

Measure #304: Cataracts: Patient Satisfaction within 90 Days Following Cataract Surgery – National Quality Strategy Domain: Person and Caregiver-Centered Experience and Outcomes

2017 OPTIONS FOR INDIVIDUAL MEASURES:
REGISTRY ONLY

MEASURE TYPE:
Outcome

DESCRIPTION:
Percentage of patients aged 18 years and older who had cataract surgery and were satisfied with their care within 90 days following the cataract surgery, based on completion of the Consumer Assessment of Healthcare Providers and Systems Surgical Care Survey

INSTRUCTIONS:
This measure is to be calculated when a procedure for cataracts is performed during the **performance period**. This measure is intended to reflect the quality of services provided for the patient receiving cataract surgery.

Note: This is an outcome measure and will be calculated solely using registry data.

- *For patients who receive the cataract surgical procedures specified in the denominator coding, it should be reported whether or not the patient was satisfied with their care within 90 days following the cataract surgery.*
- *Only procedures performed through **September 30** of the **performance period** are eligible for the denominator. This will allow the post-operative period to occur before registries must submit data to CMS.*
- *It is the responsibility of the registry, or a third party, to collate and score the surveys.*

Measure Reporting:

The listed denominator criteria is used to identify the intended patient population. The numerator options included in this specification are used to submit the quality actions allowed by the measure. The quality-data codes listed do not need to be submitted for registry-based submissions; however, these codes may be submitted for those registries that utilize claims data.

DENOMINATOR:
All patients aged 18 years and older who had cataract surgery

Denominator Criteria (Eligible Cases):

Patients aged ≥ 18 years on date of encounter

AND

Patient procedure during the **performance period** (CPT): 66840, 66850, 66852, 66920, 66930, 66940, 66983, 66984

WITHOUT

Modifier: 56 or 55

NUMERATOR:

Patients 18 years and older who were satisfied with their care within 90 days following cataract surgery, based on completion of the Consumer Assessment of Healthcare Providers and Systems Surgical Care Survey

Numerator Options:

Performance Met:

Satisfaction with care achieved within 90 days following cataract surgery (**G0916**)

OR

Denominator Exception:

Patient care survey was not completed by patient (**G0917**)

OR

Performance Not Met:

Satisfaction with care not achieved within 90 days following cataract surgery (G0918)

RATIONALE:

1) Scientific Basis for Measuring Patient Satisfaction after Cataract Surgery

Patient satisfaction is a valuable performance indicator for measuring the quality of care delivered by ophthalmologists providing cataract surgery. In the broadest sense, patient satisfaction is an assessment of the patient's experience with the care process delivered by health plans, clinicians, health systems, hospitals, etc. This experience can cover domains as diverse as information/education, interpersonal manner, emotional support, accessibility, convenience, outcomes or results, environment, personalization, involvement in care, finances, etc.

In 1996, The American Academy of Ophthalmology launched the National Eyecare Outcomes Network (NEON) database. From January 1, 1996 through March 30, 2001, 249 ophthalmologists at 114 different practice sites submitted data to the NEON cataract surgery database. Post-operative patient satisfaction responses were collected for 6,154 patients, or about 34.5% of all patients who had pre-operative forms submitted. This assessment was performed at a median of 4.1 weeks postoperatively for all patients enrolled in the database. A 12-item questionnaire was used to assess patient satisfaction. Patient satisfaction was associated with younger age and absence of ocular comorbidity.

Other studies of patient satisfaction after cataract surgery were conducted in Austria and in Spain. The Austrian study found that patients with pre-existing eye disease, including those patients with improved visual acuity after surgery, were the least satisfied with the results of surgery. In these cases, improved patient education prior to surgery could be helpful in improving patient satisfaction. The Spanish study found that patient satisfaction was associated with expectations prior to surgery.

Most patients are satisfied with their care and results after cataract surgery. This outcome is achieved consistently through careful attention through the patient selection process, accurate measurement of axial length and corneal power, appropriate selection of an IOL power calculation formula, etc. As such, it reflects the care and diligence with which the surgery is assessed, planned and executed. Failure to achieve this satisfaction after surgery would reflect patterns of patient selection or treatment that should be assessed for opportunities for improvement.

