

# To Ask a Question

To submit a question, type question here and hit submit.

The screenshot displays the CAHPS webcast interface. On the left is a 'Slide Area' window showing a presentation slide with the CAHPS logo, the text 'Surveys and Tools to Advance Patient-Centered Care', the AHRQ logo, and the title 'Introducing the CAHPS Child Hospital Survey'. Below the title, it says 'A Webcast Presented by the AHRQ CAHPS User Network January 22, 2015 1:00 - 2:00 pm EST'. On the right are two smaller windows: 'Speaker Bio' and 'Q&A'. The 'Speaker Bio' window lists Mark A. Schuster, MD, PhD and Barbara Burke, MA. The 'Q&A' window has a 'Refresh Now' link, a text input field, and a 'Submit' button. A red arrow points from the 'Q&A' window back to the 'Q&A' icon in the bottom navigation bar.

Click on the "Q&A" icon to get the Q&A box to appear.

# Child HCAHPS Survey and Guidance

Available on the CAHPS Web site:

<https://cahps.ahrq.gov/surveys-guidance/hospital/instructions/hospinstructions.html>

- Overview of the Survey
- Survey (English and Spanish)
- Supplemental items (*forthcoming*)
- Sample notification letters (English and Spanish)
- Telephone scripts (English and Spanish)
- Fielding guidance (*forthcoming*)
- Analysis guidance (*forthcoming*)

# CAHPS E-mail Updates

The screenshot shows the CAHPS website interface. At the top, the U.S. Department of Health & Human Services logo is on the left, and navigation links for 'About Us', 'Careers', 'Contact Us', 'Español', and 'FAQ' are in the center. The 'Email Updates' link is circled in red. Below this is the AHRQ logo and the text 'Agency for Healthcare Research and Quality Advancing Excellence in Health Care'. A search bar is on the right. The main header features the 'cahps' logo and the tagline 'Surveys and Tools to Advance Patient-Centered Care'. A navigation menu includes 'Home', 'About CAHPS', 'Surveys and Guidance', 'Consumer Reporting', 'Quality Improvement', 'CAHPS Database', and 'News and Events'. The main content area is divided into three columns: 'Surveys and Guidance' with links to 'Health Plan' and 'Clinician & Group'; 'CAHPS Database' with links to 'About the CAHPS Database', 'Comparative Data', and 'Request Data for Research'; and 'About CAHPS' with a description of the surveys and links to 'Bibliography', 'Frequently Asked Questions', and 'Contact Us'. A central carousel features a 'Podcasts' section with a description and a numbered navigation bar (1, 2, 3, 4). Below the main content are three sections: 'Events' with links to webcasts and podcasts; 'CAHPS Survey for Medical Homes' with a description of the expanded survey; and 'CAHPS Health Plan 5.0 Survey' with a description of the 5.0 version. A 'Spotlight' section on the right lists new comparative results, implementation forces, patient experience resources, and a note about physician satisfaction.

# Q&A With Today's Speakers



- **Mark Schuster**, MD, PhD, Boston Children's Hospital; Harvard Medical School, Boston



- **Barbara Burke**, MA, Ann & Robert H. Lurie Children's Hospital of Chicago, Chicago



- **Sandra Schultz**, CHOC Children's Hospital, Orange, CA



- **Zoë Vecchio**, MA, CHOC Children's Hospital, Orange, CA



- **Carla Zema**, PhD, CAHPS User Network; Zema Consulting, Atlanta (Moderator)

# Thank You!

- Evaluation Survey

- Please complete the evaluation survey. Your feedback is important to us.

- Questions or comments?

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