RMS
RESEARCH & MARKETING STRATEGIES, INC.

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 mail-to-phone mode options
- Mail-only mode includes up to 2 mailed surveys
- Telephone-only mode includes up to 5 calls
- Mail-to-phone mode combines 1 mailed survey & 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