

## H CAHPS Survey Process

- Mail, telephone, or mixed mode
- Mail-only mode includes up to 2 mailings
- 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 29 questions in length, with option for supplemental questions
- Administered to random sample of adult inpatients between 48 hours & 6 weeks after discharge
- Patient data provided from hospital
- English & Spanish surveying\*
- CMS recommends 300 completes annually
- Monthly Excel flat file provided quarterly
- Quarterly summary reports available
- Online portal to access results, response rates, & trending data
- Quarterly data submission to CMS

## H CAHPS Survey Quality Measures

- Communication with Nurses
- Communication with Doctors
- Responsiveness of Hospital Staff
- Communication about Medicines
- Discharge Information
- Care Transition
- Cleanliness of Hospital Environment
- Quietness of Hospital Environment
- Recommend the Hospital

\*Mail Only - Chinese, Russian, Vietnamese, Portuguese, German, Tagalog, and Arabic.

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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 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: CG, ECHO, ED, HH, Hospice, ICH, OAS