

Hospital Consumer Assessment of Healthcare Providers and Systems Overview

Vendor Directory

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Contents

- Vendor Directory Overview 2
- Introduction 5
 - Additional HCAHPS Resources 8
- Vendor Directory 9
 - 2M Research Services 9
 - Advanced Survey Design, LLC 12
 - Altarum Institute 13
 - Arbor Associates, Inc. 14
 - CAMC Institute 17
 - Custom Survey Solutions, Inc. 19
 - Data Recognition Corporation 21
 - Survey Solutions by ICAHN 22
 - Informed Decisions, Inc. 24
 - Ipsos 26
 - JL Morgan & Associates, Inc. 27
 - LSUS Institute for Nonprofit Administration & Research 29
 - Medallia, Inc. 29
 - Minnesota Rural Health Cooperative 30
 - National Research Corporation Health 32
 - Nexus Health Resources 35

Press Ganey Associates, Inc.	37
Professional Research Consultants, Inc.	39
Qualtrics.....	41
Research & Marketing Strategies, Inc.....	42
Rural Comprehensive Care Network	45
SullivanLuallin Group.....	47
SurveyVitals, Inc.....	48
Appendix: HCAHPS Vendor Questions	51

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

There was 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, the vendors listed below may 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.

If hospitals take the time to invest in completing HCAHPS, 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

hcahpssurvey@2mresearch.com

Location of Services Offered

We work from our office on 1521 N Cooper St, Suite 600, Arlington, Texas. We offer services throughout the U.S. in rural and urban settings.

Experience working with small rural hospitals

2M is focused on delivering exceptional customer service to small rural hospitals and improving response rates from underserved populations.

Survey Modes Available

Mail, telephone, web, text, and mixed mode methodologies.

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
EDCAHPS	Yes	No

Cost Structure and Price

We are low-cost provider taking into account the estimated annual number of patient discharges when calculating costs.

Frequency of Reporting to CMS

We upload data on the quarterly schedule provided in CMS guidelines.

Frequency of Reporting to Client

Our standard approach is to report monthly findings and provide a dashboard that presents findings as they are tabulated. Other options are available.

Additional Information

We have a strong history of providing surveys and other research support for federal agencies including CDC, Medicare, and AHRQ.

Advanced Survey Design, LLC.

Contact Information

Gerald Pearman

1193 Tenth Street, Suite A

Monterey, CA 93940

Tel: 831-641-9700

gpearman@advancedsurveydesign.com

Additional details not provided, please contact the organization for more information about services.

Altarum Institute

Contact Information

Christopher Duke

3520 Green Ct. #300

Ann Arbor, MI 48105

Tel: 734-302-4600

chris.duke@altarum.org

Additional details not provided, please contact the organization for more information about services.

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	No	-
Client networking/sharing of best practices	No	-
Competitor comparison reports	No	-
Customized survey questions	Yes	No
Group/network pricing	No	-

Hospital employee training/education	No	-
Incorporate with client's existing patient satisfaction surveys	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

Dependent on patient volume, ease of access to obtaining patient files, and organizational structure of the client.

Frequency of Reporting to CMS

Quarterly.

Frequency of Reporting to Client

At the conclusion of each month's cycle.

Additional Information

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 Inc. specializes in working with Critical Access Hospitals and small, rural facilities.

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	Yes
Group/network pricing	Yes	No
Hospital employee training/education	Yes	No

Incorporate with client's existing patient satisfaction surveys	Yes	Yes
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

Pricing is a flat yearly fee, no set-up charges, no contracts. For CAHs and smaller, rural facilities we offer the option of surveying additional observation and/or swing bed patients for no additional fee. Optional questions that can be included on our current form (4-5) will be provided at no extra charge.

Frequency of Reporting to CMS

Quarterly.

Frequency of Reporting to Client

A quarterly report will be provided to the facility, however, an online data dashboard is available at SOLUTIONSonline. This provides real-time data and can be accessed by the facility at any time.

Additional Information

Custom Survey Solutions has been a CMS-approved vendor for HCAHPS surveys for over 10 years. Our response rates lead the nation with an average over 36%. Our survey analysis and reports are in an easy-to-read format that does not require additional consulting (with added fees). All mailings, administration, data entry, scanning and reporting are completed in-house by our staff; nothing is ever sub-contracted. In addition to HCAHPS surveys, we offer a wide variety of surveys for the health care industry – employee, physician, outpatient, long-term care, assisted living, clinic, etc. We specialize in offering customized services to all our clients.

Data Recognition Corporation

Contact Information

Valerie Waller

13490 Bass Lake Road

Maple Grove, MN 55311

Tel: 763-268-2000

VWaller@DataRecognitionCorp.com

Additional details not provided, please contact the organization for more information about services.

Survey Solutions by ICAHN

Contact Information

Holly Lendy
1945 Van's Way
Princeton, IL 61356
815-875-2999
hlendy@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
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
EDCHAPS	Yes	No

Cost Structure and Price

Please contact us for pricing.

Frequency of Reporting to CMS

Quarterly.

Frequency of Reporting to Client

Survey Solutions by 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

Survey Solutions by ICAHN specializes in critical access, small and rural hospitals 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. We offer ongoing quarterly educational webinars and individualized webinars to focus on the client's request in critical areas.

Informed Decisions, Inc.

Contact Information

Jim Theurer

PO Box 23384

Minneapolis, MN 55423-9840

651-335-9498

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

Additional details not provided, please contact the organization for more information about services.

JL Morgan & Associates, Inc.

