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# Understanding CAHPS<sup>®</sup> Surveys: A Primer for New Users

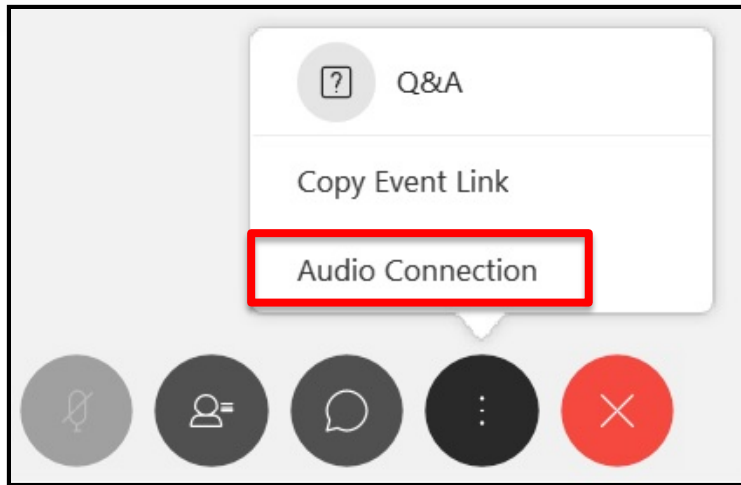
**A Webcast Presented by the AHRQ CAHPS User Network**

**January 8, 2019**

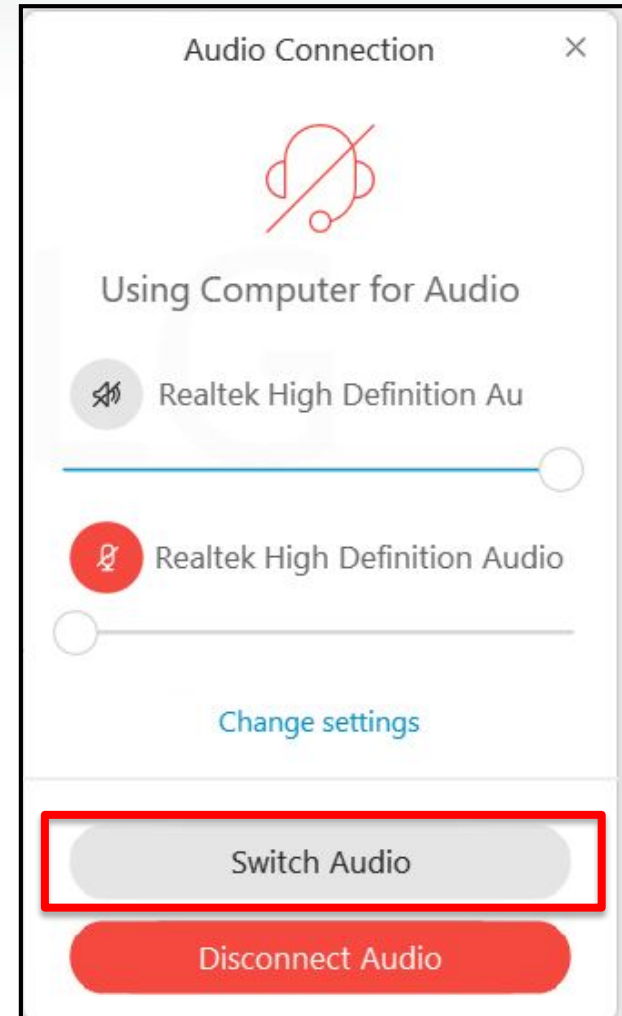
**12:00 – 1:00 pm ET**

# Need Help?

- No sound from computer speakers?

