



### 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 administration team available for assistance

## HOME HEALTH CARE (HH) CAHPS® SMART SHEET

RMS has been administering the Centers for Medicare & Medicaid Services (CMS) HH CAHPS survey since 2010

**RMS IS YOUR ONE-STOP VENDOR**

### HH 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 and up to 5 calls
- Survey is 25 questions in length, with option for supplemental questions
- English & Spanish surveying\*
- CMS recommends 300 completed surveys annually
- Patient data provided monthly from facility to RMS via secure link
- RMS submits data to CMS quarterly
- Proxies are allowed to submit on behalf of the patient

### THIS SURVEY ASSESSES

- Care of Patients
- Communications Between Providers & Patients
  - Specific Care Issues
  - Overall Rating of Care
- Patient Willingness to Recommend HHA

*\*Mail Only languages also include Chinese, Russian, Vietnamese, and Armenian*  
CAHPS® Consumer Assessment of Healthcare Providers and Systems is a registered trademark of the Agency for Healthcare Research and Quality.

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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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