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RMS Recognized Nationally as Leader in Healthcare—Named One of the Top 12 Largest Patient-Satisfaction Measurement Firms

(BALDWINSVILLE, NY) *Modern Healthcare* has ranked Research & Marketing Strategies, Inc. (RMS) the eighth largest patient-satisfaction measurement firm in the United States, according to its recent survey.

For fifteen years, RMS has been a national leader in patient satisfaction surveying, growing its market research business within the healthcare industry and assisting organizations and facilities in measuring their patient satisfaction and engagement. *Modern Healthcare*, the award-winning publication leader in healthcare research, recently released their annual report of the largest patient satisfaction measurement firms in the United States, with RMS coming in ranked at number eight.

RMS specializes in consulting services and healthcare surveying, which includes the Consumer Assessment of Healthcare Providers and Systems (CAHPS)^{®*} patient satisfaction surveys for many healthcare providers across the country. This is including, but is not limited to: hospitals, home health agencies, hospices, emergency departments, clinician groups, private practices, dialysis facilities, accountable care organizations, ambulatory surgery centers, behavioral health clinics, and merit-based incentive payment systems.

“Our goal is to help our healthcare clients listen to their patients and learn what can be done to optimize the patient experiences,” said Mark Dengler, President of RMS. “I’m proud that we have a proven history of transitioning the survey response data into actionable information that improves the overall quality of patient care.”

With the ongoing pursuit of quality healthcare delivery, patient satisfaction measurement is increasingly becoming a core requirement, especially throughout these challenging times, where quality of care is more important than ever. As a means of engaging patients regarding the care they receive, patient satisfaction measurement allows organizations to effectively manage the patient/provider relationship, and to gauge modifications according to their patients’ perceptions of care. Insurance and government payors look to affiliate closely with organizations that regularly measure patient experiences, with financial reimbursement often tied to satisfaction levels.

About RMS Healthcare

RMS Healthcare, a division of Research and Marketing Strategies, Inc. (RMS), provides operational support, consulting, and research services. They are a leading healthcare consulting firm with proven experience and success in patient surveying and practice transformation. Visit our website at RMSresults.com.

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