed to “facility.” This impacted the initial instructions, the header for Section II, and all but two questions in the first five sections of the survey. Specific questions affected were: 1–3, 5–15, 17–36. Questions not affected were: 2 and 16.
- Question #11. In addition to changing “surgery center” to “facility,” the word “comfortable” was changed to the phrase, “as comfortable as possible.”
- A new section header was added before question #12. The new section III is “Communications About Your Procedure.”
- Question #12. The introductory phrase, “Before your procedure,” was deleted. In the reference to “doctors, nurses or other surgery center staff,” the reference to “surgery center” was dropped.
- Question #13. The phrase, “all of your questions” was changed to “your questions.” In the reference to “doctors, nurses or other surgery center staff,” the reference to “surgery center” was dropped.
- Questions #14 and 15. In the reference to “doctors, nurses or other surgery center staff,” the reference to “surgery center” was dropped.
- Question #16. The skip instruction for response option 2 was changed from: “If No, go to Section III” to “If No, go to #19.”
- Question #17. In the reference to “doctors, nurses or other surgery center staff,” the reference to “surgery center” was dropped.
- The original section header III (After Your Procedure), before question #19, was deleted.
- The transitional text before question #19 was deleted. “Please think about information that you might have received following the procedure. Only include information provided by the surgery center named on the cover letter.”
- The order of questions 20 and 21 were switched.
- A new section header was added before question #21. The new section IV is “Your Recovery.”

- Question 21. The introductory phrase, “Before you left the surgery center,” was deleted. The reference to “the staff” was replaced by “your doctor or anyone from the facility.”
- Question 22. The reference to “anyone from the surgery center” was changed to “your doctor or anyone from the facility.” Also, “ways to control pain” was changed to “what to do if you had pain as a result of your procedure.”
- Question 23. The phrase, “pain related to your procedure” was changed to “pain as a result of your procedure.”
- Questions 25 and 28. The reference to “anyone from the surgery center” was changed to “your doctor or anyone from the facility.”
- Question 31. The word “possible” was added in two places in this question to qualify the phrase “signs of infection.” Also, the reference to “anyone from the surgery center” was changed to “your doctor or anyone from the facility.”
- Sections IV and V were renumbered to accommodate the newly added sections.