

## CAHPS Hospice Survey Process

- Survey process begins with known caregiver 2 months after death of patient
- Survey is 47 questions in length with option for supplemental and/or *We Honor Veterans* questions
- Mail, telephone, or mixed mode
- Mail-only mode includes up to 2 mailings (21 days apart)
- Telephone-only mode includes up to 5 call attempts
- Mixed mode is a combination of 1 survey mailing & up to 5 call attempts
- Survey is 47 questions in length with option for supplemental and/or *We Honor Veterans* questions
- English & Spanish surveying\*
- Monthly summary report provided
- Quarterly data submission to CMS

## Sample Size

- Exemption for hospice facilities with less than 50 decedents in prior year
- Facilities with 50–699 decedents from prior year survey all cases
- Facilities with 700+ decedents from prior year will survey 700 cases

## CAHPS Hospice Survey Quality Measures

- Communication with Family
- Getting Timely Help
- Treating Patients with Respect
- Emotional and Spiritual Support
- Help for Pain and Symptoms
- Training Family for to Care for Patient
- Rating of this Hospice
- Willingness to Recommend Hospice

\*Mail Only - Chinese, Russian, Portuguese, Vietnamese, Polish, and Korean

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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
- Strategies provided to improve performance
- Deadlines promptly met
- Establish engaging partnerships with clients
- 24/7 Online portal access
- Collateral provided to promote caregiver 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: CG, ECHO, ED, H, HH, ICH, OAS