



Get Ahead of the OAS CAHPS Survey Requirement



CipherHealth's integrated platform supports continuous patient engagement and systematic feedback collection for proactive service recovery and exceptional patient experience scores.

Elevate patient satisfaction scores with CipherHealth

CipherHealth's platform is designed to support hospitals and ambulatory centers in achieving the highest marks on the Outpatient and Ambulatory Surgery (OAS) CAHPS survey. Our suite of tools, including CipherRounds, Self-Service Rounding and CipherOutreach, ensure continuous communication with patients, enabling proactive issue identification and resolution for better overall patient experiences.

Maximize Medicare Reimbursements

Medicare-Certified hospital outpatient departments and ambulatory surgery centers will be required to submit OAS CAHPS surveys. Hospitals that get ahead of this requirement and achieve Top-Box scores will position themselves to maximize their annual Medicare reimbursements.

Pinpoint Opportunity Areas for Improvement

CipherHealth's advanced analytics empower healthcare teams to uncover real-time insights into patient experiences. By collecting feedback at key points along the patient journey, hospitals gain actionable data to pinpoint and address areas in need of improvement.

Enhance Operational Efficiency

Workflow automation lessens the administrative burden on healthcare teams, enabling them to focus on patient care rather than administrative tasks. This facilitates better, more timely support for patients and directly contributes to improved CAHPS scores.

Modernized Workflows to Improve Top-Box Scores

- Proactively identify patient concerns in-care and post-discharge
- Easily track and trend data over time for continuous improvement
- Demonstrate exemplary professional practice standards
- Meet OAS CAHPS requirements and increase reimbursements

CipherHealth Patient Engagement Technology

CipherHealth provides multiple modalities to engage patients in outpatient or ambulatory settings to identify issues that require intervention and provide service recovery.

Round on Patients with CipherRounds

CipherRounds enables team members to conduct purposeful patient rounds, capturing valuable feedback and pinpointing areas for improvement. Our advanced alerts and real-time actionable insights make rounds more targeted and effective, enhancing patient safety and quality of care.

Deliver Patient Surveys with Self-Service Rounding

Self-Service Rounding allows patients to provide feedback directly via their personal devices while in the outpatient department or surgery center. This approach gathers a larger volume of real-time feedback, creating opportunities to address concerns quickly and improve CAHPS survey responses.

Engage Patients Post-Visit with CipherOutreach

Following each visit, CipherOutreach facilitates continued engagement through smart, automated calls or texts to patients. This additional interaction identifies if additional service recovery is needed, ensuring concerns are addressed before patients complete their CAHPS surveys and potentially leading to higher Top-Box scores.

Contact CipherHealth today.

Connect with our team to find out how our tailored solutions can improve your patient satisfaction metrics and ensure compliance with OAS CAHPS standards.



Keep Patients Informed

Ask patients about their experience during their appointment.

A screenshot of a mobile app interface for 'Central Hospital'. The survey question is: "You should expect, during your visit, a member of the care team to keep you informed about changes to your scheduled procedure. Did you feel that the care team was respectful and kept you informed about any possible delays or schedule changes?" Below the question are five radio button options: "5 - Always", "4 - Usually", "3 - Sometimes", "2 - Never", and "1 - Unsure". The "3 - Sometimes" option is selected. At the bottom, there is a question: "Would you like to add any additional information?" with a plus icon next to it.

Discharge Plan Information

Get feedback about the patient's understanding of their post-operative plan.

A screenshot of a mobile app interface for 'Central Hospital'. The survey question is: "Did the care team review your discharge plan with you including post-operative pain management, nausea and vomiting (if applicable)?" Below the question are seven radio button options: "7 - Patient feels well informed about their discharge plan", "6 - Patient's family feels well informed about patient's discharge plan", "5 - Patient rounded on prior to discharge planning being completed (was rounded on pre-operatively)", "4 - Patient unable to answer due to sedation", "3 - Patient was only partially informed about discharge plan", "2 - Patient has questions about their discharge plan", and "1 - Patient and/or family does not feel the care team reviewed the discharge plan with them". The "7 - Patient feels well informed about their discharge plan" option is selected.