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# Best Practices for Web-based SOPS Surveys

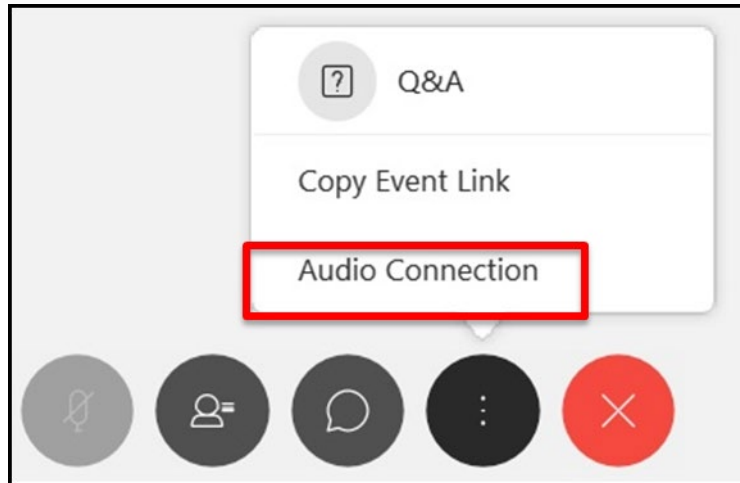
**Webcast**

**Wednesday, June 12**

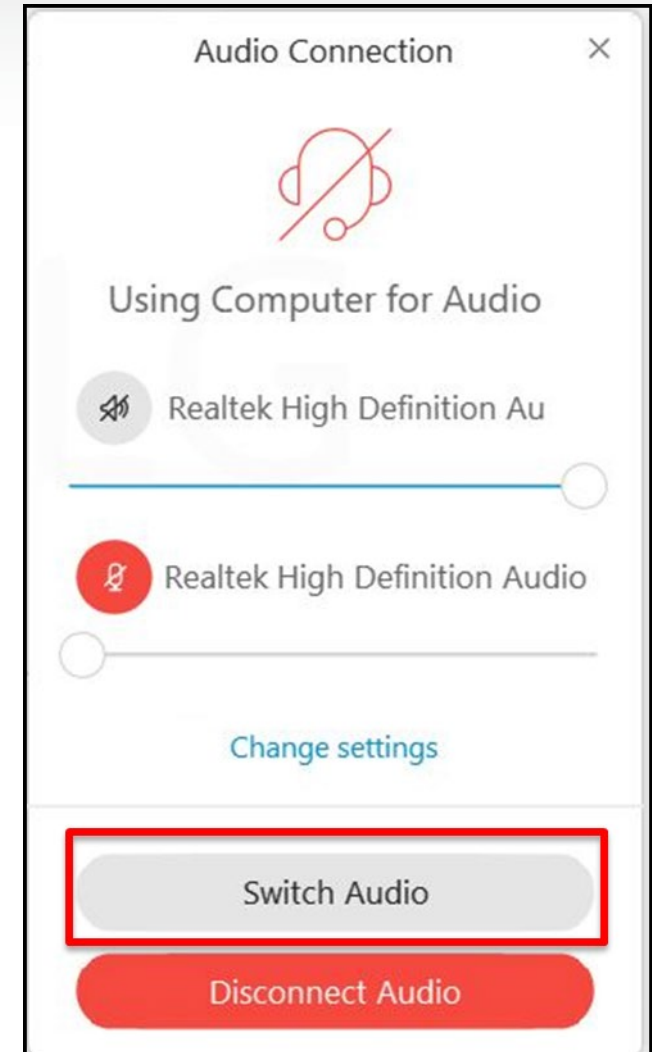
**2:00-3:00 pm ET**

# Need Help?

- No sound from computer speakers?

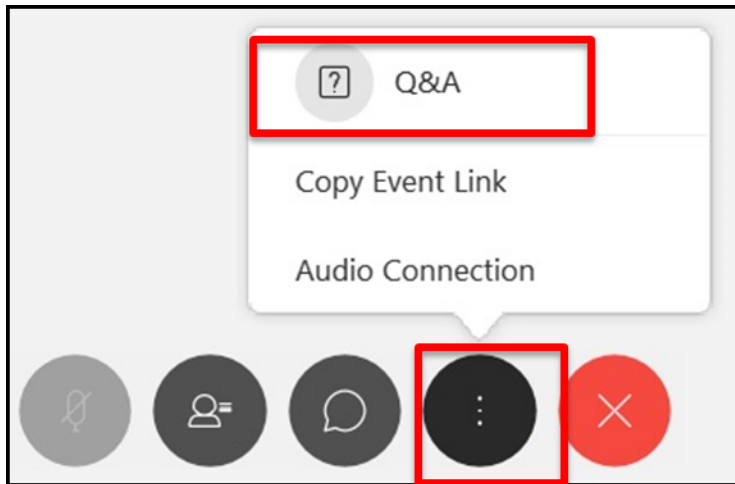


- Trouble with your connection or slides not moving?
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# Submitting Questions

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



# Today's Speakers



## **Caren Ginsberg, Ph.D.**

Director, CAHPS Division  
Center for Quality Improvement and Patient Safety  
Agency for Healthcare Research and Quality  
(AHRQ)



## **Theresa Famolaro, MPS, MS, MBA**

Senior Study Director,  
User Network for the AHRQ Surveys on Patient  
Safety Culture (SOPS)  
Westat



## **Naomi Yount, PhD**

Senior Study Director,  
User Network for the AHRQ Surveys on Patient  
Safety Culture (SOPS)  
Westat

# Agenda

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- Overview of AHRQ's perspective on the importance of survey methods
- Best practices for designing and administering web-based SOPS surveys
- Provide examples and useful tips
- Q&A