



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY

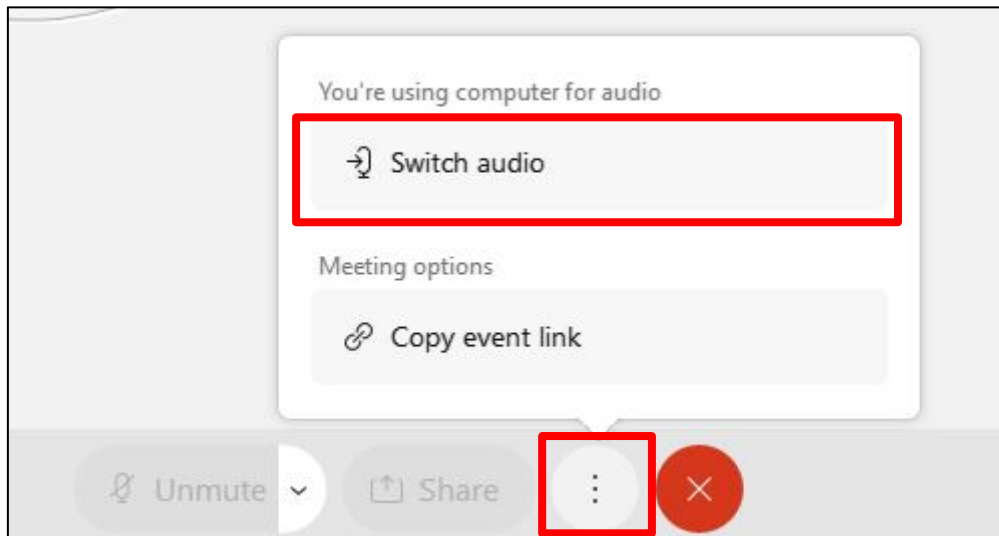


An Overview of the CAHPS[®] Analysis Program 5.0

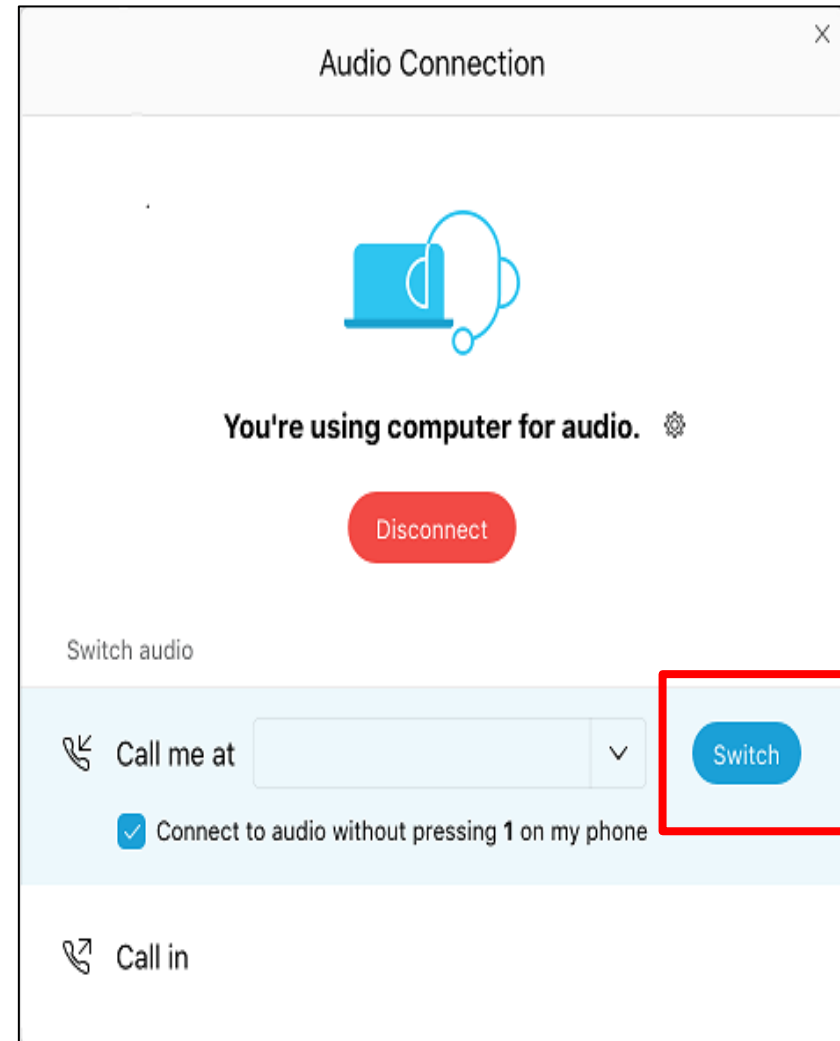
A Webcast Presented by the AHRQ CAHPS User Network
November 19, 2020
2:00 – 2:30 pm ET

