



Introducing the New CAHPS Clinician & Group Survey 3.0

A Webcast Presented by the AHRQ CAHPS User Network September 17, 2015 1:00 – 2:30 pm EDT

CAHPS Webcast Series

- Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Program
 - Funded by the Agency for Healthcare Research and Quality (AHRQ)
 - Develops standardized surveys and related products, including the CAHPS Database
- CAHPS Surveys
 - Assess patients' experiences with care
 - Developed for both ambulatory and facility-based care



CAHPS Family of Surveys



Facility Surveys

Hospital
In-Center Hemodialysis
Nursing Home

Ambulatory Care Surveys

Clinician & Group (CG-CAHPS)

Health Plan

Surgical Care

ECHO® (Behavioral health)

Dental Plan

American Indian

Home Health Care





Our Focus Today

Introducing CG-CAHPS 3.0

- Why a new version?
- What does it include?
- How was it developed?
- How comparable is a 6-month recall period to a 12-month recall period?
- What further testing will be done?
- What are your questions about it?



Today's Speakers



 Julie Brown, Senior Study Director and Director, RAND Survey Research Group, Santa Monica, CA



Lee Hargraves, PhD, Managing Researcher,
 American Institutes for Research, Waltham, MA



 Ron Hays, PhD, Adjunct Researcher, RAND Corporation; Professor of Medicine, University of California, Los Angeles

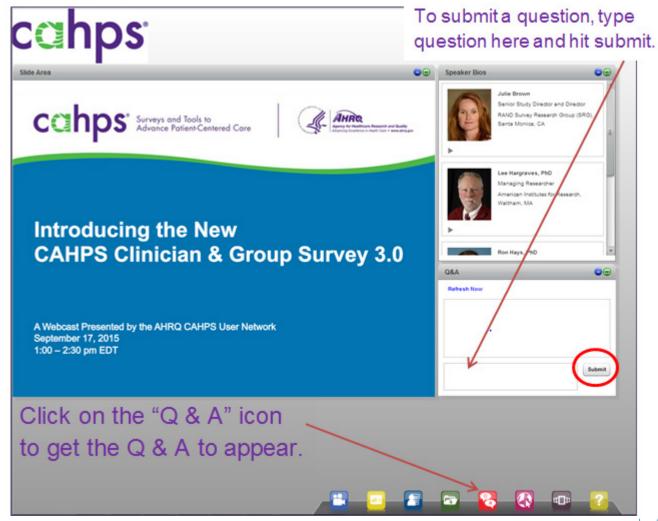


Dale Shaller, Managing Director, CAHPS
 Database; Shaller Consulting Group, Stillwater,
 MN (Moderator)

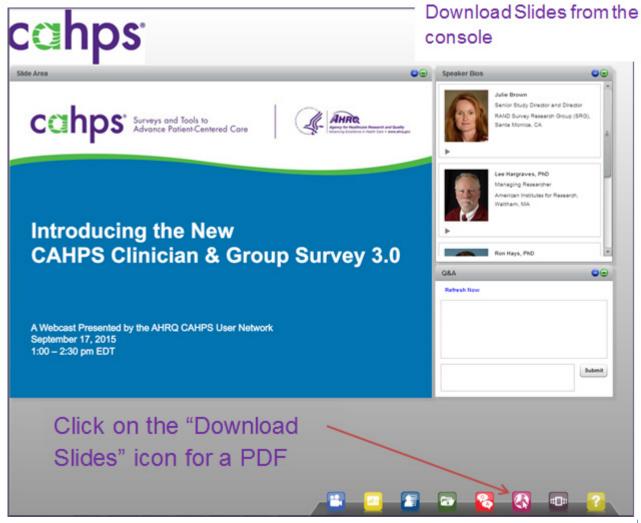
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To Ask a Question

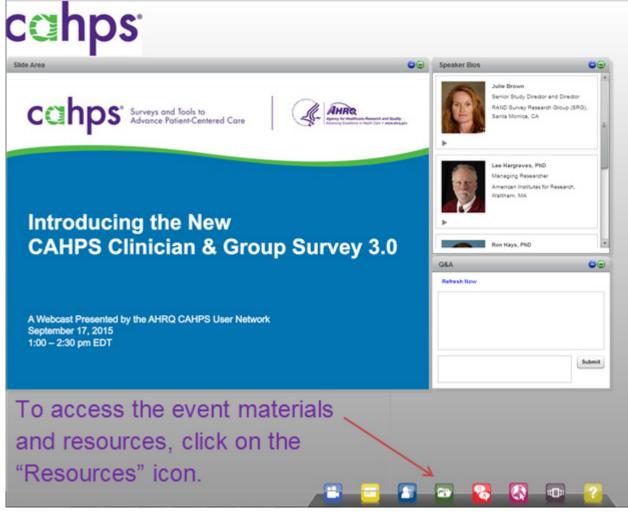


Accessing Presentations





Accessing Event Materials





Webcast Agenda

- Overview of CG-CAHPS 3.0 (Julie Brown)
 - Q/A
- Comparison of 12-month and 6-month recall periods (Lee Hargraves)
 - Q/A
- Directions for further research (Ron Hays)
 - Q/A
- Wrap-up



