

CG CAHPS Survey Process

- Version 3.0
- Survey conducted monthly
- Mail, telephone, mixed mode, email, & text
- Survey has 31 core questions; can be modified for PCMH™ Recognition
- Up to 3 telephone calls to complete the survey
- Supplemental questions can be added
- Can be used to gain points for QPP1 improvement activities
- RMS suggests sampling at least 15 patients per month, per provider to meet CMS guidelines
- Target is 60 completes per provider for a 12-month period
- English & Spanish surveying
- Excel file sent monthly
- Online portal to access results, response rates, & trending data
- Optional enhanced reporting available

CG CAHPS Quality Measures

- Getting timely appointments, care, & information
- How well providers communicate with patients
- Providers' use of information to coordinate patient care
- Helpful, courteous, & respectful office staff
- Patients' rating of the provider
- Targeted questions for your practice
- Net Promoter Score (NPS)

CAHPS® Consumer Assessment of Healthcare Providers and Systems is a registered trademark of the Agency for Healthcare Research and Quality.

¹ CMS Quality Payment Program

Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable & flexible pricing
- Strategies provided to improve response rates
- Deadlines promptly met
- 24/7 online portal access
- Collateral provided to promote patient engagement
- 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
- Brand Testing
- Community Health Assessment (CHA)
- Community Health Needs Assessment (CHNA)
- Surveys on Patient Safety Culture™ (SOPS®)
- Other CAHPS Surveys: ACO/MIPS, ECHO, ED, H, HH, Hospice, ICH, OAS