



RMS

RESEARCH & MARKETING
STRATEGIES, INC.

OUTPATIENT & AMBULATORY SURGERY (OAS) CAHPS® SMART SHEET

RMS has been helping outpatient & ambulatory surgery centers meet Centers for Medicare & Medicaid Services (CMS) requirements since 2017

RMS IS YOUR ONE-STOP VENDOR

OAS CAHPS SURVEY FRAMEWORK

- Survey modes include mail, telephone, mixed (mail-to-phone), web-to-phone, and web-to-mail options
- Mail-only mode includes up to 2 mailed surveys • Telephone-only mode includes up to 5 calls
- Mixed-mode combines 1 mailed survey and up to 5 calls
- Web-to-phone* combines up to 3 web invitations followed by up to 5 calls
- Web-to-mail* includes up to 3 web invitations followed with a mailed survey, if necessary
- All patients under the age of 18 are excluded from sampling and survey
- HOPD¹ sampling rates can be customized to meet the target of 300 annual completed surveys
- ASC² sampling rates can be customized to meet the target of 200 annual completed surveys
- Survey is 34 questions with options for supplemental questions
- English & Spanish language surveying**
- RMS submits data to CMS quarterly

ADDITIONAL VALUE FROM RMS

- Reports are available at the end of each survey cycle detailing longitudinal benchmarking
- Collateral & individualized consultation provided to promote engagement
- Affordable & flexible pricing
- Online patient response data portal access
- Calls made by trained professionals
- Accessible administration team available for assistance

THIS SURVEY ASSESSES

- 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)

**A valid patient email address is required to participate in web-mode survey option*

*** Mail Only: Chinese, Korean, and Russian*

¹ Hospital Outpatient Department (HOPD)

² Ambulatory Surgery Center (ASC)

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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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