



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



Understanding CAHPS® Surveys: A Primer for New Users

A Webcast Presented by the AHRQ CAHPS User Network
January 11, 2022
1:00 – 2:00 pm ET

Webcast Technical Info



- Audio issues
- Poor Connection
- Use Q&A: For Questions or Other Problems
- Event Website: <https://events.westat.com/cahps/>
 - ▶ Download presentation slides; view the agenda and speaker bios on our event site

Today's Agenda



- Overview of the AHRQ CAHPS Program
- CAHPS Survey Basics
 - ▶ Design principles
 - ▶ Survey measures
 - ▶ Sampling and administration
 - ▶ Survey uses
- Recent Program Highlights
- Question and Answers

Today's Speakers



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



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



- **Dale Shaller, M.P.A.**, Principal
Shaller Consulting Group