Use of this indicator in PQRS claims-based reporting method would require some modification to the current reporting of post-operative care for patients undergoing cataract surgery, since this indicator would be operative during the 90 day global period. However, there is a strong and practical precedent for such modifications in that reporting arrangements have previously been made to accommodate co-management of care by different providers during the post-operative period. A similar adjustment to allow for filing of a claim of meeting this goal at one point in the 90 day global period would be sufficient, potentially drawing upon the methods to demarcate the onset of co-management transfer of post-operative care.

Various patient satisfaction instruments exist, but an instrument developed by the program, Consumer Assessment of Healthcare Providers and Systems (CAHPS), Agency for Healthcare Research and Quality develops and supports the use of a comprehensive and evolving family of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as the communication skills of providers and the accessibility of services. AHRQ first launched the CAHPS program in October 1995 in response to concerns about the lack of good information about the quality of health plans from the enrollees' perspective. At that time, numerous public and private organizations collected information on enrollee and patient satisfaction, but the surveys varied from sponsor to sponsor and often changed from year to year.

The CAHPS Surgical Care Survey asks adult patients to report on surgical care, surgeons, their staff, and

anesthesiologists. It was developed by the American College of Surgeons and the Surgical Quality Alliance to assess patients' experiences before, during, and after surgery. In early 2010, the CAHPS Consortium voted to adopt the Surgical Care Survey as an official CAHPS survey. The Surgical Care Survey expands on the current CAHPS Clinician & Group Survey, which focuses on primary and specialty care, by incorporating domains that are relevant to surgical care, such as informed consent, anesthesia care, and post-operative follow-up. The survey is unique in that it assesses patients' experiences with surgical care in both the inpatient and outpatient settings by asking respondents about their care before, during, and after surgery.

The main purpose of the CAHPS Surgical Care Survey is to address the need to assess and improve the experiences of surgical patients. Like other CAHPS surveys, this questionnaire focuses on aspects of surgical quality that are important to patients and for which patients are the best source of information. The survey results are expected to be useful to everyone with a need for information on the quality of surgeons and surgical care, including patients, practice groups, health plans, insurers, and specialty boards. Patients can use the information to help make better and more informed choices about their surgical care. Practices, health plans, and insurers can use the survey results for quality improvement initiatives and incentives. Specialty boards may use the survey for maintenance of certification.

The composite measures of surgical quality from the S-CAPHS that are most relevant and significant for this physician-level performance measure include:

How well surgeon communicates with patients before surgery
How well surgeon communicates with patients after surgery
Rating of overall care from this surgeon

2) Evidence of a Gap in Care

This is an outcome of surgery indicator of direct relevance and importance to patients, their families and referring providers. The available evidence suggests that cataract surgery achieves this in about 90% of patients. While the potential for improvement appears seemingly small, the volume of cataract surgery in the U.S. of over 2.8 million surgeries means that the impact could affect more than 100,000 patients per year. Ideally performance on this indicator should be as high as possible, with rates lower than 95-100% suggestive of opportunities for improvement.

3) Survey Methodology

The survey should be administered, collated and scored by the registry, or by a third party, to prevent or minimize bias which might be introduced if it is an in-office paper survey with questions asked by the office staff. Options would be provided to the patient, either online survey, mail survey or phone survey (third party or registry only), depending on their preferences and abilities.

4) Definition of Patient Satisfaction

The strategy for defining patient satisfaction is described as follows. CAHPS scores are actually normative scores, that is, they provide relative rankings rather than absolute rankings (where a score is compared with an 'objective criterion'). Patient satisfaction would be defined as a score above the lowest 5% of scores on the CAHPS.

CLINICAL RECOMMENDATION STATEMENTS:

This is an outcomes measure. As such, there are no recommendation statements in the guideline specific to this measurement topic.

