



ADDITIONAL VALUE FROM RMS

- Monthly reports detailing longitudinal benchmarking
- Collateral & individualized consultation provided to promote engagement
- Affordable & flexible pricing
- Online portal to access results, trending data and to generate reports
- Calls made by trained professionals
- Accessible CAHPS Administration Team available for assistance

CLINICIAN & GROUP (CG) CAHPS® SMART SHEET

RMS has been administering the Centers for Medicare & Medicaid Services (CMS) CG CAHPS survey since its inception

RMS IS YOUR ONE-STOP VENDOR

CG CAHPS SURVEY FRAMEWORK

- Survey conducted monthly
- Mail, phone, mixed (mail-to-phone), email, text options
- Telephone mode includes up to 3 calls
- Adult survey has 28 core questions, pediatric survey has 37 core questions
- Supplemental questions can be added including Net Promoter Score (NPS)¹
- Survey can be used to gain incentive toward QPP² Quality Improvement activities
- English & Spanish surveying*
- RMS recommends sampling at least 15 patients per month, per provider to meet CMS guidelines
- Target is 60 completes per provider for a 12-month period

THIS SURVEY ASSESSES

- Getting Timely Appointments, Care & Information
 - How Well Providers Communicate with Patients
- Providers' Use of Information to Coordinate Patient Care
 - Helpful, Courteous & Respectful Office Staff
 - Patients' Rating of the Provider

¹Customized by RMS ²CMS Quality Payment Program

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

LET'S COLLABORATE

See how your facility can enjoy all the benefits RMS' one-stop vendor partnership offers

Ask. Listen. Solve.

RMSRESULTS.COM

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