

Important CAHPS for ACOs Dates

- **Sept. 18, 2019:** ACO web-based vendor authorization deadline
- **Oct. 21–23, 2019:** Pre-notification letter mailed
- **Oct. 28–29, 2019:** First survey mailed
- **Oct. 28, 2019–Jan. 16, 2019:** Survey administration period
- **Nov. 18–19, 2019:** Second survey mailed to non-respondents
- **Dec. 6, 2019–Jan. 16, 2020:** Telephone call follow-up for mail non-respondents
- **Jan. 16, 2020:** Data collection ends
- **Jan. 23, 2020:** Data submission to CMS

Survey Process

- CMS selects a random sample of 860 patients¹ seen from March 1 and Aug. 31
- Survey contains 58 questions
- Mixed mode only (mail followed by phone calls)
- Pre-notification letter and 2 survey mailings
- Up to 6 telephone calls to complete the survey
- Reports delivered to clients at the end of each cycle
- Data submitted to CMS

CAHPS for ACOs Quality Measures

- Getting timely care, appointments, & information
- How well providers communicate
- Patient's rating of provider
- Access to specialists
- Health promotion & education
- Shared decision making
- Health status & functional status
- Stewardship of patient resources

Extras

- Collateral (posters, web graphics, etc.) to promote survey participation
- Free webinar — “Easy Ways to Optimize Patient Satisfaction”

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¹ Based on the number of group providers and Medicare beneficiaries. Call for more details.

What We Do

We are a leading healthcare consulting firm with proven experience and success in organizational transformation and patient experience reporting.

Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- English & Spanish surveying
- Deadlines adhered to
- Strategies provided for improving response rates & scores
- Courteous, helpful, & responsive staff
- Dedicated contact team
- Telephone surveys conducted by professional interviewers
- Responsive to hot comments
- Fully HIPAA compliant

We do more than patient surveys

- Healthcare Consulting
- PCMH™ Recognition
- HIPAA Compliance
- CHNA/CHA
- Training
- Employee / Patient Surveys