

HH CAHPS Survey Process

- Mail, telephone, or mixed mode
- Survey is 34 questions in length, with option for supplemental questions
- Survey can be completed by a proxy
- Telephone-only mode includes up to 5 call attempts
- Mail-only mode includes up to 2 mailings
- Mixed mode combines 1 survey mailing & up to 5 call attempts
- Exemption for Medicare-certified HHAs with 59 or fewer patients over 12-month period
- Surveying occurs on a monthly basis
- English & Spanish surveying*
- Sample includes every 18+ year old patient served during the sample month whose home care was paid by Medicare or Medicaid
- CMS recommends 300 completes annually
- RMS submits data to CMS quarterly
- Monthly summary report provided
- Online portal to access results, response rates, & trending data
- Facility patient data is provided to RMS monthly via a secure link
- Patient data provided from facility

HH CAHPS Survey Quality Measures

- Care of Patients
- Communications Between Providers and Patients
- Specific Care Issues
- Overall Rating of Care
- Patient Willingness to Recommend HHA to Family or Friends

*Mail Only - Chinese, Russian, Vietnamese, and Armenian

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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 (English/Spanish)
- No robocalls
- Adherence to HIPAA Compliance & Data Security

We Offer More

- Healthcare 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, Hospice, ICH, OAS