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# **Creative Strategies to Improve Patient Care Experience**

**A Webcast Presented by the AHRQ CAHPS User Network  
April 18, 2019  
12:00 – 1:00 pm ET**

# Our Focus Today

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- Why are creative ideas needed to improve the patient care experience?
- How did one creative idea, a nurse care coordinator program, affect patient experience in an ambulatory care setting?
- How can health care organizations foster creative ideas among staff to improve patients' experiences of care?
- What challenges can organizations anticipate when they try to implement creative improvement ideas?

# Today's Speakers



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



- **Susan Edgman-Levitan, P.A.**, Executive Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital; Co-Principal Investigator, Yale CAHPS team



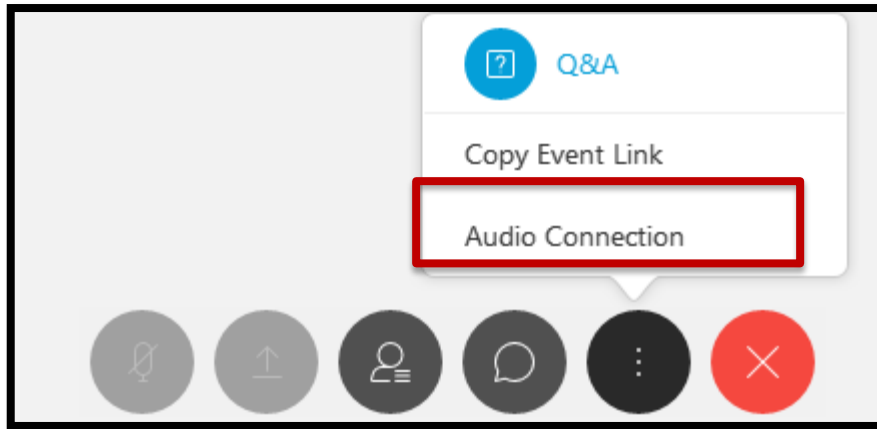
- **Ingrid Nembhard, Ph.D., M.S.**, Fishman Family President's Distinguished Professor, Associate Professor of Health Care Management, The Wharton School - University of Pennsylvania



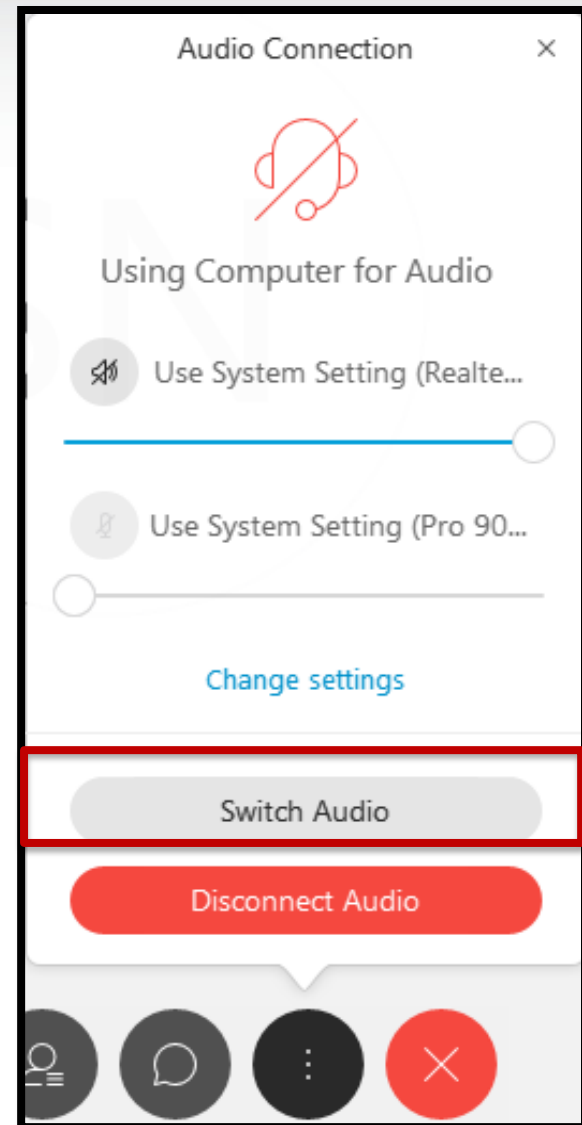
- **Yuna Lee, Ph.D., M.P.H.**, Assistant Professor, Department of Health Policy and Management, Columbia University Mailman School of Public Health

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- No sound from computer speakers?



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# Using the Webcast Console to Submit Questions

- Question and Answer
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