

Hospital Consumer Assessment of Healthcare Providers and Systems Overview

Vendor Directory

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NATIONAL RURAL HEALTH RESOURCE CENTER

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Vendor Directory Overview

Once a critical access hospital (CAH) understands the value and importance of investing in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), the next step is to evaluate and understand the scope and breadth of services available. While self-administration of HCAHPS is allowable, stringent survey requirements must be met. If participating in the HCAHPS survey process does not appear feasible for a CAH to undertake independently, engaging a certified HCAHPS vendor is possible. Vendors included on the Centers for Medicare and Medicaid Services (CMS) HCAHPS approved vendor list are contacted by TASC twice annually and offered the opportunity to complete a profile form to be submitted into this directory.

Each vendor profile includes the following information:

- Contact information
- Location of services offered
- Experience in working with small rural hospitals
- Survey mode (mailed, telephone, interactive voice recognition, combination)
- Services provided
- Cost structure and price
- Frequency of reporting to CMS
- Frequency of reporting to the client and any additional information cited by the vendor

This directory has made every attempt to present the vendors' information in a neutral, unbiased manner. Inclusion in this directory is voluntary for the vendor; therefore, this is not an exhaustive list of certified HCAHPS vendors. A complete list is available on the [HCAHPS website](#). In the case of any discrepancies, the approved vendor list should be referred to as it may be updated more frequently than this directory.

Of the 16 featured HCAHPS vendors in this directory, all indicated offering services nationally, with some listing experience in working with small rural hospitals. Many vendors specifically noted their exclusive specialization with this population.

Vendors were requested to identify public service offerings, such as benchmarking data, competitor comparison reports, customized survey questions, or group/networking pricing included in a basic HCAHPS package. There was great

variety in these service offerings, which is available in the Services Checklist of each vendor page if completed by the vendor.

There was great variety in the cost structure and price, and the majority of vendors chose not to relay their prices and encouraged hospitals to contact them directly. In contrast, others outlined detailed cost structures and service packages.

Please contact vendors directly for an exact quote for services as prices may vary and are subject to change.

The frequency for which an HCAHPS vendor reports results of the HCAHPS assessment findings to CMS is quarterly for most vendors, with some providing survey results daily, weekly, or monthly.

The frequency of vendors reporting HCAHPS data back to the client varies from an immediate receipt to quarterly. The mode of survey administration appears to contribute to the turnaround time of client feedback, with phone and Interactive Voice Recognition (IVR) modes providing a timelier result.

Additional information was also collected from each vendor regarding their unique perspective on administering HCAHPS surveys, which readers are encouraged to review. We understand there is increasing interest in Emergency Department (ED CAHPS) vendors. Many of the vendors in this directory could potentially be able to administer that survey as well. By reviewing their website and directory submission, these vendors could be available for ED CAHPS, but you are encouraged to contact vendors for confirmation and more information.

- Arbor Associates, Inc.
- Custom Survey Solutions
- Survey Solutions by ICAHN
- JL Morgan and Associates
- Professional Research Consultants, Inc. (PRC)
- RMS – Research and Marketing Strategies, Inc.

This is not an all-inclusive list in this directory, as this was not explicitly asked in the vendor directory questions.

Introduction

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, developed by the Agency for Healthcare Research and Quality (AHRQ), and implemented by CMS, is a standardized 32-question, inpatient experience survey tool that can elevate the quality and safety of hospital health care services across America and transform the way hospitals do business. The three primary objectives for administering this standardized inpatient experience survey instrument include:

- Enabling objective and meaningful comparisons between hospitals for public reporting
- Increasing hospital accountability and incentives for quality improvement
- Enhancing public accountability through increased transparency

There are two versions of HCAHPS, one for children and one for adults. The focus of the Medicare Beneficiary Quality Improvement Project (MBQIP) is for the adult version. The Adult HCAHPS survey and data collection process is administered to discharged hospital patients over 18 years of age that have received medical, surgical, or obstetric care and have spent at least one overnight stay in the hospital. Approximately 80% of all inpatients qualify to receive this survey. For a complete listing of patient qualifications, reference [the HCAHPS website](#).

Inpatient Prospective Payment System (IPPS) hospitals must administer the HCAHPS survey and publicly report the findings to receive CMS's full annual payment update. Although HCAHPS data are not currently a requirement for CAHs to receive full payment from CMS, HCAHPS data are part of the patient engagement domain of MBQIP. Furthermore, participating in HCAHPS can assist CAHs in preparing to link reimbursement to quality performance. Pediatric, psychiatric, and specialty hospitals are excluded from participating in the HCAHPS process.

