

FOR IMMEDIATE RELEASE:

## **CMS Approves OAS CAHPS for Surgery Centers**

King of Prussia, PA – December 17, 2015 – This November, the Centers for Medicare & Medicaid Services approved the administration of the new Outpatient & Ambulatory Surgery (OAS) CAHPS Survey, designed specifically for Medicare certified hospital-based outpatient surgery departments and free-standing ambulatory surgery centers.

This survey helps providers better understand patients' perceptions of their care experience as well as actively identify opportunities to improve performance and reduce patient suffering. The survey contains 37 questions about various topics including: cleanliness and privacy of a facility, overall rating of surgery center, and willingness to recommend. Participating facilities have to target a minimum of 300 completed surveys per year

The impact on surgery centers nationwide will be a growing focus on patient satisfaction and enhanced experience. Facilities will have an opportunity to voluntarily participate in 2016 before the national implementation in 2017. Press Ganey, an administrator of CAHPS surveys, stated that clients who start measuring early outperform clients who start the survey during national implementation.

As a partner to medical facilities with a healthcare-only focus, ImageFIRST delivers every day in their Customer Promise as the cost effective solution for greater patient satisfaction to surgery centers nationwide. The company does so by focusing on the patient experience with quality products and remarkable services that free up staff to focus on patient care.

ImageFIRST knows that something as small as the right patient gown can help patient perception; that's why they innovated and launched the Comfort Care line of patient apparel. Designed exclusively by ImageFIRST, the Comfort Care line brings patient satisfaction to a whole new level. The unique fabric is unlike any patients have ever experienced, offering a warm, cozy, comforting and unbelievably soft gown.

In fact, the company is so certain that patients' overall impression of your facility will improve when you switch to the Comfort Care line, they've devised the Plush Promise. The promise states that when a facility enter into an agreement to use the Comfort Care products, if patients' perception of the facility does not improve by 50% when compared to previous patient gowns, the company will give the facility one free month of service. This is measured though a patient survey to gauge the patients' overall impression of the facility.

ImageFIRST invites surgery centers nationwide to get a complimentary white paper on how a minor change can have a major impact by emailing [info@imagefirst.com](mailto:info@imagefirst.com) or calling 800-932-7472.

### **About ImageFIRST**

Founded in 1967, ImageFIRST is the largest and fastest growing national linen rental and laundry service specializing in the outpatient medical market. ImageFIRST's 36 locations nationwide serve over 6,000 medical offices every week, providing linen, patient gowns, scrubs and much more while partnering with our customers to better manage linen inventory. With a customer retention rate of over 95%, ImageFIRST is dedicated to improving patient satisfaction through quality linens and remarkable service: their Comfort Care gowns product line increases patients' favorable perception of a facility by more than 50%. For more information about ImageFIRST, your cost-effective solution for greater patient satisfaction, please visit [www.imagefirst.com](http://www.imagefirst.com).

### **About Press Ganey**

Press Ganey Holdings is a leading provider of patient experience measurement, performance analytics and strategic advisory solutions for health care organizations across the continuum of care. With 30 years of experience, Press Ganey is recognized as a pioneer and thought leader in patient experience measurement and performance improvement solutions. Their mission is to help health care organizations reduce patient suffering and improve clinical quality, safety and the patient experience. As of January 1, 2015, they served more than 22,000 health care facilities.

<http://pressganey.com/>

## About CMS

The Centers for Medicare & Medicaid Services (CMS), previously known as the Health Care Financing Administration, is a federal agency within the US Department of Health and Human Services (HHS) that administers the Medicare program and works in partnership with state governments to administer Medicaid, the State Children's Health Insurance Program (SCHIP), and health insurance portability standards. In addition to these programs, CMS has other responsibilities, including the administrative simplification standards from the Health Insurance Portability and Accountability Act of 1996 (HIPAA), quality standards in long-term care facilities (more commonly referred to as nursing homes) through its survey and certification process, clinical laboratory quality standards under the Clinical Laboratory Improvement Amendments, and oversight of [www.HealthCare.gov](http://www.HealthCare.gov).

## Contact Information:

Magali Tranié

ImageFIRST Healthcare Laundry Specialists

(800) 368-3676

[mtranie@imagefirst.com](mailto:mtranie@imagefirst.com)

900 East 8<sup>th</sup> Avenue

Suite 300

King of Prussia, PA 19406

###