



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



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



- 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



Ron Hays, PhD
Distinguished Professor of Medicine
University of California
Affiliated Adjunct Researcher, RAND Corporation



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