Hospitals participating in HCAHPS can self-administer the survey process if [strict criteria](#) are met, or they can select a trained, certified vendor to administer HCAHPS. To meet the HCAHPS guidelines monitored by CMS, hospitals, or the vendors with which they contract must adhere to a standardized data collection process. This process includes:

- Obtaining a randomized survey sample of discharged inpatients
- Administering a standardized survey instrument on patient satisfaction of services and care via mail, telephone, IVR, or a combination of modes

- Adhering to guidelines for data coding and response rate calculations
- Systematically analyzing, preparing, and submitting data, including implementing quality check activities
- Reporting hospital results publicly

Survey questions address the following topics:

- Communication with nurses
- Communication with doctors
- Responsiveness of hospital staff
- Pain management
- Communication about medicines
- Discharge information
- Transition of care
- Cleanliness of hospital environment
- The quietness of the hospital environment
- Overall hospital rating
- Recommend the hospital

Questions are focused on obtaining the patient's perception of quality. Research suggests that patient perceptions of quality influence their choice of health plans and providers, patient complaints and malpractice claims, adherence to medical advice, and overall health status outcomes.

To ensure fair and accurate comparisons across hospitals, a CMS and HCAHPS Project Team apply adjustments to eliminate any advantage or disadvantage in scores beyond a hospital's control, such as the survey mode. CMS publishes HCAHPS results quarterly on [the Hospital Compare website](#). Each question has a top box or most desired answer option(s); only these responses are reported publicly.

Suppose hospitals take the time to invest in completing HCAHPS. In that case, they are more likely to ensure they are meeting their mission, protecting their bottom line, enhancing their reputation, and, foremost, improving patient care due to their increased dedication to implementing safe, quality improvement initiatives based on the HCAHPS data.

HCAHPS plays a significant role in reimbursement due to the Patient Protection and Affordable Care Act (PPACA), which established a [Value-Based Purchasing \(VBP\) Program](#). VBP translates into a pay-for-performance reimbursement strategy based,

in part, on performance for specified measures that are part of the Hospital Inpatient Quality Reporting Program (IQR) as monitored through CMS for those hospitals under IPPS. This movement to tie reimbursement to performance on quality metrics, including patient experience, means hospitals are accountable for providing excellence in safe, quality patient care.

HCAHPS participation as a requirement in MBQIP by CAHs was previously mentioned. MBQIP, designed by the Health Resources and Services Administration (HRSA), Federal Office of Rural Health Policy (FORHP), is a voluntary program created to improve overall health care outcomes and enhance safe, quality patient care. A portion of this project is dedicated to encouraging CAH participation with the HCAHPS process and subsequent development of quality improvement initiatives. MBQIP provides CAHs with a rural-relevant, national benchmarking system to compare HCAHPS scores, develop tools, highlight resources, and identify best practices for improving health care outcomes.

Additional HCAHPS Resources

- [HCAHPS 101](#): This webinar recording provides an overview of research conducted about HCAHPS use in CAHs.
- [Moving HCAHPS Into Practice in CAHs](#): This webinar recording provides information about HCAHPS, including why HCAHPS are important to CAHs, their value, and the challenges and opportunities related to them.
- [Study of HCAHPS Best Practices in High Performing CAHs](#): This document from Stratis Health shares improvement strategies and effective best practices for each component of HCAHPS, collected from high-performing CAHs across the US during a series of focus group interviews conducted in late 2016.
- [Patient and Family Engagement in Critical Access Hospitals: A Flex Program Story](#): This resource highlights how the Kansas state Flex Program, in contract with the Kansas Hospital Education and Research Foundation (KHERF), developed a program to support CAHs in implementing aspects of Patient and Family Engagement (PFE).

Vendor Directory

2M Research Services

Contact Information

Neel Chakraborti
1521 N Cooper St, Suite 600
Arlington, TX 76011
Tel: 512-537-6335
nchakraborti@2mresearch.com

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

Advanced Survey Design, LLC.

Contact Information

Gerald Pearman
1193 Tenth Street, Suite A
Monterey, CA 93940
Tel: 831-641-9700
gpearman@advancedsurveydesign.com

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

Altarum Institute

Contact Information

Christopher Duke
3520 Green Ct. #300
Ann Arbor, MI 48105
Tel: 734-302-4600
chris.duke@altarum.org

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

Arbor Associates, Inc.

