

Measure Information Form

Performance Measure Name: Patient Understanding of Key Information Related to Recovery After a Facility-Based Outpatient Procedure or Surgery, Patient Reported Outcome-Based Performance Measure (PRO-PM)

Measure ID #: OP-46

Measure Set: Patient Reported Outcome-Based Performance Measures

Description: The Information Transfer PRO–PM aims to assess the level of clear, personalized recovery information provided to patients aged 18-years or older who had surgery or a procedure at an HOPD. The measure reports the average score of a patient’s ratings on a three-domain, 9-item survey to evaluate the clarity of the clinical information patients are given before, during, and after an outpatient surgery or procedure. The survey covers three domains for patients or their caregivers to rate the clarity of information received regarding their post-discharge recovery: applicability to patient needs, medication, and daily activities. The applicability to patient needs domain assesses whether the recovery information considered a patient's health needs and personal circumstances. The medications domain examines the clarity of medication information provided, specifically guidance on taking new medications, potential side effects, and discontinuing medication. The daily activities domain assesses the clarity of guidelines around diet, physical activity, returning to work, and driving. Results from the survey provide hospitals with patient reported outcome (PRO) data designed to assess communication efforts and enable hospitals to reduce the risk of patient harm that may occur if the patient does not fully understand the recovery information.

Rationale: Recent studies have shown that compared to inpatient settings, outpatient settings are associated with worse patient understanding and lower patient activation (that is, an individual’s understanding, competence, and willingness to participate in care decisions during their recovery), indicating an area for quality of care improvement. One study found that providers in the inpatient setting provided more complete discharge instructions and end-of-visit summaries to patients when compared to providers in the ambulatory setting, including continuing medication names and instructions (96 percent vs. 40 percent), new medication names and instructions (99 percent vs. 29 percent), and pending diagnostic test names and instructions (90 percent vs. 61 percent). A lack of understanding of recovery information and other aspects of health literacy have been linked to poor adherence to treatment, decreased patient safety, increased return to the emergency department (ED), lower levels of patient satisfaction, and disproportionate effects on patients with limited English proficiency and patients over age 65, who face additional barriers and recovery issues after their receipt of a hospital outpatient service. Reduced patient engagement and a deficiency in detailed discharge information in the inpatient setting were also associated with a higher risk of readmissions to an inpatient setting.

Research indicates that information that is simpler to read and more complete has been associated with fewer follow-up calls to providers as well as less frequent hospital readmissions.

Type of Measure: PRO-PM

Improvement Noted As: A higher measure performance score is associated with better quality.

Numerator Statement: The measure numerator is the sum of all individual scores a HOPD receives from eligible respondents, which could be patients or caregivers. Individual scores are calculated using a top-box approach; each individual score is calculated for each respondent by taking the sum of items for which the respondent gave the most positive response (“Yes” or “Very Clear”) and dividing by the number of items the respondent deemed applicable to their procedure or surgery. Applicable items are calculated by subtracting the sum of items for which the respondent selected “Does not apply” from the total number of survey items (nine).

Denominator Statement: The measure denominator is the total number of patients 18 years or older who had a procedure or surgery in an HOPD, left the HOPD alive, and responded to the survey. Only fully completed surveys are included in the measure calculation.

Clarifying Information: The cohort of patients who had a procedure or surgery in an HOPD is standardized with the OAS-CAHPS cohort to minimize provider burden and to harmonize between the two surveys. The specific definition is the OAS CAHPS-eligible range of CPT-4 Codes for Surgery (i.e., CPT codes between 10004 and 69990) or one of the following G-Codes: G0104, G0105, G0121 or G0260.

More information regarding the measure’s methodology can be found at <https://qualitynet.cms.gov/outpatient/measures/PRO-PM/methodology>.

Annual Data Submission Period: See the timeline posted to QualityNet.CMS.gov for this measure; select Hospitals - Outpatient, then Data Management, then Data Submission, and then Deadlines tab. Data will be completed through the Hospital Quality Reporting (HQR) system at <https://hqr.cms.gov/> via an online tool available to authorized users.

Data Collection Approach: PRO data collected by HOPDs directly or through their authorized third-party vendors through a web-based survey instrument distributed to patients or their caregivers.

Definition for Survey: The measure was designed to capture survey information from patients within two to seven days post-procedure. The survey instrument is available in Appendix A.

Appendix A: Patient Understanding of Key Information PROM Survey Instrument, Final Version

Introduction

This is a brief survey that should take you 5 minutes.

You are receiving this survey because you recently had a procedure at [Facility Name]. Either before or after your procedure you should have been given information about what to do during your recovery process. For example, you may have received a packet of information, video, or had a conversation or phone call that instructed you on what to do after your procedure. We would like to know if this information was easy-to-follow.

Your survey responses will help your doctors and hospital improve the quality of care they provide. Your responses are completely anonymous, neither your name nor any other identifying information will be shared with your doctor or hospital. This survey can be filled out by you or your caregiver.

Information Took Into Account My Needs

The information you got about your recovery considered:

1. Your health needs (for example: medical conditions, pain management, treatment preferences, etc.)
 - ☐ Yes
 - ☐ Somewhat
 - ☐ No
2. Your personal situation (for example: transportation needs, insurance coverage, financial status, etc.)
 - ☐ Yes
 - ☐ Somewhat
 - ☐ No

Medications

How clear was the following information about your recovery:

3. Why you should take any new medications
 - ☐ Very clear
 - ☐ Somewhat clear
 - ☐ Not clear
 - ☐ Does not apply

4. Possible side effects of new medications

- ☐ Very clear
- ☐ Somewhat clear
- ☐ Not clear
- ☐ Does not apply

5. When to stop any medications

- ☐ Very clear
- ☐ Somewhat clear
- ☐ Not clear
- ☐ Does not apply

Daily Activities

How clear was the following information about your recovery:

6. Changes to your diet

- ☐ Very clear
- ☐ Somewhat clear
- ☐ Not clear
- ☐ Does not apply

7. Changes to physical activities, including exercise

- ☐ Very clear
- ☐ Somewhat clear
- ☐ Not clear
- ☐ Does not apply

8. When you could return to work

- ☐ Very clear
- ☐ Somewhat clear
- ☐ Not clear
- ☐ Does not apply

9. When you could drive

- ☐ Very clear
- ☐ Somewhat clear
- ☐ Not clear
- ☐ Does not apply