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3 Title: Federally-Required Patient Surveys
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5 Introduced by: Domenic Federico, MD, for the Kent County Delegation
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7 Original Author: Jayne Courts, MD
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9 Referred to: Reference Committee A
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11 House Action: **AMEND**
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14 Whereas, patient surveys have been emphasized as an important assessment of good patient
15 care, and
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17 Whereas, many surveys have specific questions and wording that must be followed for valid use
18 of these surveys, and
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20 Whereas, hospital and provider rankings and, increasingly, reimbursement payments are based
21 on these survey results, and
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23 Whereas, these surveys are often based on subjective criteria and patient perception more than
24 objective criteria, and
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26 Whereas, the survey questions are often worded in a manner that does not necessarily reflect
27 best patient practices or a reasonably achievable standard of care (e.g., pain control questions found in
28 the HCAHPS and CG-CAHPS surveys and Minimum Data Set assessment used with skilled nursing
29 facilities)¹, and
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31 Whereas, the Centers for Medicare and Medicaid Services and third party payers use these
32 survey results as a “report card” to determine payments and incentive payments, and
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34 Whereas, physicians may have little or no control over the situations reflected in the survey
35 questions, even though the level of their care may be judged by the survey results; therefore be it
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37 RESOLVED: That the MSMS supports the American Medical Association (AMA) policy on Pain
38 Medicine (D-450.958) as follows:
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40 Our AMA: (1) continues to advocate that the Centers for Medicare & Medicaid Services (CMS) remove
41 the pain survey questions from the Hospital Consumer Assessment of Healthcare Providers and Systems
42 (HCAHPS); (2) continues to advocate that CMS not incorporate items linked to pain scores as part of the
43 CAHPS Clinician and Group Surveys (CG-CAHPS) scores in future surveys; and (3) encourages hospitals,
44 clinics, health plans, health systems, and academic medical centers not to link physician compensation,
45 employment retention or promotion, faculty retention or promotion, and provider network
46 participation to patient satisfaction scores relating to the evaluation and management of pain.
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49 WAYS AND MEANS COMMITTEE FISCAL NOTE: NONE

¹ HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems CG-CAHPS - Clinician and Group Consumer Assessment of Healthcare Providers and Systems MDS - Minimum Data Set SNF - Skilled Nursing Facility