Contact Information

Kevin Cranick
1349 US 131 S. Highway, Suite A
Petoskey, MI 49770
Tel: 800-272-6795
kevincranick@arbor-associates.com

Location of Services Offered

National

Experience working with small rural hospitals

Arbor Associates, Inc.'s primary client base consists of CAHs to mid-sized hospitals, and we have been an HCAHPS survey vendor since its inception in 2006.

Survey Modes Available

Phone

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	No	-
Customized survey questions	Yes	Yes
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Arbor Associates, Inc. does not charge for setup or online access; one fee covers everything. Cost is based on the hospital size, starting as low as \$995 per year. Contact for specific pricing.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

Arbor Associates, Inc. offers weekly, bi-weekly, or monthly reporting online for near real-time access to survey results and patient comments. We recommend open-ended follow-up questions presented to patients during phone surveys. Our reporting portal, ArborOnLine, allows hospitals to access their results and efficiently carry out any cross-references needed. It will also show benchmark top-performers (best practices) information for all HCAHPS composite questions.

Additional Information

For over 35 years, Arbor Associates has pursued its mission of creating insight for hospitals across the country. Foremost is providing clients with accurate satisfaction statistical materials, plus verbatim comments at the level of HCAHPS, Emergency Department Patient of Experience (EDPEC), Outpatient and Ambulatory Services (OAS) CAHPS, Clinician & Group (CG) CAHPS, CAHPS Hospice, and Home Health (HH) CAHPS; comparing information to similar hospitals at the state and national levels. Services range from CMS-certified CAHPS surveys to online employee surveys to opinion research studies. Survey information is collected via personal telephone interviews with recent patients, a mode well recognized as best for a representative survey sample allowing for greater statistical accuracy with smaller sample sizes - which helps control costs.

Extensive patient comments clarify what patients truly appreciated about their care and how to improve their satisfaction. Arbor has an intense focus on customer service, offers on-site or online support to their clients, and makes their staff available for one-on-one training and decision-making assistance.

CAMC Institute

Contact Information

3200 MacCorkle Avenue, SE
Charleston, WV 25304
304-388-9914
Mary Emmett
mary.emmett@camc.org

Location of Services Offered

Offers services throughout the United States.

Experience working with small rural hospitals

CAMC Institute has many years of experience working with small rural hospitals.

Survey Modes Available

Mail

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	No	-
Competitor comparison reports	No	-
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	No	-
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	No	-
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

CAMC Institute offers services yearly, with an annual renewable contract. Price structure varies depending upon the hospital's patient volume. There is no "flat" fee. If you are a new client, the first year's price is based on a response rate of 40

percent. That can be adjusted if the client provides prior response rate information. All patients, unless a random sample is requested, will be in the monthly raw data file. Once a baseline price is set, historical changes in patient volume can be used to set future prices. Clients pay for all postage and other charges incurred in the process of completing the survey process.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

CAMC Institute sends a raw data report to the hospital monthly unless otherwise requested. Urgent or high-importance materials are sent out immediately in PDF or fax form. CAMC Institute works with clients to design a report that best meets their needs.

Additional Information

CAMC Institute is focused on providing essential, inexpensive HCAHPS services. CAMC Institute sends data to the hospital and prefers to steer away from adjusting data and making comparisons. Inaccuracies associated with small sample sizes, regional differences, and so on are the reasons behind this decision.

Custom Survey Solutions, Inc.

Contact Information

205 McLeod Street, PO Box 312
Big Timber, MT 59011
406-932-6565
Melissa Yuzeitis
melissa@customsurveys.biz
[Custom Survey Solutions Website Link](#)

Location of Services Offered

National

Experience working with small rural hospitals

Custom Survey Solutions specializes in working with smaller CAHs. Currently, 100% of our HCAHPS client base is small, rural hospitals.

Survey Modes Available

Mail

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	No	-
Competitor comparison reports	No	-
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	No	-
Incorporate with client's existing patient satisfaction surveys	Yes	Yes
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	No	-
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Price is a flat \$3,200 yearly fee. This includes the first mailing and follow-up mailing for each patient. For smaller, rural hospitals, we also offer the option of surveying all patients, including observation patients (not just those eligible for HCAHPS), so that we gather as much data and information as possible for your hospital. Your hospital report will include all this data and analysis, but we will not report that information to CMS.

Optional questions that can be included on the current form (approximately 4-5 questions) will be provided at no extra charge. Incorporating your existing patient satisfaction survey into the HCAHPS survey will require a small additional fee if more questions are necessary.

