



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



Improving Patient Experience in Large Organizations

A Webcast Presented by the AHRQ CAHPS User Network
March 24, 2021
2:00 – 3:00 pm ET

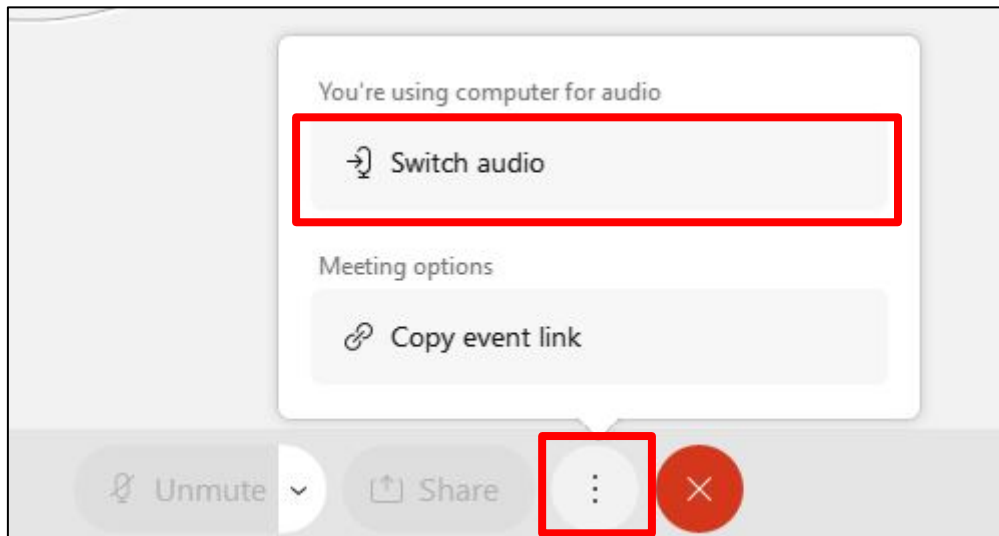
Our Focus Today



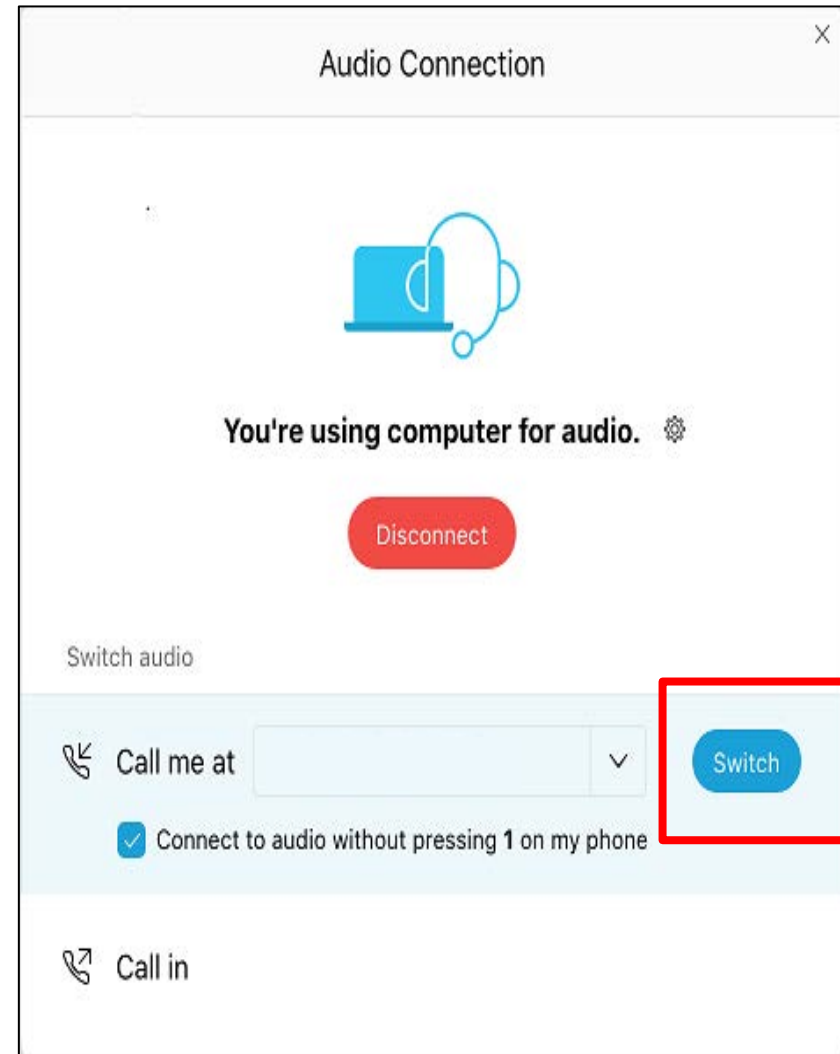
- Overview of AHRQ's CAHPS program
- Foundational elements of patient experience improvement
- Two case studies:
 - ▶ Improving patient experience with communication about medications in Kaiser Permanente hospitals
 - ▶ Improving patient experience with ambulatory care in UCLA Health medical practices
- CAHPS improvement resources

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



Q&A

All (0)

Ask: All Panelists

Type Question Here

Send

Participants QA

Today's Speakers



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



- **Stephanie Fishkin, Ph.D.**
Principal Consultant
Kaiser Permanente



- **Samuel A. Skootsky, M.D.**
Chief Medical Officer (CMO)
UCLA Faculty Practice Group and Medical Group
Professor of Medicine at the David Geffen School of Medicine at
UCLA



- **Dale Shaller, M.P.A. (Moderator)**
Principal
Shaller Consulting Group