



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



# Introducing the CAHPS Clinician & Group Visit Survey 4.0 (beta)

**A Webcast Presented by the AHRQ CAHPS User Network  
December 17, 2020  
1:00 – 2:00 pm ET**

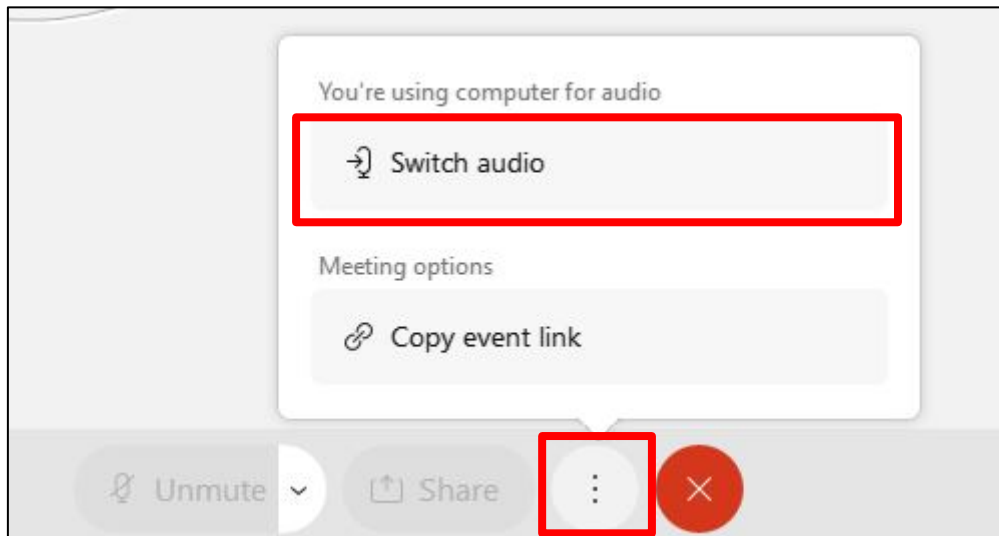
# Our Focus Today



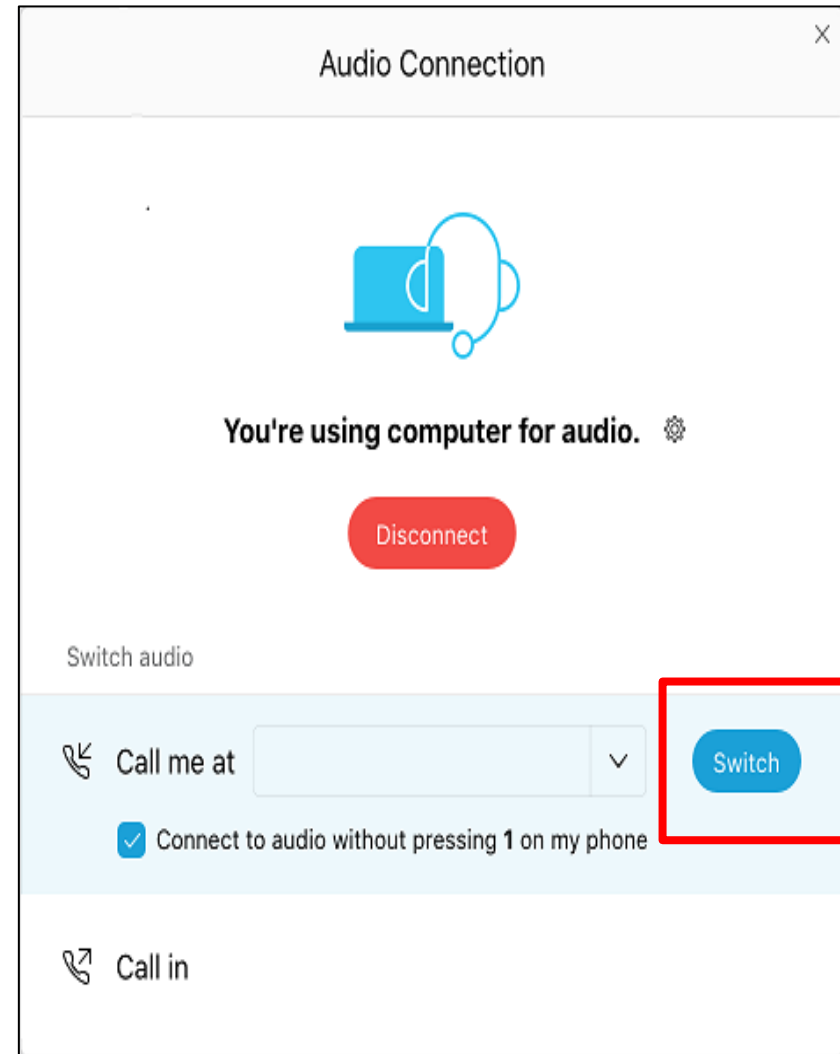
- Overview of AHRQ's CAHPS program
- AHRQ's response to COVID-19
- CAHPS Team approach to assessing patient experience amid changing healthcare landscape
- Development and overview of the CAHPS Clinician & Group Visit Survey 4.0 (beta)
- Comparison of the 3.0 and 4.0 (beta) versions of the survey

# 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  
Agency for Healthcare Research and Quality



**Ron Hays, Ph.D.**,  
UCLA Department of Medicine  
CAHPS RAND Corporation PI



**Stephanie Fry**, Senior Study Director  
CAHPS Instrument Team Lead  
Westat



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