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RMS Recognized Nationally as Leader in Healthcare—Named One of the Top 10 Largest Patient-Satisfaction Measurement Firms

(BALDWINSVILLE, NY) *Modern Healthcare* has ranked Research & Marketing Strategies, Inc. (RMS) the 7th largest patient-satisfaction measurement firm in the United States, according to its recent survey.

For fourteen years, RMS has been a national leader in patient satisfaction surveying, growing its market research business within the healthcare industry and assisting numerous organizations across the nation in measuring patient satisfaction and engagement. *Modern Healthcare*, award-winning publication leader in healthcare research, recently released their annual report of the largest patient satisfaction measurement firms in the U.S., with RMS ranked as number seven, a move up from number eight last year.

RMS specializes in consulting services and healthcare surveying, including the Consumer Assessment of Healthcare Providers and Systems (CAHPS)^{®*} patient satisfaction surveys for many healthcare providers. This includes, but is not limited to: hospitals, home health agencies, hospices, emergency departments, clinician groups, private practices, dialysis facilities, accountable care organizations, ambulatory surgery centers, behavioral health clinics, and soon will be adding Medicare Advantage and Prescription Drug Plans.

“Healthcare continues to change rapidly and getting patient feedback is vital to providing excellent care,” said Mark Dengler, President of RMS.

With the ongoing pursuit of quality healthcare delivery, patient satisfaction measurement is increasingly becoming a core requirement, even throughout these challenging times. In 2019, the number of RMS patients surveyed across the country shows over a 10% increase—the biggest increase is with Clinician and Physician Groups. As a means of engaging patients regarding their care, patient satisfaction measurement allows organizations to effectively manage the patient/provider relationship, and to gauge modifications according to their patients’ perceptions of care. Insurance and government payors look to affiliate closely with organizations that regularly measure patient experiences, with financial reimbursement often tied to satisfaction levels.

About RMS Healthcare

RMS Healthcare, a division of Research and Marketing Strategies, Inc. (RMS), provides operational support, consulting, and research services. They are a leading healthcare consulting firm with proven experience and success in patient surveying and practice transformation. Visit our website at RMSresults.com.

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