RMS Healthcare
Research & Marketing Strategies, Inc.

SMART SHEET

Clinician & Group (CG) CAHPS®

CG CAHPS Survey Process

- Version 3.0
- Survey conducted monthly
- Mail, telephone, mixed mode, email, and text
- Adult survey has 28 core questions
- Pediatric survey has 37 core questions
- Up to 3 call attempts
- Supplemental questions can be added including Net Promoter Score (NPS)[1]
- Survey can be used to gain towards QPP[2] Quality 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
- Online portal to access results, response rates, and trending data with printing capability

CG CAHPS Survey Quality Measures

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate with Patients
- Providers' Use of Information to Coordinate Patient Care
- Helpful, Courteous, and Respectful Office Staff
- Patients' Rating of the Provider

1 Customized by RMS

2 CMS Quality Payment Program

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

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 performance
- Deadlines promptly met
- Establish engaging partnerships with clients
- 24/7 Online portal access
- Collateral provided to promote patient engagement
- Professional interviewers
- No robocalls
- Attentive & responsive to patient hot comments
- Fully HIPAA compliant

We Offer More

- Healthcare Consulting
- Patient-Centered Medical Home (PCMH™) Consulting
- Distinction in Behavioral Health Integration 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: ECHO, ED, H, HH, Hospice, ICH, OAS

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Ask. Listen. Solve.