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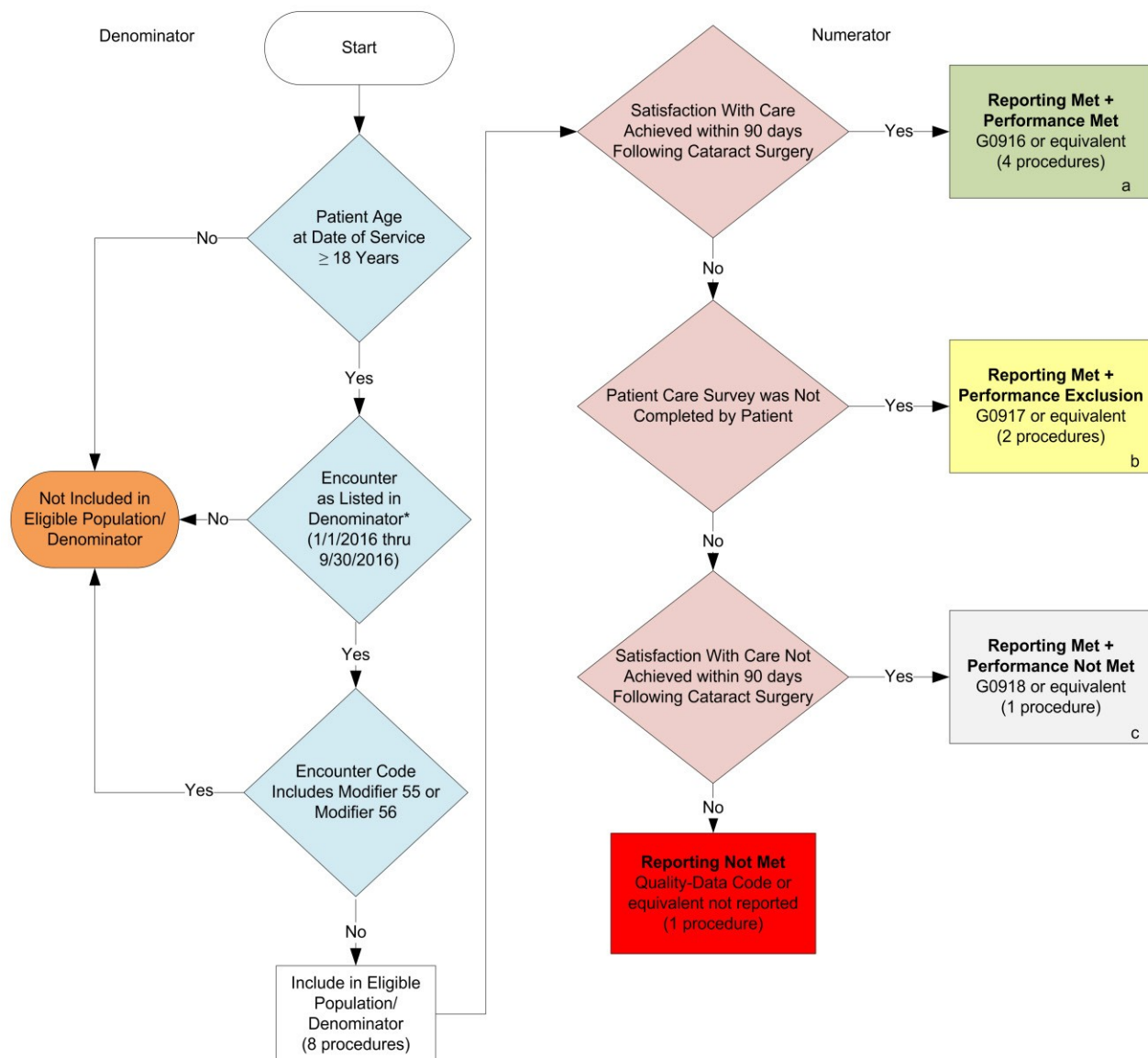
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2016 Registry Individual Measure Flow
PQRS #304: Cataracts: Patient Satisfaction within 90 Days Following Cataract Surgery



SAMPLE CALCULATIONS:

Reporting Rate=

Performance Met (a=4 procedures) + Performance Exclusion (b=2 procedures) + Performance Not Met (c=1 procedure) = 7 procedures = 87.50%
 Eligible Population / Denominator (d=8 procedures) = 8 procedures

Performance Rate=

Performance Met (a=4 procedures) = 4 procedures = 80.00%
 Reporting Numerator (7 procedures) – Performance Exclusion (b=2 procedures) = 5 procedures

*See the posted Measure Specification for specific coding and instructions to report this measure.

