

March 5, 2012

Surgery Endorsement Maintenance Steering Committee
The National Quality Forum
601 Thirteenth Street, NW
Suite 500 North
Washington, DC 20005

Re: Surgical, anesthesia, and other organizational support for NQF endorsement of measure 1741: Patient experience with surgical care based on the consumer assessment of healthcare providers and systems (CAHPS)[®] Surgical Care Survey

Dear Members of the Surgery Endorsement Maintenance Steering Committee:

On behalf of the undersigned surgical, anesthesia, and other organizations, we are writing to support NQF endorsement of measure 1741: Patient experience with surgical care based on the CAHPS[®] Surgical Care Survey. The development of the measure began with the Surgical Quality Alliance. The ACS, in conjunction with nearly every member of the SQA, commenced the project to measure aspects of surgical quality that are important to consumers and for which consumers are the best source of information.

The following surgical specialty societies participated in the development of the project:

American Academy of Ophthalmology; American Academy of Orthopaedic Surgeons; American Academy of Otolaryngology-Head & Neck Surgery; American College of Osteopathic Surgeons; American College of Surgeons; Society of Gynecologic Oncologists; American Society of Anesthesiologists; American Society of Cataract and Refractive Surgery, American Society of Colon & Rectal Surgery; American Society for Metabolic and Bariatric Surgery; American Society of Plastic Surgeons; American Urological Association; Society for Vascular Surgery, and The Society of Thoracic Surgeons.

The undersigned surgical, anesthesia, and other organizations are writing to demonstrate the broad base of support for the CAHPS Surgical Care Survey among surgical specialty organizations. Prior to the development of the CAHPS[®] Surgical Care Survey, the specialty societies reviewed the current CAHPS[®] Clinician and Group Survey and identified critical gaps in its content and approach related to the assessment of surgical care. Some of the critical gaps identified in the survey include informed consent, shared decision making, anesthesia care, and post-operative instructions and access—all of which are issues consumers find to be very important in surgery. After identifying the need for a cross-surgical survey, the surgical and anesthesia specialties moved forward with the development and testing of the CAHPS[®] Surgical Care Survey, which would address these key gaps.

To develop the survey, the surgical and anesthesia specialties created a Technical Advisory Panel (TAP) which included 21 members from various specialty societies, each having technical expertise in the topic of surgical care for multi-stakeholder surgery specialty input. The TAP was involved in the entire process of development, from the literature review to the field testing. Nine surgical specialties were included in

the main field test conducted during the development of the survey, which included colon and rectal, ophthalmology, general surgery, orthopaedic, plastic surgery, otolaryngology, thoracic, urology, and vascular.

It is important to highlight that surgical specialties have the option to utilize the CAHPS® Surgical Care Survey as a complement to procedure or specialty specific measures, which is common and encouraged for all CAHPS® surveys. One example of this is the cataract measure group developed by the American Academy of Ophthalmology for the 2012 Physician Quality Reporting System. The measure group includes three measures specific to cataract surgery (visual acuity, visual function, and surgical complications). The final measure in the group, patient satisfaction within 90 days following cataract surgery, utilizes the CAHPS® Surgical Care Survey to assess the patients overall satisfaction with his or her surgical care. Together with the CAHPS® Surgical Care Survey, these measures present a well-rounded picture of the quality of care.

The undersigned organizations strongly support the Surgery Endorsement Maintenance Steering Committee vote to endorse the CAHPS® Surgical Care Survey. We ask that the Steering Committee to consider that the surgical specialties conducted extensive research to address the gaps of the CAHPS® Clinician and Group Survey in order to create a survey which includes issues consumers find to be very important in surgery including informed consent, shared decision making, anesthesia care, and post-operative instructions and access. The CAHPS® Surgical Care Survey was developed using the same methodology and scientific rigor applied when developing all CAHPS® surveys, 7 of which are currently NQF-endorsed.

We thank the Steering Committee for their providing thoughtful feedback regarding the proposed CAHPS® Surgical Care Survey composite measure to ensure that the measures endorsed by NQF are best in class.

Sincerely,

American Academy of Ophthalmology
American Academy of Orthopaedic Surgeons
American College of Obstetricians and Gynecologists
American College of Osteopathic Surgeons
American College of Surgeons
American Society for Metabolic and Bariatric Surgery
American Society of Anesthesiologists
American Society of Cataract and Refractive Surgery
American Society of Colon and Rectal Surgeons
American Society of Plastic Surgeons
American Urological Association
Association of American Medical Colleges
Society for Vascular Surgery