



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY

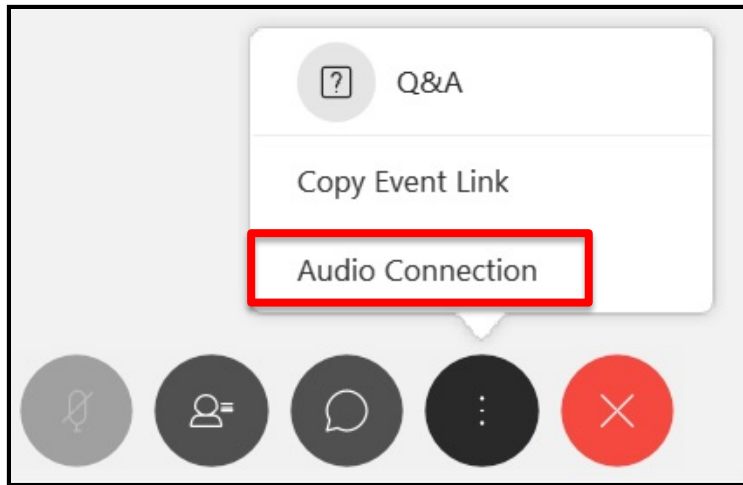


# Understanding CAHPS® Surveys: A Primer for New Users

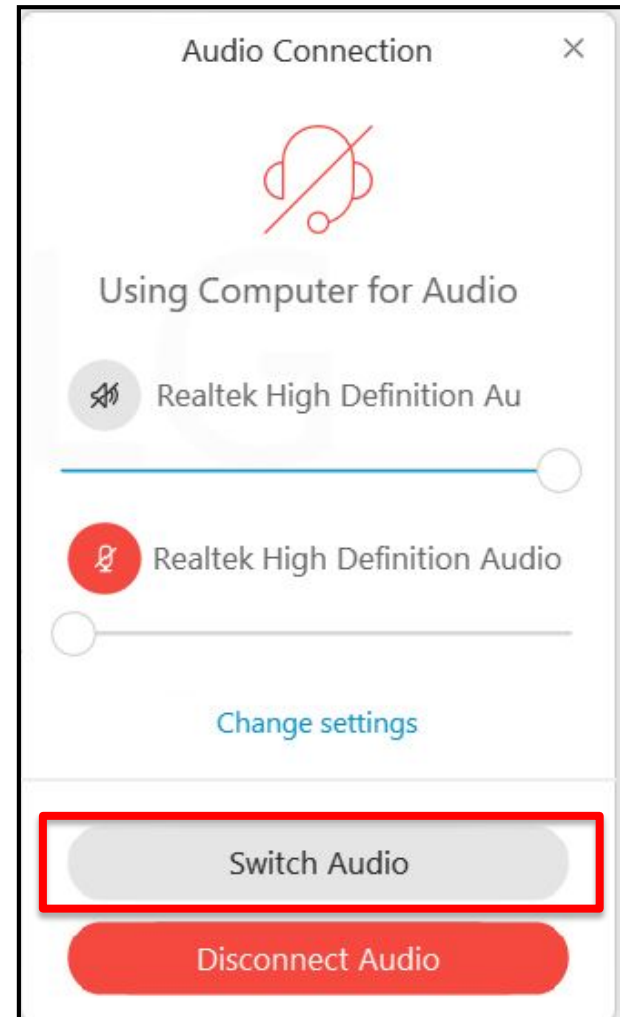
**A Webcast Presented by the AHRQ CAHPS User Network  
January 22, 2020  
1:00 – 2:00 pm ET**

# Need Help?

- No sound from computer speakers?

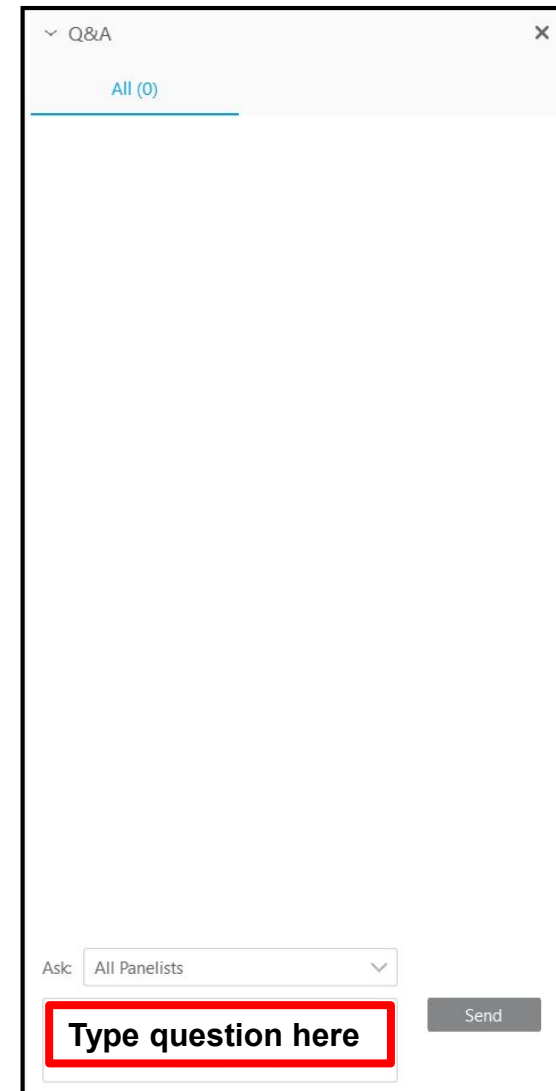
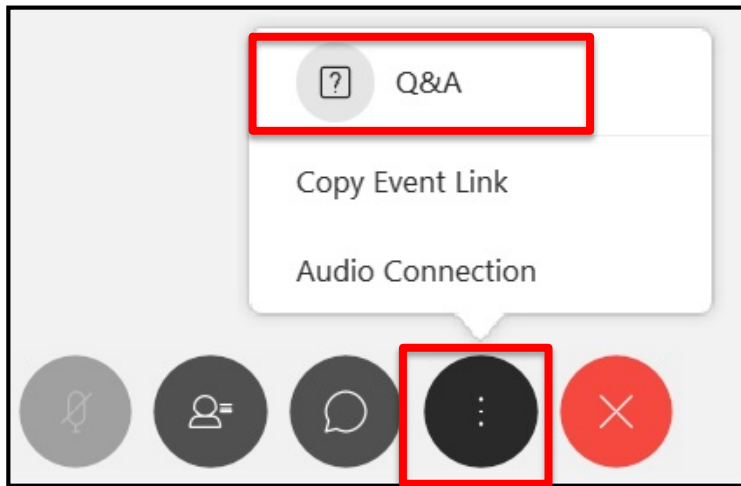


- Trouble with your connection or slides not moving?
  - ▶ Log out and log back in
- Other problems?
  - ▶ Use Q&A feature to ask for help



# Using the Webcast Console to Submit Questions

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



# Today's Speakers



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



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



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

# Our Focus Today



- 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!