



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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 - Conference ID #: 16130873
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To Ask a Question

The screenshot shows a webcast interface with a main slide area and a right-hand sidebar. The slide area contains the CAHPS logo, the text 'Surveys and Tools to Advance Patient-Centered Care', the AHRQ logo, and the title 'Introducing the New CAHPS Clinician & Group Survey 3.0'. Below the title, it says 'A Webcast Presented by the AHRQ CAHPS User Network, September 17, 2015, 1:00 - 2:30 pm EDT'. The sidebar has a 'Speaker Bios' section with photos and names of Julie Brown, Lee Hargraves, PhD, and Ron Hays, PhD. Below that is a 'Q&A' section with a 'Refresh Now' link and a text input field. A red circle highlights the 'Submit' button at the bottom right of the Q&A section. A red arrow points from the 'Submit' button to the 'Q & A' icon in the bottom navigation bar.

Slide Area

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Ron Hays, PhD

Q&A

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Q&A

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Resources

To access the event materials and resources, click on the “Resources” icon.

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**