

2021 Survey Cycle

- **Sept. 15, 2021:** Web-based vendor authorization deadline
- **Oct. 25, 2021:** Data collection begins
- **Jan. 13, 2022:** Data collection ends
- **Jan. 20, 2022:** Data submission to CMS

Survey Process

- Cycle conducted annually
- Eligible to be conducted by Next Generation Accountable Care Organizations / Shared Savings Programs
- CMS selects a random sample of 860 patients¹
- ACO survey contains 58 questions / MIPS survey contains 59
- Mixed mode only (mail followed by phone calls)
 - Pre-notification letter and 2 survey mailings (3 weeks apart)
 - Up to 6 telephone attempts to complete the survey
 - Mail / phone survey conducted in English or Spanish
- Data submitted to CMS
- Results available through online portal after data submission

Summary Survey Measures

- Getting timely care, appointments and information
- How well providers communicate
- Patient's rating of provider
- Access to specialists
- Health promotion and education
- Shared decision-making
- Health status and functional status
- Courteous and helpful office staff
- Care coordination
- Stewardship of patient resources

Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable & flexible pricing
- Interactive online portal
- Deadlines promptly met
- Establish partnerships with clients
- 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
- 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

¹ Based on the number of group providers and Medicare beneficiaries. Call for more details.