

CAHPS® Patient Satisfaction Surveys



You need to do it. We want to do it.

RMS is a CMS-approved CAHPS® survey vendor with special focus in obtaining patient experience results for: CAHPS for ACO/MIPS, CG, ECHO, ED, H, HH, Hospice, ICH,, and OAS.

Ranked as one of the largest patient satisfaction measurement firms in the country by *Modern Healthcare* magazine, RMS is home to QualiSight, a high-capacity call center where we've been conducting CAHPS surveys on-site since 2006.

Our experienced team follows strict CMS guidelines, and is HIPAA-trained & HIPAA-compliant.

Ready to increase your response rates? We are.



VALUABLE FEEDBACK THROUGH MAIL, PHONE, TEXT or EMAIL SURVEYS



DETAILED FINDINGS REPORT



ONGOING CONSULTATIVE RELATIONSHIP

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
- 24/7 online portal access for certain CAHPS lines
- 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 Offer More

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