No contracts are necessary. There are no hidden fees.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

Quarterly, with a lag time of about 30 days. We report out to the client as soon as possible before uploading data to CMS. If more frequent reporting is required, we can accommodate those requests.

Additional Information

Custom Survey Solutions, Inc. is a full-service survey research firm located in Montana, where we truly understand the needs of rural health care facilities. Our mission statement embraces the idea that we provide numerous affordable survey options and produce easy-to-understand and user-friendly reports. Our products don't require additional consulting (with additional fees) to help you interpret your results. All mailings, administration, data entry, etc., are completed in-house by trained, qualified personnel - nothing is ever sub-contracted. In addition to HCAHPS, we offer a wide variety of engagement and satisfaction surveys for the health care industry, including employee, physician, outpatient, long-term care, assisted living, ambulance, clinic, etc. We specialize in offering customized products and services to all of our clients.

Data Recognition Corporation

Contact Information

Valerie Waller
13490 Bass Lake Road
Maple Grove, MN 55311
Tel: 763-268-2000
VWaller@DataRecognitionCorp.com

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

DLH Corporation

Contact Information

Sandra Halverson
8757 Georgia Ave., 12th Floor
Silver Spring, MD 20910
Tel: 301-628-3000
sandra.halverson@dlhcorp.com

Location of Services Offered

National

Experience working with small rural hospitals

DLH Corporation has over 40 years of survey implementation services, focusing on small rural hospitals.

Survey Modes Available

Mail
Phone

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	No	-
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	No	-
Customized survey questions	Yes	Yes
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Please contact us for additional details regarding pricing for services

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

Monthly or quarterly; customized to client need.

Additional Information

DLH's skilled team brings over 40 years of experience providing full-service public health research, including project management, survey design and implementation, data management and analysis, and reporting services to the government, academia, and the private sector. As a company whose mission is to improve public health worldwide, we specialize in:

- Survey design, implementation, and analysis
- Data management, statistical programming, and analysis
- Database and software application development

We have extensive experience creating and analyzing survey data files, including public-use files.

Fields Research, Inc.

Contact Information

Ken Fields
3814 West Street Suite 110
Cincinnati, OH 45227-3743
Tel: 513-821-6266
ken@fieldsresearch.com

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

Survey Solutions by ICAHN

Contact Information

1945 Van's Way
Princeton, IL 61356
815-875-2999
Diane Garland
dgarland@icahn.org
www.icahn.org

Location of Services Offered

National

Experience working with small rural hospitals

We are focused on only small and rural hospitals. We have over 15 years of experience in rural hospitals and seven years in HCAHPS and other patient satisfaction surveys.

Survey Modes Available

Mail

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	No	-
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Illinois Critical Access Hospital Network (ICAHN) Survey Solutions offers services on a yearly, renewable contract. Pricing is currently \$2,400 annually with additional postage and handling per mailed survey charge quarterly. We do 100% eligible patients surveys to achieve a maximum response rate.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

ICAHN offers an interactive online reporting tool, provides easy access to real-time data with comparative dashboards and benchmarking readily available. This tool allows for the ability to run various reports, filtering, and customized reporting capabilities.

Additional Information

ICAHN specializes in small and rural and is well-positioned to meet your organizational needs to enhance and improve the patient experience, employee experience, and performance across all settings within the organization for ongoing continuity of care. ICAHN offers ongoing quarterly educational webinars and individualized webinars to focus on the client's request in critical areas.

Informed Decisions, Inc.

Contact Information

PO Box 23384
Minneapolis, MN 55423-9840
651-335-9498
Jim Theurer
jim@jtstrategy.com
[Informed Decisions Website Link](#)

Location of Services Offered

National; with an in-depth understanding of health care in the upper-Midwest

Experience working with small rural hospitals

Informed Decisions, Inc. specializes in working with critical access hospitals and small rural hospitals.

Survey Modes Available

Mail

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	No	-
Competitor comparison reports	Yes	No
Customized survey questions	Yes	Yes
Group/network pricing	Yes	No
Hospital employee training/education	Yes	Yes
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Prices start at \$3,000 annually.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

Informed Decisions, Inc. (IDI) reports back to hospitals monthly and provides a quarterly summary report within six weeks of the end of the last discharge for that quarter. The summary report contains frequency data for each question.

Additional Information

IDI offers personalized HCAHPS services for its clients, especially in the upper Midwest. The organization provides over-the-phone training for its HCAHPS services. It is willing to meet with hospital leadership groups to determine the most critical issues, review the results, and help create an action plan. Using a database of responses from hundreds of other providers, IDI can benchmark organizational scores against others in the industry. At an additional cost, IDI offers employee engagement and leadership development programs.

