

## CG CAHPS Survey Process

- Version 3.0
- Survey conducted monthly
- Mail, telephone, mixed mode, email, & text
- Survey has 31 core questions; can be modified for PCMH™ Recognition
- Up to 3 telephone calls to complete the survey
- Can be customized for additional questions
- Can be used to gain points for QPP1 improvement activities
- RMS suggests sampling at least 15 patients per month, per provider to meet CMS guidelines
- Target is 60 completes per provider for a 12-month period
- Excel file sent monthly
- Online portal to access results, response rates, & trending data
- Optional enhanced reporting available

## CG CAHPS Quality Measures

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

CAHPS® Consumer Assessment of Healthcare Providers and Systems is a registered trademark of the Agency for Healthcare Research and Quality.

<sup>1</sup> CMS Quality Payment Program

## Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- High response rates
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Real-time portal access
- Courteous, helpful, & responsive staff
- Collateral to promote surveys provided
- RMS on-site call center
- Telephone surveys conducted by professional interviewers on-site
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

## We Do More Than Patient Surveys

- Healthcare Consulting
- Patient-Centered Medical Home (PCMH™) Recognition
- HIPAA Compliance
- Community Health Assessment (CHA)
- Community Service Plan (CSP)
- Community Health Needs Assessment (CHNA)
- Employee Surveys