NOTE: Reporting Frequency: Procedure

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 The measure diagrams were developed by CMS as a supplemental resource to be used
 in conjunction with the measure specifications. They should not be used alone or as a
 substitution for the measure specification.

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2017 Registry Individual Measure Flow

#304: Cataracts: Patient Satisfaction within 90 Days Following Cataract Surgery

Please refer to the specific section of the Measure Specification to identify the denominator and numerator information for use in reporting this Individual Measure.

1. Start with Denominator
2. Check Patient Age:
 - a. If the Age is greater than or equal to 18 years of age on Date of Service and equals No during the measurement period, do not include in Eligible Patient Population. Stop Processing.
 - b. If the Age is greater than or equal to 18 years of age on Date of Service and equals Yes during the measurement period, proceed to check Encounter Performed.
3. Check Procedure Performed:
 - a. If Procedure as Listed in the Denominator equals No, do not include in Eligible Patient Population. Stop Processing.
 - b. If Procedure as Listed in the Denominator equals Yes, proceed to encounter code includes modifier 55 or modifier 56.
4. Check Modifier 55 or 56:
 - a. If Modifier 55 or 56 equals Yes, do not include in Eligible Patient Population. Stop Processing.
 - b. If Modifier 55 or 56 equal No, include in Denominator Eligible Population.
5. Denominator Population:
 - a. Denominator population is all Eligible Patients in the denominator. Denominator is represented as Denominator in the Sample Calculation listed at the end of this document. Letter d equals 8 procedures in the sample calculation.
6. Start Numerator
7. Check Satisfaction with Care Achieved within 90 Days Following Cataract Surgery:
 - a. If Satisfaction with Care Achieved within 90 Days Following Cataract Surgery equals Yes, include in Data Completeness Met and Performance Met.
 - b. Data Completeness Met and Performance Met letter is represented in the Data Completeness Rate and Performance Rate in the Sample Calculation listed at the end of this document. Letter a equals 4 procedures in Sample Calculation.
 - c. If Satisfaction with Care Achieved within 90 days Following Cataract Surgery equals No, proceed to Patient Care Survey was Not Completed by Patient.
8. Check Patient Care Survey was Not Completed by Patient:
 - a. If Patient Care Survey was Not Completed by Patient equals Yes, include in Data Completeness Met and Denominator Exception.

- b. Data Completeness Met and Denominator Exception letter is represented in the Data Completeness Rate in the Sample Calculation listed at the end of this document. Letter b equals 2 procedures in the Sample Calculation.
 - c. If Patient Care Survey was Not Completed by Patient equals No, proceed to Satisfaction with Care Not Achieved within 90 Days Following Cataract Surgery.
9. Check Satisfaction with Care Not Achieved within 90 Days Following Cataract Surgery:
- a. If Satisfaction with Care Not Achieved within 90 Days Following Cataract Surgery equals Yes, include in the Data Completeness and Performance Not Met.
 - b. Data Completeness Met and Performance Not Met letter is represented in the Data Completeness Rate in the Sample Calculation listed at the end of this document. Letter c equals 2 procedures in the Sample Calculation.
 - c. If Satisfaction with Care Not Achieved within 90 Days Following Cataract Surgery equals No, proceed to Data Completeness Not Met.
10. Check Data Completeness Not Met:
- a. If Data Completeness Not Met equals No, Quality Data Code or equivalent not reported. 1 procedure has been subtracted from the Data Completeness numerator in the sample calculation.

SAMPLE CALCULATIONS:

Data Completeness=

$$\frac{\text{Performance Met (a=4 procedures) + Denominator Exception (b=2 procedures) + Performance Not Met (c=1 procedure)}}{\text{Eligible Population / Denominator (d=8 procedures)}} = \frac{7 \text{ procedures}}{8 \text{ procedures}} = 87.50\%$$

Performance Rate=

$$\frac{\text{Performance Met (a=4 procedures)}}{\text{Data Completeness Numerator (7 procedures) - Denominator Exception (b=2 procedures)}} = \frac{4 \text{ procedures}}{5 \text{ procedures}} = 80.00\%$$