Ipsos

Contact Information

Timothy Amsbary
2020 K St. NW #410
Washington, DC 20006
Tel: 202-420-2036
Timothy.Amsbary@ipsos.com

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

JL Morgan & Associates, Inc.

Contact Information

PO Box 360481
Birmingham, AL 35236
205-408-8774
Jeff Morgan
jeff.morgan@jlmassoc.com
[JL Morgan & Associates Website Link](#)

Location of Services Offered

All CAHPS survey services; All patient satisfaction survey services; IP Discharge Medical Assessment program; ED Discharge Medical Assessment program; Employee/Physician surveys; Culture of Safety surveys

Experience working with small rural hospitals

JLM currently partners with more than 200 rural hospitals and CAHs across 34 states.

Survey Modes Available

Phone

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	Yes	No
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Please call for pricing.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

Clients have unlimited access to all data in real-time.

Additional Information

LSUS Institute for Nonprofit Administration & Research (Formerly Human Services & Public Policy)

Contact Information

Stacey Hargis
One University Place Bronson Hall 123
Shreveport, LA 71115-2399
Tel: 318-795-4264
stacey.hargis@lsus.edu

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	No	-
Customized survey questions	Yes	Yes
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

LWH Enterprises dba Allis Information Management, Inc.*

Contact Information

Anne Herron
4300 W Sugnet Road
Midland, MI 48640
Tel: 989-835-5811
aherron@allisinfo.com

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

Medallia, Inc.

Contact Information

Julie Classen
575 Market Street, Suite 1850
San Francisco, CA 94105
Tel: 855-784-1779
jclassen@medallia.com

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

Minnesota Rural Health Cooperative

Contact Information

190 East 4th Street North PO Box 155
Cottonwood, MN 56229
507-423-5300
Mike Horner
mhorner@mrhc.net
[Minnesota Rural Health Cooperative Website Link](#)

Location of Services Offered

National

Experience working with small rural hospitals

Minnesota Rural Health Cooperative specializes in working with rural providers, specifically CAHs.

Survey Modes Available

Mail

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	No	-
Competitor comparison reports	No	-
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	No	-
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	No	-
Real-time/near real-time access to collected data	No	-
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Contact for specific pricing.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

Minnesota Rural Health Cooperative sends reports quarterly. Quarterly reports contain details on individual questions on the HCAHPS survey along with information on historical performance. Patient comments will be sent through secure e-mail weekly.

Additional Information

Minnesota Rural Health Cooperative has been in the patient satisfaction surveying business for 14 years. It has a high level of familiarity with the issues and challenges faced by rural communities and providers. Highlighted services include:

- Reports are processed and completed at the end of each quarter and e-mailed via Zix Secure e-mail
- National, state, and agency benchmark comparisons are included in reports
- E-mailed comments for issues that may require immediate attention
- Additional survey types are available

National Research Corporation (NRC)

Health

Contact Information

NRC Health
Kylee Hasenauer
1245 Q Street
Lincoln, NE 68508
Tel: 800-388-4264
KHasenauer@nrchealth.com

Location of Services Offered

Nationwide in the US and Canada

Experience working with small rural hospitals

As one of the US's largest patient satisfaction measurement firms, National Research is best positioned to work with rural hospitals and large health systems alike. Having the scalability to meet the needs of small, rural hospitals with exceptional patient experience measurement and improvement tools and reporting enables smaller providers to more easily focus limited resources on improvement opportunities.

Survey Modes Available

Mail; Phone; Interactive voice recognition

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	No	-
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No

Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Contact for pricing.

Frequency of Reporting to CMS

Monthly

Frequency of Reporting to Client

National Research Corporation provides real-time, 24/7 access to data. Hospitals can continually track the outcome of research efforts as data comes in and is linked to the hospital's Action Plan reports. These single-page reports inform hospitals of everything they need to know about their performance and provide clear, actionable information for process improvements.

Additional Information

For more than 30 years, National Research Corporation has been at the forefront of patient-centered care. Today, the company's focus on empowering customer-centric healthcare across the continuum extends patient-centered care to incorporate families, communities, employees, and other stakeholders.

In addition to a standard HCAHPS survey, other programs offered include solutions that measure patient, employee, and physician experience, along with a CAHPS offering and a mobile point of care leader rounding app.

