

## 2021 H CAHPS

- Monthly surveys
- Data submitted quarterly to CMS

## 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 29 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 annually
- Excel flat file provided
- Quarterly data submission to CMS
- Online portal to access results, response rates, & trending performance
- Optional enhanced reporting available

## H CAHPS Quality Measures

- Nurses/doctors communication with patients
- Hospital staff's responsiveness to patients' needs
- 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' willingness to recommend 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
- 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