



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY

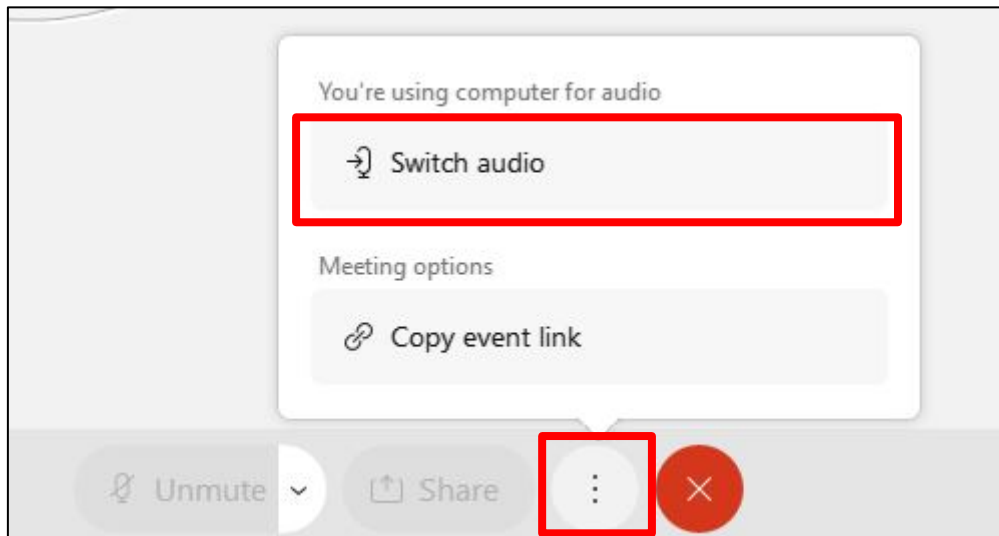


Introducing the CAHPS Emergency Department Survey (ED CAHPS)

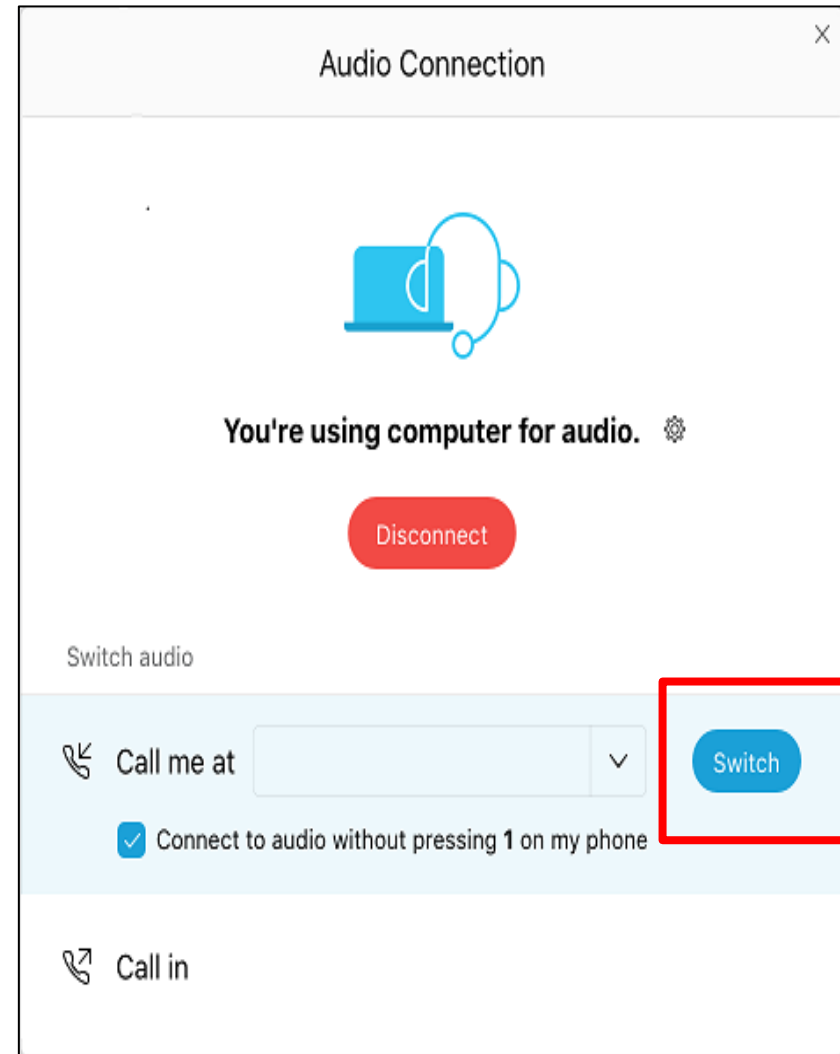
**A Webcast Presented by the AHRQ CAHPS User Network
October 6, 2020
1:00 – 2:30 pm ET**