Other products include market-leading survey and reporting instruments that measure Patient & Family Experience; Long Term Care Resident & Family Experience (My InnerView by National Research); Employee Engagement; Physician Engagement; Home Health CAHPS; Clinician & Group CAHPS; Patient Outreach Programs (Connect by National Research); Market Insights; Online Physician Reputation Solution; Healthcare Analytics; and Home Health and Hospice Clinical & Outcomes Analytics (OCS HomeCare by National Research).

National Research also has several tools and resources available to help hospitals and healthcare organizations make sense of patient experience results and facilitate improvement. National Research offers several in-person regional networking

events across the country where participants can learn from peers and share best practices to improve the patient experience in the hospital and clinic setting. Regularly scheduled webinars, including the Best Practice Webinar Series, are also offered on various topics for hospital and healthcare organizations to learn how to effectively use their data, gain additional insight into their reporting results and hear client success stories. The annual Patient-Centered Care Symposium is one of their most significant client events, where healthcare innovators convene to discuss the latest in patient-centered excellence.

Nexus Health Resources

Contact Information

Virginia Feldman
130 Dolson Avenue Suite 203
Middletown, NY 10940
Tel: 845-648-3057
vfeldman@nexushealthresources.com

Location of Services Offered

National

Experience working with small rural hospitals

Nexus Health Resources works with numerous small and rural providers across the health care continuum. Recognizing the challenges of rural hospitals, they have structured offerings that accommodate both their budget and service needs.

Survey Modes Available

Phone

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	Yes	No
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Nexus Health has an all-inclusive flat pricing model for rural hospitals. There is no additional fee for setup, data submission, employee training, reporting dashboard, and automated reporting to staff and leadership.

Frequency of Reporting to CMS

Nexus Health reports to CMS quarterly.

Frequency of Reporting to Client

Daily, weekly, or monthly automated reports are sent to staff and leadership based on client requests. The client also has full access to an interactive dashboard.

Additional Information

Nexus Health has been providing surveys for patients for over six years. Their tools include custom online and print materials to support the monthly recognition of team members. In addition, they provide custom automated reports for real-time patient satisfaction feedback metrics.

Press Ganey Associates, Inc.

Contact Information

Danielle Clark
1173 Ignition Park Drive
South Bend, IN 46601
Tel: 800-232-8032
dclark@pressganey.com

Location of Services Offered

National

Experience working with small rural hospitals

Press Ganey Associates has a dedicated team for the small rural hospital market.

Survey Modes Available

Mail; Phone; Mixed (e-mail and phone)

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	Yes	No
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

There are various price structures available, depending on the mode selected and sampling. We do have special pricing in place for small rural hospitals.

Frequency of Reporting to CMS

Varied

Frequency of Reporting to Client

Monthly structured reports, or daily if the client would like "push" e-mail reports

Additional Information

Press Ganey Associates offers several CAH-specific services, including customized survey questions available in 32 languages; a database of comparisons containing only CAHs (with the capability to compare question by question); small hospital-specific newsletter and webinars; and a dedicated team of 20 CAH/small market sales and service teams that understand the challenges of the rural, community and critical access hospitals. Press Ganey Associates features networking opportunities and sharing of best practices among its members. There is an online forum for members to seek peer support and sharing of successes. Each hospital is assigned a personal improvement manager to help raise HCAHPS scores using evidence-based best practices.

Professional Research Consultants, Inc (PRC)

Contact Information

11326 P Street
Omaha, NE 68137
402-592-5656
Andrea Paseka
apaseka@prcustomresearch.com
[Professional Research Website Link](#)

Location of Services Offered

National

Experience working with small rural hospitals

Over 40 years of experience working with small rural hospitals and communities in which they serve.

Survey Modes Available

Mail; Phone

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	Yes	No
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

PRC prices its telephone surveys on a pre-completion basis based on volume.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

As interviews are completed, real-time data is available daily via their client reporting website.

Additional Information

PRC offers educational resources and sharing of best practices to improve overall quality and service. PRC offers a four-phase action planning process that helps managers manage action plans, collaborate with others, document their processes, and see the results of initiatives in real-time.

Core HCAHPS survey questions do not measure excellence. Still, hospitals can combine the essential core items with customized, hospital-specific questions to effectively analyze where to invest resources to improve performance.

Their CAHPS Team has been helping clients apply learnings drawn from Hospital CAHPS data since 2004 and Home Health CAHPS since 2010. PRC tracks industry developments and government updates and shares the latest developments in survey requirements, public reporting, value-based purchasing, and more.

