

## OAS CAHPS Survey Process

- Mail, telephone, mixed-mode (mail-to-phone), web-to-phone and web-to-mail
- Mail-only mode includes up to 2 mailings
- Telephone-only mode includes up to 5 call attempts
- Mixed-mode includes survey, non-responders receive up to 5 call attempts
- Web-to-phone\* includes up to 3 web invitations to complete survey followed with up to 5 call attempts if not completed by web
- Web-to-mail\* includes up to 3 web invitations to complete survey followed with a mail survey if not completed by web
- All patients under the age of 18 will be excluded from sampling/survey
- For HOPD's sampling rate will be determined to meet target of 300 completes per year - mandated in 2024
- For ASC's sampling rate will be determined to meet target of 200 completes per year - mandated in 2025
- RMS will work with client to determine the total number of patients to be surveyed monthly
- Survey is 34 questions with options for supplemental questions
- English & Spanish surveying\*\*
- Online portal to access results, response rates and trending performance
- Quarterly data submissions to CMS
- RMS will work with client to ensure patient emails are correct (and/or updated)

## OAS CAHPS Survey Quality Measures

- Facilities and Staff
- Communication About Your Procedures
- Preparing for Discharge and Recovery
- Patients' Rating of the Facility (Global Rating)
- Patients Recommending the Facility (Global Rating)

\*Invitations must be mailed to patients with invalid email addresses

\*\*Mail Only - Chinese and Korean

1 Hospital Outpatient Department (HOPD)  
2 Ambulatory Surgery Center (ASC)  
3 Centers for Medicare & Medicaid Services

## 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 On-line 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, H, HH, Hospice, ICH

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