

Patient Satisfaction Surveys



**You need to do it. We want to do it.
And we do it well.**

RMS is a CMS-approved CAHPS® survey vendor with a special focus in obtaining patient experience results for ECHO, ED CAHPS, H CAHPS, HH CAHPS, HOSPICE CAHPS, ICH CAHPS, and OAS CAHPS.

Recognized as one of the largest patient satisfaction measurement firms in the country by *Modern Healthcare* magazine.

RMS is home to QualiSight, a call center where we've been conducting CAHPS surveys calls on-site since 2006.

We are not only a survey vendor. We partner with our clients to identify and implement strategies to build awareness of the value of surveys and to help patients understand their opinions and feedback is valuable.

Ready to increase your response rates? We are.



VALUABLE FEEDBACK THROUGH MAIL, PHONE, TEXT or EMAIL SURVEYS



DETAILED FINDINGS REPORT



ONGOING CONSULTATIVE RELATIONSHIP

Why RMS?

- CMS-approved vendor for H, HH, Hospice, ICH and OAS CAHPS
- Affordable & flexible pricing
- Strategies provided to improve performance
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided to improve performance
- 24/7 Online portal access for certain CAHPS lines
- Establish engaging partnerships with clients
- 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®)
- CAHPS Surveys: CG, ECHO, ED, H, HH, Hospice, ICH, OAS

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Ask. Listen. Solve.