



OAS CAHPS REPORT CROSSWALK

This table shows how the domain noted on a Press Ganey OAS CAHPS Report and NRC OAS CAHPS Report translates to the CMS OAS CAHPS Domains used by Leapfrog in the 2019 Leapfrog Hospital Survey. Domains are described here: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/OAS-CAHPS.html>.

CMS Domain Name	OAS CAHPS Questions	Press Ganey Domain Name	NRC Domain Name
Facilities and Staff	Q3: Did the check-in process run smoothly? Q4: Was the facility clean? Q5: Were the clerks and receptionists at the facility as helpful as you thought they should be? Q6: Did the clerks and receptionists at the facility treat you with courtesy and respect? Q7: Did the doctors and nurses treat you with courtesy and respect? Q8: Did the doctors and nurses make sure you were as comfortable as possible?	Facility/Personal Treatment	About Facilities and Staff
Communication About Your Procedure	Q9: Did the doctors and nurses explain your procedure in a way that was easy to understand? Q10: Anesthesia is something that would make you feel sleepy or go to sleep during your procedure. Were you given anesthesia? Q11: (If 'Yes' to Q10) Did your doctor or anyone from the facility explain the process of giving anesthesia in a way that was easy to understand? Q12: (If 'Yes' to Q10) Did your doctor or anyone from the facility explain the possible side effects of the anesthesia in a way that was easy to understand? Q13: Discharge instructions include things like symptoms you should watch for after your procedure, instructions	Communication	Communications About Your Procedure



CMS Domain Name	OAS CAHPS Questions	Press Ganey Domain Name	NRC Domain Name
	about medicines, and home care. Before you left the facility, did you get written discharge instructions?		
Patients' Rating of the Facility	Q23: Using any number from 0 to 10, where 0 is the worst facility possible and 10 is the best facility possible, what number would you use to rate this facility?	Facility rating 0-10	Overall Rating of Facility
Patients Recommending the Facility	Q24: Would you recommend this facility to your friends and family?	Recommend the facility	Would Recommend Facility

The 2019 Leapfrog Hospital Survey also asks for the Top Box Score of these additional 3 questions regarding patient experience following a surgery or procedure that are not included in the 4 domains above:

- Q14: Did your doctor or anyone from the facility prepare you for what to expect during your recovery?
- Q19: Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had bleeding as a result of your procedure?
- Q21: Possible signs of infection include fever, swelling, heat, drainage or redness. Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had possible signs of infection?

Please note that question numbers are taken from the OAS CAHPS Survey, which you can download at <https://oascahps.org/Survey-Materials>.