

## 2021 Survey Dates

- **September:** Web-based vendor authorization deadline
- **October–January:** Survey administration period
- **January:** Data submitted to CMS

## Survey Process

- CMS selects a random sample of 860 patients<sup>1</sup> 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
- Annual summary report
- 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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<sup>1</sup> Based on the number of group providers and Medicare beneficiaries. Call for more details.

## Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable & flexible pricing
- High response rates
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Helpful & responsive to client needs
- Collateral provided to promote surveys
- On-site call center
- Professional interviewers
- No robocalls
- Attentive & responsive to hot comments
- Fully HIPAA compliant

## We Do More

- Patient-Centered Medical Home (PCMH™) Recognition
- Employee Surveys
- Customized Surveys
- Image & Awareness Studies
- Brand Testing
- Community Health Assessment (CHA)
- Community Health Needs Assessment (CHNA)
- Surveys on Patient Safety Culture™ (SOPS®)
- Other CAHPS Surveys: CG, ECHO, ED, H, HH, Hospice, ICH, OAS