Clinician and Group (CG) CAHPS®* Smart Sheet

RMS Healthcare
Research & Marketing Strategies, Inc.

CG-CAHPS Survey Process

- **Version 3.0**
- Survey reference period: **6 months**
- **Mail, telephone, mixed mode and email**
- Survey has **31 core questions** in length
- Up to **6 telephone calls** to complete survey
- Can be **customized**

CG-CAHPS Quality Measures

- Getting timely appointments, care and information
- How well providers communicate with patients
- Providers' use of information to coordinate patient care
- Helpful, courteous and respectful office staff
- Patients' rating of the provider
- Targeted questions for your practice

Patient Sampling

- RMS suggests sampling **15 patients per month per provider** to meet CMS guidelines
- Target is **60 completes per provider for a 12-month period**

Why RMS?

- ☑ Over a decade of CAHPS® survey vendor experience
- ☑ Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- ☑ High response rates
- ☑ English and Spanish surveying
- ☑ Real-time online portal access
- ☑ RMS onsite call center & live person surveying

Other Services

- Patient satisfaction surveying
- Community Health Needs Assessments
- Patient-Centered Medical Home™ Recognition
- HIPAA training
- Consulting options
- Organization staff training

For more information, get in touch with us.

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Ask. Listen. Solve.

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