

AHRQ's CAHPS Program: Addressing Emerging Needs for Patient Experience Measurement and Improvement

A Webinar Presented by the AHRQ CAHPS User Network Wednesday, September 13 12:00 – 1:00 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

Agency for Healthca Research and Qualit

- Welcome from AHRQ
- Overview of AHRQ's CAHPS Program
- Improvements to the Survey Instruments
- Responses to Current Information Needs
- Use of the Surveys to Improve Patient Experience
- Questions and Answers

Today's Speakers

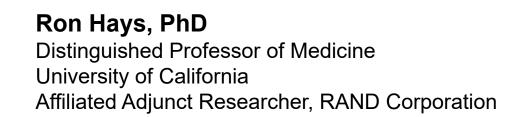


Joann Sorra, PhD Vice President Westat Moderator





Caren Ginsberg, PhD Director, CAHPS and SOPS Program Agency for Healthcare Research and Quality





Susan Edgman-Levitan, PA-C Executive Director John D. Stoeckle Center for Primary Care Innovation Massachusetts General Hospital

