



ADDITIONAL VALUE FROM RMS

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

HOSPITAL (H) CAHPS® SMART SHEET

RMS has been administering the Centers for Medicare & Medicaid Services (CMS) H CAHPS survey since 2006

RMS IS YOUR ONE-STOP VENDOR

H CAHPS SURVEY FRAMEWORK

- Mail, phone, or mixed (mail-to-phone) mode options
- Mail-only mode includes up to 2 mailed surveys
- Telephone-only mode includes up to 5 calls
- Mixed mode combines 1 mailed survey & up to 5 calls
- Survey is 32 questions in length, with option for up to 12 supplemental questions
- Administered to random sample of adult inpatients between 48 hours & 6 weeks after discharge
- Proxies are allowed to submit on behalf of the patient
- English & Spanish surveying*
- CMS recommends 300 completed surveys annually
- RMS submits data to CMS quarterly

THIS SURVEY ASSESSES

- Communication with Nurses
- Communication with Doctors • Care Coordination
 - Restfulness of Hospital Environment
 - Responsiveness of Hospital Staff
 - Communication About Medicines
- Discharge Information • Hospital Rating
 - Cleanliness of Hospital Environment
 - Information About Symptoms
 - Recommendation of the Hospital

**Mail Only languages also include Chinese, Russian, Vietnamese, Portugese, German, Tagalog, and Arabic*

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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