

**Outpatient and Ambulatory Surgery CAHPS Crosswalk of Revisions from 2018 OMB Package for Mode Experiment and National Implementation**

2018 Mode Experiment and National Implementation (old version)	2022 National Implementation (new version)	Type of Change	Reason for Change	Burden Change
OAS CAHPS NI-ME Mail Questionnaire (Attachment A)	OAS CAHPS Mail Questionnaire (Attachment A)	Rev	<p>Four demographic questions were identified for deletion (age, gender and language spoken at home). Patient age and gender are provided by the participating facility in the patient records. The pair of questions related to language spoken at home were replaced with a single question about language spoken at home to reduce burden and provide more consistency across CAHPS Surveys. The survey instrument went from 37 questions to 34 with these changes.</p> <p>Based on analysis of mode experiment and national implementation data, the response categories for Q15, Q17, Q19, and Q21 were changed from 3 categories (Yes, Definitely; Yes, Somewhat; No) to 2 categories (Yes; No). This revision reinstates the response categories that were originally tested in the 2014 Field Test but were changed in 2015 to be more consistent with other CAHPS Surveys. However, psychometric analysis indicated that the original response options work better for these questions.</p> <p>Introductory statement added before Q15: "The next questions are about possible outcomes you could have during recovery. Some procedures do not require that you get this information. Please answer based on what you remember."</p>	Minor reduction in burden to respondents.
OAS CAHPS NI-ME CATI Questionnaire (Attachment B)	OAS CAHPS CATI Questionnaire (Attachment B)	Rev	The same changes noted above for Attachment A were also incorporated into the CATI questionnaire.	Minor reduction in burden to respondents.
OAS CAHPS ME Web Questionnaire (Attachment C)	OAS CAHPS Web Questionnaire (Attachment C)	Rev	The same changes noted above for Attachment A were also incorporated into the Web questionnaire.	Minor reduction in burden to respondents.
OAS CAHPS NI-ME Cover Letter - Mail Mode (Attachment D1)	OAS CAHPS Cover Letters - Mail Mode (Attachment D1)	Rev	Shortened the letters without compromising the required statements.	Minor reduction in burden to respondents.
OAS CAHPS ME Letter Invitation for Web Survey_1st Contact (Attachment D2)	OAS CAHPS Letter Invitation for Web Survey_1st Contact (Attachment D2)	Rev	Replaced references to RTI with placeholders that the vendors will fill in with their information. Adjusted formatting of the letter to match that of other national implementation materials.	Minor reduction in burden to respondents.
OAS CAHPS ME Email Invitation for Web Survey_1st Contact (Attachment D3)	OAS CAHPS Email Invitation for Web Survey_1st Contact (Attachment D3)	Rev	Replaced references to RTI with placeholders that the vendors will fill in with their information. Adjusted formatting of the letter to match that of other national implementation materials.	Minor reduction in burden to respondents.
N/A	OAS CAHPS Letter Invitation for Web Survey_Reminder Contact	New	Added for new web modes to reach sample members without email addresses.	N/A

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

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OAS CAHPS Version Invitation for Web Survey_Reminder Contact (Attachment D3)	OAS CAHPS Email Invitation for Web Survey_Reminder Contact (Attachment D5)	Rev	Replaced references to RTI with placeholders that the vendors will fill in with their information. Adjusted formatting of the letter to match that of other national implementation materials.	Minor reduction in burden to respondents.
N/A	OAS CAHPS Follow-up Cover Letter for Web with Mail Survey (Attachment D6)	Rev	Updated Mail Mode Cover Letter for 2nd mailing to be used for mail follow-up to web mixed mode	N/A
N/A	OAS CAHPS Prenote Letter for Phone Only Mode (Attachment D7)	New	Added for phone-only mode.	N/A

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