OUTCOME®

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Outcome® PQRS Registry: Patient Survey Instructions for the Cataracts Measure Group

The Physician Quality Reporting System (PQRS) Cataracts Measure Group includes four measures total. All four of them are to be completed by the practice while two of them (#303 and #304) involve patient surveys (to be completed by the patient).

All four measures are listed below.

- #191: Cataracts: 20/40 or Better Visual Acuity within 90 Days Following Cataract Surgery – completed by the practice
- #192: Cataracts: Complications within 30 Days Following Cataract Surgery Requiring Additional Surgical Procedures – completed by the practice
- #303: Improvement in Patient's Visual Function within 90 Days Following Cataract Surgery – competed by the patient
- #304: Patient Satisfaction within 90 Days Following Cataract Surgery – completed by the patient.

Measure #303 uses the Rasch-scaled Short Version of the Visual Function-14 (VF-8R) and defines improvement in visual function as an increase in the visual function score of 5 points or more between pre-operative and post-operative assessments.

Measure #304 uses the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surgical Care Survey to measure patient satisfaction, and defines satisfaction as a score above the lowest 5% of CAHPS scores.

To achieve successful PQRS reporting, physicians are required to submit a **minimum** of the same **twenty patients** on measures #191 and #192 for patients with Medicare Part B, Medicare as a secondary payer, and Railroad Medicare insurance, with surgical dates prior to September 30, 2013 to allow the 90 day post-operative period to occur within the reporting year.

Enclosed, please find a PDF of the patient surveys. Each survey packet includes two separate envelopes to be distributed to the patient. The first envelope includes only the pre-surgery VF-8R to be distributed at the pre-surgical consult. The second envelope includes both the post-surgery VF-8R and the CAHPS and will be distributed at the surgical visit. Surveys returned during the timeline will count towards your results. Surveys not returned during the timeline will count as performance exclusion. Measures groups containing a measure with a 0% performance rate will not be counted as satisfactorily reporting the measures group. A synopsis of the patient surveys completed will be made available in the form of the Provider Status Report once the data has been electronically entered.

Please follow the following steps:

1. <u>At the office visit where surgery is scheduled</u>:
    a. Assign a unique ID to the patient. This ID should be placed on page 1 of the pre-surgery VF-8R survey and page 3 of the CAHPS Surgical Care Survey. The ID will be used for all surveys for that patient. Enter the ID on the top of the surveys. **The ID entered on the surveys must match the ID entered into the Outcome PQRS Registry for the applicable patients, in order to match your PQRS patient records with patient responses.**
    b. Give the patient the pre-surgery VF-8R survey (consisting of 8 questions) to be completed prior to surgery along with the self-addressed stamped envelope. Instruct patient to take the survey home to complete and then mail the survey back to Outcome within 90 days following the surgery
2. <u>During the first postoperative visit:</u>
    a. Include practice phone number at the bottom of the final paragraph on page 2 of the CAHPS Surgical Care Survey.

b. Give the patient the second envelope which contains the post-surgery VF-8R and a CAHPS Surgical Care Survey (consisting of 47 questions) to be completed within 90 days post-surgery along with the self-addressed stamped envelope. Instruct patient to take the survey home to complete and mail the survey back to Outcome within 90 days.

(Please note that your collection and submission of these surveys to Outcome Sciences, Inc. is governed by the Participating Practice Agreement entered into between Outcome and your practice, including the HIPAA protections contained therein.)