Need Help?

- No sound from computer speakers?

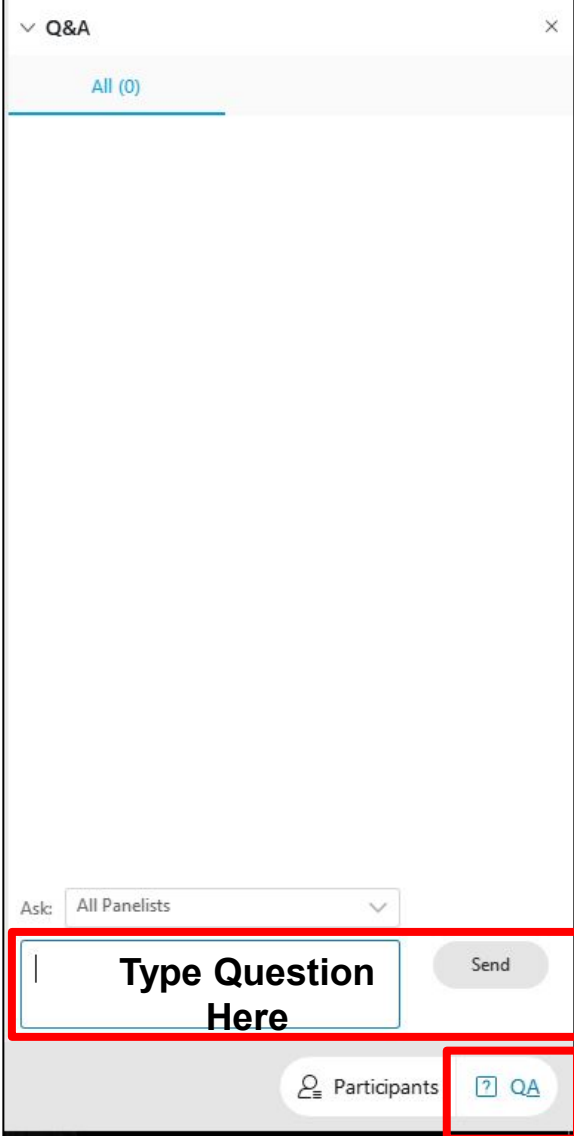


- Trouble with your connection or slides not moving?
 - ▶ Log out and log back in
- Other problems?
 - ▶ Use Q&A feature to ask for help



How to Ask Questions

- Question and Answer
 - ▶ Select Q&A
 - ▶ Type question in the box that opens
 - ▶ Make sure “All Panelists” is selected



The screenshot shows a mobile application interface for asking questions. At the top, there is a header with a dropdown arrow and the text "Q&A", and a close button (X) in the top right corner. Below the header, the text "All (0)" is displayed. The main area is a large empty space for questions. At the bottom, there is a "Ask:" label followed by a dropdown menu currently set to "All Panelists". Below this is a text input field containing the placeholder text "Type Question Here" and a "Send" button to its right. At the very bottom of the screen, there are two navigation buttons: "Participants" with a group icon and "QA" with a question mark icon. The "QA" button is highlighted with a red box.

Today's Speakers



- **Naomi Yount, Ph.D.**, Senior Study Director, Westat



- **Joshua Noda, M.P.P.** Senior Study Director, Westat

Focus for Today

- Overview of the CAHPS Analysis Program
- Analysis Guidance Documents
- Q&A