



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



# **Listening to the Voice of the Patient: Using Multiple Feedback Methods to Complement Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey Data**

**A Webinar Presented by the AHRQ CAHPS User Network  
Wednesday, May 8, 2024  
1:00 – 2:00 pm ET**

# Webcast Technical Info



- Audio issues
- Poor Connection
- Use Q&A: For Questions and communication
- **Event Website: <https://events.westat.com/cahps/>**
  - ▶ Download presentation slides, view agenda and speaker bios

# Today's Agenda

- Overview of AHRQ's CAHPS Program
- Case Examples of Patient Feedback Methods for Complementing CAHPS Surveys
- Panel Discussion
- Questions and Answers

# Today's Speakers



**Dale Shaller, MPA**  
Principal  
Shaller Consulting Group  
**Moderator**



**Caren Ginsberg, Ph.D.**  
Director, CAHPS and Surveys on Patient  
Safety Culture (SOPS) Programs  
Center for Quality Improvement and Patient  
Safety



**Nicole Cable, M.H.S., CPXP, LBBP**  
Founder of IGNITE HX



**Donna Richardson, M.S.**  
Customer Experience (CX) Outcomes  
Supervisor  
U.S. Department of Veterans Affairs