

Important H CAHPS Dates

- **Jan. 3, 2019:** Data submission deadline for patients discharged in July, August & September 2018
- **April 3, 2019:** Data submission deadline for patients discharged in October, November & December 2018
- **July 3, 2019:** Data submission deadline for patients discharged in January, February & March 2019
- **October 2, 2019:** Data submission deadline for patients discharged in April, May & June 2019

Survey Process

- Mail, telephone, or mixed mode
- Mail-only mode includes up to 2 mailings
- Telephone-only mode includes up to 5 call attempts to complete survey
- Mixed mode is a combination of 1 survey mailing & up to 5 call attempts
- Survey is 32 questions in length, with option for supplemental questions
- Administered to random sample of adult inpatients between 48 hours & 6 weeks after discharge
- Patient data provided from hospital
- CMS recommends 300 completes
- Monthly or quarterly reporting available
- Quarterly HCAHPS data submission to CMS
- Online portal to access results

H CAHPS Quality Measures

- Nurses/doctors communication with patients
- Hospital staff's responsiveness to patients' needs
- Hospital staff's responsiveness to patients' pain
- Staff communication regarding new medicines
- Providing key information to patients upon discharge
- Understanding of care needed following hospital discharge
- Cleanliness & quietness of patients' rooms
- Patients' overall rating of hospital
- Patients' recommendation of hospital to family & friends

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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 promptly met
- Strategies provided for improving response rates & scores
- Real-time portal access
- Courteous, helpful, & responsive staff
- Key contact team
- RMS onsite call center
- Telephone surveys conducted by professional interviewers
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

We do more than patient surveys

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