Quality Data Management, Inc.

Contact Information

405 E. Royalton Road
Broadview Heights, OH 44147
440-526-8633
Jeff Paliwoda
jpaliwoda@qdmnet.com
[Quality Data Management Website Link](#)

Location of Services Offered

National

Experience working with small rural hospitals

QDM works with hospitals of all sizes. In particular, QDM has extensive experience with small rural hospitals; QDM's current clients include hospitals of 20-25 beds. Small rural hospitals have access to the same reporting and quality improvement tools available to large academic medical centers.

Survey Modes Available

Phone; Interactive voice recognition

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	No	-
Competitor comparison reports	No	-
Customized survey questions	Yes	Yes
Group/network pricing	No	-
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	Yes
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

Please contact QDM for pricing information.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

All clients have online access to near real-time results reporting.

Additional Information

Quality Data Management, Inc. has been in business for over 20 years. It is dedicated to improving health care processes and outcomes for facilities of all sizes in the health care industry. It has been a CMS-approved vendor since the inception of HCAHPS. Its reporting tools are intuitive and user-friendly and are designed to allow hospitals of all sizes to discover internal strengths, opportunities for improvement, and trends over time.

Qualtrics

Contact Information

Jenny Borst
333 West River Park Drive
Provo, UT 84604
Tel: 574-876-0996
jborst@qualtrics.com

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

RMS – Research & Marketing Strategies, Inc.

Contact Information

15 W. Genesee Street, Suite 210
Baldwinsville, NY 13027
1-315-635-9802 x208
Sandy Baker
sandyb@rmsresults.com
[RMS Website Link](#)

Location of Services Offered

National

Experience working with small rural hospitals

RMS works closely with small rural hospitals ensuring a seamless process. The RMS HCAHPS team is available to assist with any questions that may arise and is known for its responsiveness and attentiveness. Moreover, RMS works with hospital staff to create collateral awareness-building patient strategies to optimize survey response rates. RMS recognizes the unique needs of rural hospitals and works with them to be as effective as possible.

Survey Modes Available

Mail; Phone

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	Yes	No
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

RMS offers multiple pricing options, including per patient sampled and per completed survey. The price structure is customized based on the specific situations and needs of each hospital. There is a one-time fee for setting up the process and no monthly or annual base fees. Please call for a free consultation and price quote.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

RMS will provide a monthly file of all the survey results, showing response frequencies. Each hospital will also have access to near real-time data through an interactive online portal that includes benchmarking. RMS Healthcare offers an optional quarterly custom reporting option that includes more detailed analysis, national benchmarking, graphical representation, a flat-file, and year-to-date Top Box Table.

Additional Information

RMS is a full-service research firm with a dedicated healthcare division. The firm offers many consulting services in addition to HCAHPS, including employee surveying, strategic planning, image and awareness surveys, brand/logo studies, community health needs assessments (CHNA's), practice transformation (for PCMH recognition), feasibility studies, and more.

RMS Healthcare is a CMS-approved CAHPS vendor and has been conducting CAHPS surveys since 2006, followed by Home Health Care CAHPS, Clinician & Group (CG) CAHPS, Accountable Care Organization (ACO), Outpatient and Ambulatory Services (OAS), Emergency Department Patient of Experience (EDPEC), and In-Center Hemodialysis (ICH) CAHPS as CMS implemented them.

RMS maintains an on-site telephone center with highly experienced CAHPS interviewers. All calls are recorded for quality assurance. RMS works with each client to customize projects or programs to fit the client's individual needs best. RMS was named a "top patient satisfaction surveying firm" in the country for 2019 by Modern Healthcare Magazine. RMS has also been recognized for its above-national response rates.

Rural Comprehensive Care Network (RCCN)

Contact Information

Beth Gushard
995 East Highway 33, Suite 2
Crete, NE 68333
Tel: 402-826-3737
bgushard@rccn.info

Location of Services Offered

National

Experience working with small rural hospitals

Rural Comprehensive Care Network (RCCN) has been administering the CAHPS surveys since 2007 and targets rural hospitals, with the majority of their clients being critical access hospitals.

Survey Modes Available

Mail

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	Yes	No
Customized survey questions	Yes	Yes
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	No	-
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

The price structure is based on a fixed yearly base cost fee that includes setting up the process for the Hospital, data submission, reporting to the Hospital, and all training provided to Hospital staff. There is also a price per survey sent fee which covers both mailings if needed. Please contact us for pricing.

