



## CAHPS® HOSPICE SMART SHEET

RMS has been helping hospice care service providers meet Centers for Medicare & Medicaid Services (CMS) requirements since 2012

**RMS IS YOUR ONE-STOP VENDOR**

### CAHPS HOSPICE SURVEY FRAMEWORK

- Survey process begins with known caregiver 2 months after death of patient
- 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 and up to 5 calls
- Survey is 38 questions in length, with option for supplemental questions
- English & Spanish surveying\*
- CMS recommends 75 completed surveys over the 8-quarter reporting period\*\*
- Decedent data provided monthly from facility to RMS via secure link
- RMS submits data to CMS quarterly
- Monthly summary report provided
- Proxies are allowed to submit on behalf of the patient
- Exemption requests must be filed for hospice facilities with less than 50 decedents in the prior year

### THIS SURVEY ASSESSES

- Communication with Family
  - Getting Timely Help
- Treating Patients with Respect
- Emotional & Spiritual Support
  - Help for Pain & Symptoms
  - Care Preferences
- Training Family to Care for Patient
  - Rating of Particular Hospice
- Willingness to Recommend Hospice

### ADDITIONAL VALUE FROM RMS

- Collateral & individualized consultation provided to promote engagement
- Affordable & flexible pricing
- Calls made by trained professionals
- Accessible CAHPS Administration Team available for assistance

*\*Mail Only languages also include Chinese, Russian, Vietnamese, Polish, and Korean*

*\*\*To be eligible for public reporting*

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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