



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



The CAHPS Child Hospital Survey: Using Database Results and New Narrative Items to Guide Improvement

**A Webinar Presented by the AHRQ CAHPS User Network
Wednesday, December 6
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/webcast>**
 - ▶ Download presentation slides, view agenda and speaker bios

Today's Agenda



- Welcome from AHRQ
- Overview of the Child HCAHPS Survey
- The Child HCAHPS Database
- The Child HCAHPS Narrative Item Set
- Questions and Answers

Today's Speakers



Dale Shaller, MPA
Principal
Shaller Consulting Group
Moderator



Jonathan Bakdash, PhD
Social Science Analyst, CAHPS and SOPS Program
Agency for Healthcare Research and Quality



Sara Toomey, MD, MPH
Chief Experience Officer and Chief Quality & Safety
Officer/SVP
Boston Children's Hospital
Associate Professor, Harvard Medical School



Teresa Dodson, MA
CAHPS Database Manager
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Steven Martino, PhD
Senior Behavioral Scientist
RAND