Need Help?

- No sound from computer speakers?

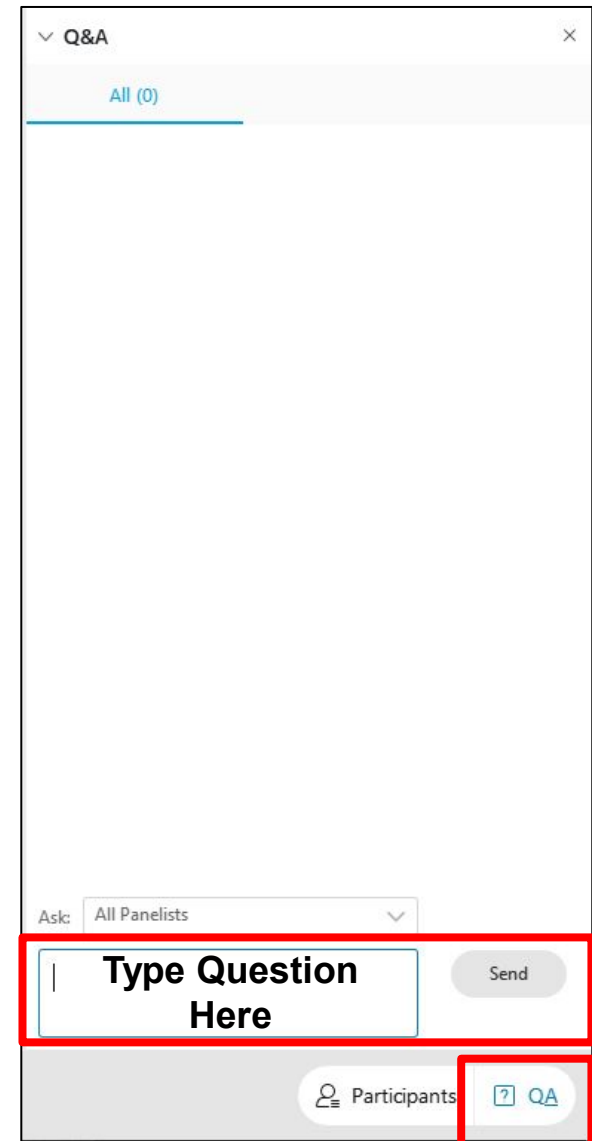


- Trouble with your connection or slides not moving?
 - ▶ Log out and log back in
- Other problems?
 - ▶ Use Q&A feature to ask for help



Using the Webcast Console to Submit Questions

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



Today's Speakers



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



- **Layla Parast, Ph.D.**, Senior Statistician
RAND



- **Kirsten Becker, M.S.**, Director
RAND Survey Research Group
Senior Survey Director



- **William Lehrman, Ph.D.**, Social Science Research Analyst
Centers for Medicare & Medicaid Services



- **Stephanie Fry**, Senior Study Director
Westat

Our Focus Today



- Overview of AHRQ's CAHPS program
- Introduction to the ED CAHPS Survey
- Overview of ED CAHPS Survey administration
- Description of ED CAHPS Survey analysis
- Review of ED CAHPS Survey Resources
- Provide answers to your questions