



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



How Patient Narratives Can Support Your Patient Experience Strategy

A Webinar Presented by the AHRQ CAHPS User Network
Tuesday, December 10, 2024
1:00 – 2:00 pm ET

Webcast Technical Info

- Audio issues
- Poor connection
- Use Q&A: For questions and communication
- **Event Website:** <https://events.westat.com/cahps/webcast>
 - ▶ Download presentation slides, view agenda and speaker bios

Today's Agenda



- Welcome from AHRQ
- Overview of Patient Narrative Research Insights
- Panel Discussion
- Questions and Answers

Today's Speakers



Dale Shaller, MPA
Principal
Shaller Consulting
Group
Moderator



Jonathan Bakdash, PhD

Social Science Analyst, CAHPS and SOPS Program
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Rachel Grob, PhD

Qualitative and Health Experiences Research (Q-HER) Lab
University of Wisconsin's Department of Family Medicine and
Community Health and Center for Patient Partnerships



Yuna Lee, MPH, PhD

Assistant Professor of Health Policy and Management
Columbia University Mailman School of Public Health



Denise D. Quigley, PhD

Senior Health Policy Researcher
RAND