

Let RMS administer your HH-CAHPS survey



- Two payment options: Pay only for completed surveys or a low flat fee for mailed surveys.
- RMS staff has extensive experience in the approved survey research methodologies.
- RMS has received the necessary training and is an approved CMS HH-CAHPS survey vendor.
- Seamless interaction with RMS staff.
- Additional reporting and analysis are readily available for internal quality activities, strategic planning and operations management.
- RMS has a proven track record for exceeding customer expectations and providing a “value-added” focus.



HH-CAHPS Quick Facts

CMS is looking for approximately 300 randomly sampled home health care patient visits per year. However, fewer responses can still be reported.

All home health agencies are encouraged to participate.

The HH-CAHPS survey instrument is the same for all home health care agencies.

Home health agencies own their data.

Results will be available to the public.

Let **RMS** make your
HH-CAHPS survey process
simple and cost effective.



15 East Genesee Street, Suite 210
Baldwinsville, NY 13027
315.635.9802
866.567.5422
www.RMSresults.com

Home Health Care CAHPS[®] Survey



**Committed to quality
healthcare by helping patients
share their experiences with
Home Health Agencies.**



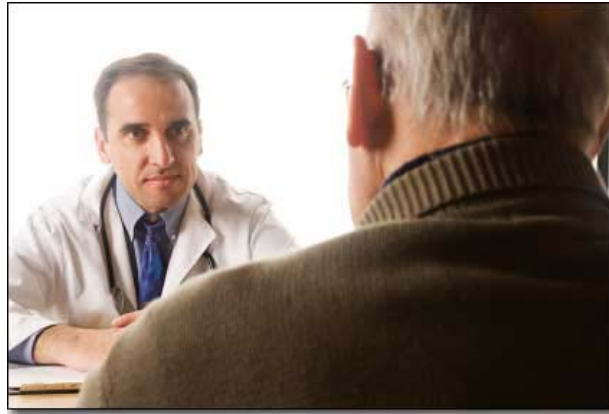
*“Optimizing Patient
Satisfaction Measurement.”*

What is HH-CAHPS?

The Home Health Care Consumer Assessment of Healthcare Providers and Systems (CAHPS®) patient satisfaction survey is a universal questionnaire that allows patients to report on and evaluate their experiences with healthcare. The survey instrument is commonly referred to as the HH-CAHPS survey and is an initiative of the Centers for Medicare & Medicaid Services (CMS).

The HH-CAHPS survey supports 3 broad goals:

- Providing comparable satisfaction data from the patients' perspective for home health care services across the nation.
- Publicly reporting the data findings to create incentives for agencies to improve their quality of care.
- Enhancing public accountability and transparency in healthcare.



Why Take Part?

Participation in the HH-CAHPS program is initially voluntary. However, failure to do so may reduce a home health care agency's Medicare market basket payment by up to 2 percent.

- Agencies need to contract with an approved HH-CAHPS survey vendor to administer and report the survey findings. Agencies are not permitted to conduct their own surveys.
- Agencies must select the modality they want for surveying their patients. CMS is allowing the HH-CAHPS survey to be administered by mail, telephone or mixed mode (a combination of the mail and phone).
- Agencies have an opportunity to participate in a "dry run" in which the HH-CAHPS survey will be administered and results will not be made available to the public. The "dry run" is not required, but strongly encouraged.



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Let RMS handle your HH-CAHPS survey administration

Research & Marketing Strategies, Inc. (RMS) is a full service market research firm located in Upstate New York. RMS is an experienced CAHPS® survey vendor having administered the HCAHPS® survey for clients since 2006. The HH-CAHPS survey is the latest in a family of instruments to allow patients to report on and evaluate their experience.



Participation is Easy

- Select RMS as your CMS approved survey vendor;
- Choose your survey methodology:
 - mail mode,
 - telephone mode, or
 - mixed mode (both mail and telephone);
- Provide us with your logo and branding treatments; and
- Send us your monthly patient visit sample.

RMS will handle all the fieldwork and reporting to CMS. We can also compare your survey results against an aggregate total of HH-CAHPS clients as well as the national database for benchmarking.

Let us conduct your HH-CAHPS survey activities.

Call us today - (315) 635-9802