Contact Information

Jeff Morgan

PO Box 360481

Birmingham, AL 35236

205-408-8774

jeff.morgan@jlmassoc.com or brooke.robinson@jlm-solutions.com

[JL Morgan & Associates Website Link](#)

Location of Services Offered

Our company is well-seasoned in conducting HCAHPS, HHCAHPS, OAS CAHPS, Patient Satisfaction, Employee Morale, Discharge Outcome, OAS Discharge Outcomes, Behavioral Health Discharge Outcomes and Culture of Safety surveys. We can even work with you to create custom surveys. J.L. Morgan & Associates, Inc. operates with multiple surveyors and managers specializing in each area while maintaining an audit and data department to ensure the quality of care for our client hospitals. We are experiencing rapid growth and intend to be the leader in our industry.

Experience working with small rural hospitals

J.L. Morgan was built on the belief that all hospitals and organizations, regardless of size or financial foundation, have the right to sound, cost-effective methods of tracking and reporting how their organization is performing compared to the rest of the nation. With this thought in mind, we developed the foundation of what we stand for and what we believe. We work with hundreds of rural hospitals within the United States.

Survey Modes Available

Telephone Mode.

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
EDCAHPS	Yes	No

Cost Structure and Price

Provided upon request.

Frequency of Reporting to CMS

Quarterly.

Frequency of Reporting to Client

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

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

Additional details not provided, please contact the organization for more information about services.

Medallia, Inc.

Contact Information

Ken Fields
575 Market Street, Suite 1850
San Francisco, CA 94105
Tel: 855-784-1779
kenf@medallia.com

Additional details not provided, please contact the organization for more information about services.

Minnesota Rural Health Cooperative

Contact Information

Mike Horner
 190 East 4th Street North PO Box 155
 Cottonwood, MN 56229
 507-423-5300
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

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

Location of Services Offered

Nationwide in the U.S.

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.

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

NRC Health has been involved with the Center for Medicare and Medicaid Services (CMS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) programs since the beginning, participating in the very first CAHPS program for health plans. We bring innovative strategies to our CAHPS programs to provide value to all healthcare stakeholders.

Not only will you meet CMS requirements on the HCAHPS program, but you will also be equipped with the knowledge you need to improve your customer experience—faster.

NRC Health administers the HCAHPS Survey via mail, phone, and mixed mail and phone in a variety of languages with a focus on diligently adhering to CMS guidelines.

High quality HCAHPS service ensures our partner hospitals have positive relationships with CMS, accurate representations of their quality of care, and provides a solid foundation for learning about patient perceptions and opportunities for growth.

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

1173 Ignition Park Drive
South Bend, IN 46601
Tel: 574-999-0204
Amber Farmer
afarmer@pressganey.com

Location of Services Offered

All of the 50 United States, Washington D.C., and to a lesser extent internationally

Experience working with small rural hospitals

We have a dedicated division that only works with community and rural hospitals, independent medical practices, and free-standing surgical centers. there are over 2000 independent healthcare organizations in this division that work with Press Ganey. We specialize in helping small organizations.

Survey Modes Available

Mail, Email, Text, Phone, and IVR

Services Available

Service Description	Available	Add'l Charge
Benchmarking Data	Yes	No
Client networking/sharing of best practices	Yes	No
Customized survey questions	Yes	No
Group/network pricing	Yes	No
Hospital employee training/education	Yes	Yes

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

Cost Structure and Price

It is volume based and varies by mode. Pricing is custom.

Frequency of Reporting to CMS

Monthly

Frequency of Reporting to Client

Client data is updated daily and available for them to pull daily. They can automate reports to be scheduled and ran at whatever frequency they would like and makes sense.

Additional Information

We are flexible and have great pricing for small organizations.

Professional Research Consultants, Inc (PRC)

Contact Information

Andrea Paseka
11326 P Street
Omaha, NE 68137
402-592-5656

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.

Qualtrics

Contact Information

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

Additional details not provided, please contact the organization for more information about services.

RMS – Research & Marketing Strategies, Inc.

Contact Information

Sandy Baker

15 E. Genesee Street, Suite 210

Baldwinsville, NY 13027

315-635-9802 x208

sandyb@rmsresults.com

[RMS Website Link](#)

Location of Services Offered

National.

Experience working with small rural hospitals

RMS works closely with small rural hospitals to ensure a seamless process. The RMS HCAHPS team is available to assist with any questions that may arise and is known for 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. RMS also conducts employee surveys.

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 report of the survey results, including response rates and counts for CMS reportable measures (one month only), national benchmarking with Top Box Scores, and patient comments. Clients will also have use of the RMS HCAHPS portal where you have real-time, interactive access to your data at any time, as well as RMS aggregate benchmarking.

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), healthcare

transformation, PCMH support, feasibility studies and more. RMS Healthcare is a CMS-approved CAHPS vendor and has been conducting HCAHPS surveys since 2006, followed by HH, CG, MIPS, OAS, ED, Hospice, and ICH CAHPS as they were implemented by CMS. 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 best fit the client's individual needs. RMS was named as a "top patient satisfaction surveying firm" in the country for the past 8 years by Modern Healthcare Magazine. RMS has also been recognized for their 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
Jeff Walker
jwalker@rccn-ne.org

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	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

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 details.

Frequency of Reporting to CMS

Quarterly.

Frequency of Reporting to Client

Reporting is done monthly to each hospital for the month's returned survey responses. A quarterly report is also provided, including hospital comparisons within the hospital group and a separate report of four rolling quarters worth of 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 16 years of experience in administering CAHPS surveys according to CMS standards and compliance. Other CAHPS surveys RCCN is approved to administer are Home Health, Hospice and Outpatient & Ambulatory Services (OAS). RCCN also administers surveys for emergency services, outpatient services, swing bed patients, and a clinic survey to help meet all of our client's needs. To keep up with the ever-changing needs of its clients RCCN is continually looking to evolve and enhance its services and 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

Additional details not provided, please contact the organization for more information about services.

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 includes 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