

Outpatient and Ambulatory Surgery CAHPS Crosswalk of Revisions from 2014 OMB Package for Field Test

2014 Field Test (old version)	2015 Mode Experiment and National Implementation (new version)	Type of Change	Reason for Change	Burden Change
Outpatient/Ambulatory Surgery Experience of Care Survey (Attachment A)	OAS CAHPS Survey (Attachment A)	Rev	Based on analysis of field test data, 12 questions were identified for deletion. The survey name was changed once CAHPS trademark was approved.	Reduction of 2 minutes (from 10 minutes to 8 minutes survey administration time)
Outpatient/Ambulatory Survey Patient Experience of Care Cover Letter (Attachment B)	OAS CAHPS Cover Letter (Attachment B)	Rev	Introductory text was revised in anticipation of letter being sent by vendors for national implementation rather than beginning with focus on DHHS. Other minor wording revisions were made to accommodate vendor administration for national implementation, such as the removal of statement that responses would only be shared with RTI and DHHS staff on the project.	None
Outpatient/Ambulatory Survey Patient Experience of Care Introductory Script for Telephone (Attachment C)	OAS CAHPS CATI Introductory Script (Attachment C)	Rev	Introductory statement was revised to reflect the call being made on behalf of the HOPD/ASC rather than DHHS. Again, this is in anticipation of the national implementation. As with the cover letter, other wording revisions were made to reflect vendor administration for national implementation, such as removal of statement that information will not be shared with anyone other than authorized persons who are working on this project at DHHS and RTI. The response burden was changed from 10 minutes to 8 minutes based on the 12 questions that were deleted from the field test version.	None

Type of Change: Rev = Revision, Del = Deletion, Add = Addition, and Red = Redesignation.