

## SMART SHEET

### Fall 2022 Survey Cycle

- **Sept. 14, 2022:** Web-based vendor authorization deadline
- **Oct. 25, 2022:** Data collection begins
- **Jan. 12, 2023:** Data collection ends
- **Jan. 19, 2023:** Data submission to CMS

### Survey Process

- Cycle conducted annually
- Eligible to be conducted by MIPS Alternative Payment Model (APM) Entities, including Medicare Shared Savings Program Accountable Care Organizations<sup>1</sup>
- CMS selects a random sample of 860 patients<sup>2</sup>
- MIPS survey contains 59 questions
- Mixed mode only (mail followed by telephone calls)
  - Pre-notification letter and 2 survey mailings (3 weeks apart)
  - Up to 6 telephone attempts to complete the survey
- Mail / telephone 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 your 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

<sup>1</sup> Centers for Medicare and Medicaid Services CAHPS for MIPS QAG Version 2022

<sup>2</sup> Based on the number of group providers and Medicare beneficiaries. Call RMS for more details.

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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
- Interactive online portal
- Deadlines promptly met
- Establish collaborative partnerships with clients
- Professional interviewers
- No robocalls
- Fully HIPAA compliant

### We Offer More

- Healthcare 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