

# CAHPS<sup>®</sup> Moving Forward: Innovations in Tools and Research

A Webcast Presented by the AHRQ CAHPS User Network  
October 12, 2017  
12:30 – 2:00 pm ET

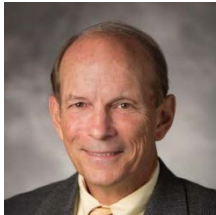
# Our Focus Today

- Present a comprehensive overview of the CAHPS program
- Highlight key accomplishments during the past 5 years
- Discuss how the CAHPS program is advancing the science of patient experience assessment
- Review the evidence regarding the value and impact of CAHPS
- Provide answers to your questions!

# Today's Speakers



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



- **Paul Cleary, Ph.D.**, Anna M.R. Lauder Professor of Public Health, Department of Health Policy and Management, Yale School of Public Health



- **Ron Hays, Ph.D.**, Adjunct Researcher, RAND Corporation; Professor of Medicine, University of California, Los Angeles



- **Dale Shaller, MPA** (Moderator), Principal, Shaller Consulting Group

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AHRQ Agency for Healthcare Research and Quality

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Q&A

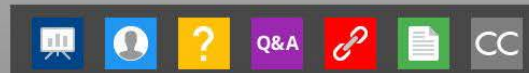
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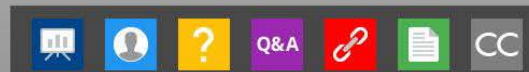
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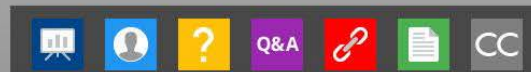
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