



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



AHRQ's CAHPS Program: Improving Response Rates and Representativeness—An Overview of Web-First and Other Strategies

**A Webcast Presented by the AHRQ CAHPS User Network
Thursday, January 11
1:00 – 2:00 pm ET**

Webcast Technical Info



- Audio issues
- Poor Connection
- Use Q&A: For Questions and communication
- **Event Website: <https://events.westat.com/cahps>**
 - ▶ Download presentation slides, view agenda and speaker bios

Today's Speakers



Joann Sorra, PhD
Vice President
Westat
Moderator



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



Julie Brown
Senior Survey Researcher
RAND Corporation



Marc Elliott, PhD
Senior Principal Researcher
RAND Corporation



Elizabeth Goldstein, PhD
Director, Division of Consumer Assessment and Plan
Performance
Centers for Medicare and Medicaid Services (CMS)

Today's Agenda



- Welcome from AHRQ
- Overview of AHRQ's CAHPS Program
- Trends in Survey Response Rates
- HCAHPS Survey Mode Experiment
- CAHPS Medicare and CAHPS Hospice Surveys
- CAHPS Surveys at the Centers for Medicare and Medicaid Services (CMS)
- Questions and Answers