

Survey Process

- Mail, telephone, or mixed mode
- Mail-only mode includes up to 2 mailings (21 days apart)
- Telephone-only mode includes up to 5 call attempts to reach caregivers
- Mixed mode is a combination of 1 survey mailing & up to 5 call attempts
- Survey process begins with known caregiver 2 months after death
- Survey is 47 questions in length with option for supplemental questions
- Quarterly data is submitted in August (for decedents who passed in January, February, & March), November (for decedents who passed in April, May, & June), February (for decedents who passed in July, August, & September), & May (for decedents who passed in October, November, & December)
- Monthly summary report
- Quarterly submission of survey responses to CMS

Sample Size

- Exemption for hospice facilities with less than 50 decedents in prior year
- Facilities with 50–699 decedents from prior year survey all cases
- Facilities with 700+ decedents from prior year will survey 700 cases
- Hospice facilities will send all decedent/caregiver data to RMS

CAHPS Hospice Quality Measures

- Hospice team communication
- Getting timely care
- Treating family member with respect
- Providing emotional support
- Getting help for symptoms
- Support for religious & spiritual beliefs
- Information continuity
- Understanding side effects of pain medication
- Getting hospice care training
- Rating of hospice & willingness to recommend

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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 & 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:
ACO, CG, ECHO, ED, H, HH, ICH, OAS