RESEARCH & MARKETING STRATEGIES, INC.
15 East Genesee Street, Suite 210
Baldwinsville, NY 13027
P 866.567.5422 / P 315.635.9802 / F 315.720.1159
info@rmsresults.com | rmsresults.com

POSITION DESCRIPTION

TITLE:	*Patient Survey Operations Quality Specialist*
COMPANY:	*Research & Marketing Strategies (RMS); RMS Healthcare Analytics*
CREATION DATE:	*February 2022*
REVISION DATE:	*November 2026*
REPORTS TO:	*Director, Survey Operations*
SALARY RANGE:	*$21.50/Hour*
STATUS:	*Full-time*
LOCATION:	*RMS Corporate Offices – Baldwinsville, NY*

SUMMARY OF PRIMARY RESPONSIBILITIES

This position is responsible for providing staff, programmatic, and analytical support to the RMS Healthcare Division team pertaining to pertinent CAHPS and other patient survey administration operations and healthcare analytic functions. The specific work will involve conducting sampling for various CAHPS lines of business, while strictly adhering to all project planning deadlines and client specific protocol. This position will also be responsible for data entry into our internal survey software program. In this position, the Patient Survey Operations Quality Specialist will collaborate closely with the Supervisor and Director of Survey Operations to ensure timely and thorough monitoring of action items identified during CMS site visits as well as compliance with respective survey Quality Assurance Guidelines and Protocols as well as RMS specific Quality Assurance Plans for all lines of CAHPS business. This position is responsible to review all CAHPS and other patient survey administration documentation prior to submission to appropriate oversight teams for review and approval including survey documents, cover letters, CATI screenshots, and other documentation as required. This position requires collaboration with other members of the organization to assist with client onboarding as well as address existing client needs. Must maintain the utmost rigor in quality and always follow prescribed protocol, as well as professionalism. Position also serves in a collaborative manner as back-up to other departments as project demands dictate additional resources as needed. This position is eligible for a partially remote hybrid work model.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. *Serves as key member of Healthcare Division, providing valuable input and insight on various initiatives related to adhere to regulatory compliance.*

2. *Proactively monitors and rigorously adheres to all project planning calendars, works with the department manager to proactively address, and resolve obstacles. Will pay attention to deliverables specified timeframe deadlines.*

3. *Conducts sampling for CAHPS lines of business as well as other RMS administered patient survey products, ensuring sampling protocols are strictly adhered to.*

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4. *Ensures accurate execution of data entry, using RMS's survey software program, Voxco, while continuing to maintain and improve accuracy and timeliness with data entry.*

5. *Manages the new client onboarding process including securing appropriate documentation, scheduling kick-off meetings, and following up on outstanding items.*

6. *Serves as an integral member of the CAHPS Operations team and completes all associated tasks, including but not limited to review of updated CAHPS and other patient surveys, cover letters, CATI screenshots and required QAPs at least annually or as required based upon CMS updates.*

7. *Assists with monitoring of quality action items identified during CMS site visits, ensuring issues are addressed and monitored for compliance. Monitoring progress to ensure sustained compliance.*

8. *Assists with preparation for all CAHPS CMS site visits including compilation of all operational and administrative documentation for site visits.*

9. *Responsible for conducting various quality audits and documenting results related to patient satisfaction survey administration. This includes audits conducted internally at RMS and those with the subcontractor (offsite).*

10. *Assists in reviewing Quality Assurance Protocol plans and procedure documents, also participates in the necessary training and education requirements to remain compliant with regulations.*

11. *Assists with various assigned administrative, filing and data base entry tasks associated with project work. Updates and maintains various department logs.*

12. *Performs other duties as requested.*

MINIMUM POSITION REQUIREMENTS

- *Associate's degree in business administration. Bachelor's degree preferred.*
- *Minimum of two years' experience in an administrative capacity required.*
- *Motivated initiative-taker.*
- *High level of attention to detail required.*
- *Requires excellent troubleshooting and decision-making skills, self-motivation and the use of sound judgment and discretion.*
- *Effective oral and written communication skills.*
- *Excellent working knowledge of Microsoft® Office (Word, Excel, Power Point). Fundamental knowledge Access.*
- *Ability to work independently and follow through on own initiative is essential.*
- *Ability to manage multiple priorities, with frequent time constraints required.*
- *Demonstrated ability to meet and exceed deadlines.*
- *Excellent interpersonal skills and ability to work with diverse groups of people, required.*
- *Independent travel to and from sub-contractor site for various CAHPS mailing audits.*

PHYSICAL REQUIREMENTS

Physical	*5% **
Ambulatory	*5%*

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Sedentary	*95%*
Computer Work	*75%*
Travel	*minimal currently*

**This position requires the ability to lift and mail crates (containing mail) up to approximately 30 pounds*

This position requires access to patient Protected Health Information (PHI) and will also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Intentional or inadvertent disclosure of PHI or ePHI violates federal law and can result in termination and/or fines. Additionally, employees in this position are required to notify the Privacy and/or Security Officer of any suspected incidents whereby RMS is not in full compliance with HIPAA. RMS will provide HIPAA training opportunities and venues for the employee to remain abreast of HIPAA requirements.

To apply, please submit a resume, salary history and cover letter to the following:
Doug Sweet
Research & Marketing Strategies, Inc.
15 East Genesee Street, Suite 210
Baldwinsville, New York 13027
Or via e-mail to: Info@rmsresults.com