Frequency of Reporting to CMS

Quarterly

Frequency of Reporting to Client

Reporting is done monthly to each hospital for the months returned survey responses. A quarter report is also provided, including hospital comparisons within the hospital group and a separate report of four rolling quarter data. Comments from the surveys are provided monthly to each hospital. Work is currently underway to provide results in a real-time/near real-time environment.

Additional Information

Rural Comprehensive Care Network (RCCN) is a CMS-approved CAHPS vendor with over ten years of experience in administering CAHPS surveys according to CMS standards. Other CAHPS surveys RCCN is approved to administer are home health, hospice, and Outpatient and Ambulatory Services (OAS).

RCCN also administers surveys for emergency services, outpatient services, swing bed patients, and a clinic survey to help meet all their clients' needs.

To keep up with the ever-changing needs of its clients, RCCN is continually in the process of updating its reporting.

SullivanLuallin Group

Contact Information

Sheryll Pasis
4550 Kearny Villa Road, Suite 213
San Diego, CA 92123
Tel: 619-283-8988
spasis@sullivanluallingroup.com

Location of Services Offered

Experience working with small rural hospitals

Survey Modes Available

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data		
Client networking/sharing of best practices		
Competitor comparison reports		
Customized survey questions		
Group/network pricing		
Hospital employee training/education		
Incorporate with client's existing patient satisfaction surveys		
Multilingual survey options		
Real-time/near real-time access to collected data		
Staffed toll-free hotline for patient's questions		

Cost Structure and Price

Frequency of Reporting to CMS

Frequency of Reporting to Client

Additional Information

SurveyVitals, Inc.

Contact Information

Lori Moshier
43000 W. Nine Mile Rd. Suite 202
Novi, MI 48375
Tel: 248-344-7572
Lorim@qualtrics.com

Location of Services Offered

National. All CAHPS related work is conducted from the Novi, Michigan office. Digital Surveys (non-CAHPS) are conducted from the Boise, Idaho office.

Experience working with small rural hospitals

SurveyVitals has been providing surveying services to small rural hospitals and other healthcare providers since 2005. We have been conducting CAHPS related surveys since 2010.

Survey Modes Available

Mail

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Competitor comparison reports	Yes	No
Customized survey questions	Yes	Yes
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No
Incorporate with client's existing patient satisfaction surveys	Yes	No
Multilingual survey options	Yes	No
Real-time/near real-time access to collected data	Yes	No
Staffed toll-free hotline for patient's questions	Yes	No

Cost Structure and Price

SurveyVitals pricing depends on patient volume as well as services selected. Current CAHPS pricing ranges begin at \$2500. A standard supplemental question is provided at no additional cost to capture a patient's approval to share information at the respondent level. All approved languages are provided at no additional cost.

Frequency of Reporting to CMS

Monthly and quarterly, dependent on how clients provide their data to SurveyVitals. We customize our CAHPS program around our individual client's systems and procedures.

Frequency of Reporting to Client

SurveyVitals provides a monthly report based on core questions and respondent level data (following CMS protocol) and includes benchmark data for comparison. Monthly data includes near real-time "alerts" on low score data. "White mail" comments are also recorded and shared based on CMS protocol in the monthly report. A quarterly "snapshot report" is provided to our clients that include a trending data snapshot score. Finally, an annual summary report is provided after the year.

Additional Information

All CAHPS customers are assigned a dedicated Account Manager. These account managers work with their CAHPS clients to facilitate data feeds. They also work with clients on "alerts," improvement initiatives, "poster presentations," response rates, and improvement best practices. SurveyVitals measures the success of our CAHPS program not only in compliance but by providing easy-to-understand actionable results that drive client improvement.

Appendix: HCAHPS Vendor Questions

1. Location of Services Offered
2. Experience working with small rural hospitals
3. Indicate survey modes offered:
 - Mail
 - Phone
 - Interactive Voice Recognition (IVR)
 - Mixed (mail and phone)
4. Cost Structure and Pricing
5. Please identify all of the services your agency includes in a basic HCAHPS service and if they entail an additional charge:
 - Benchmarking data
 - Client networking/sharing of best practices
 - Competitor comparison reports
 - Customized survey questions
 - Group/network pricing
 - Hospital employee training/education
 - Incorporate with client's existing patient satisfaction surveys
 - Multilingual survey options
 - Real-time/near real-time access to collected data
 - Staff toll-free hotline for patient's questions
 - Other
6. Frequency of Reporting to CMS
7. Frequency of Reporting to Client
8. Additional Information