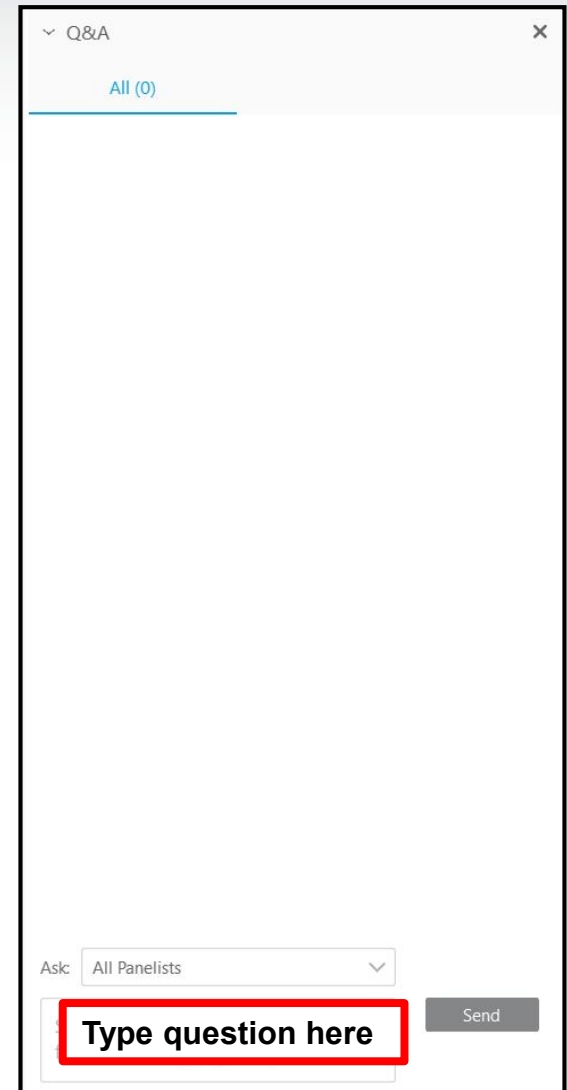
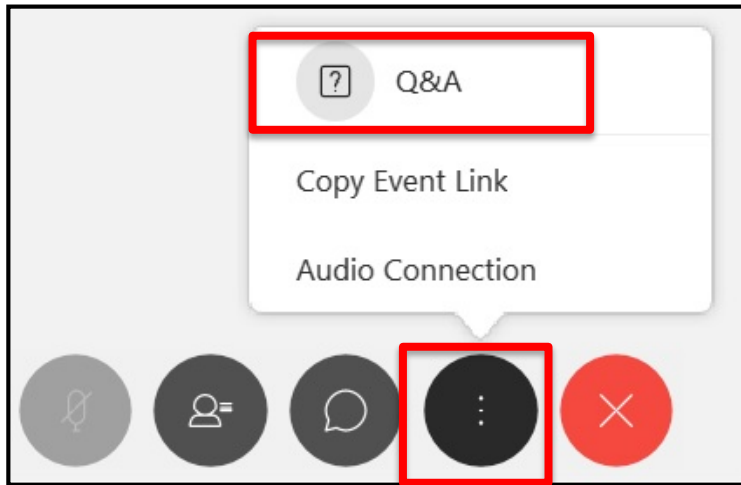


- Trouble with your connection or slides not moving?
  - Log out and log back in
- Other problems?
  - ▶ Use Q&A feature to ask for help



# Using the Webcast Console to Submit Questions

- Question and Answer
  - ▶ Select Q&A
  - ▶ Type question in the box that opens



# Today's Speakers

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- **Caren Ginsberg, Ph.D., CPXP**, Director, CAHPS Division, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality



- **Susan Edgman-Levitan, P.A.**, Executive Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital, Co-PI, Yale CAHPS team



- **Stephanie Fry**, Senior Study Director, Westat

# Our Focus Today

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- Present a comprehensive overview of the CAHPS program
- Discuss what the CAHPS surveys are and what their purpose is
- Describe how CAHPS surveys are developed and administered
- Review how CAHPS survey results are used to improve patient experience
- Provide answers to your questions!