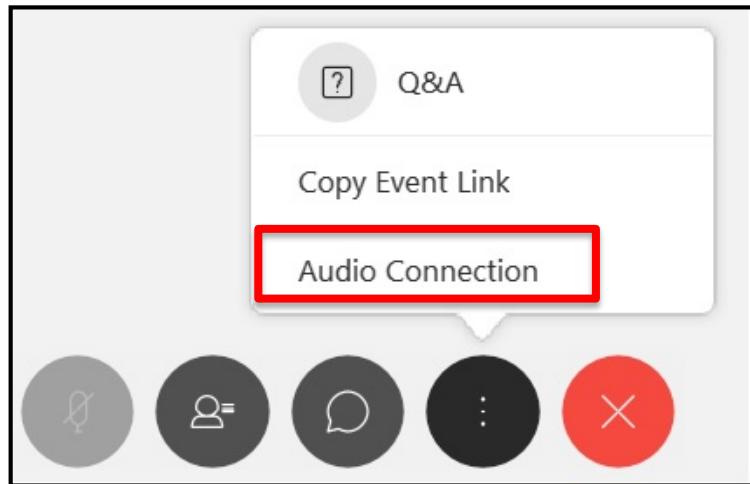


Implementing the New CAHPS[®] Protocol for Obtaining Patient Comments About Their Care

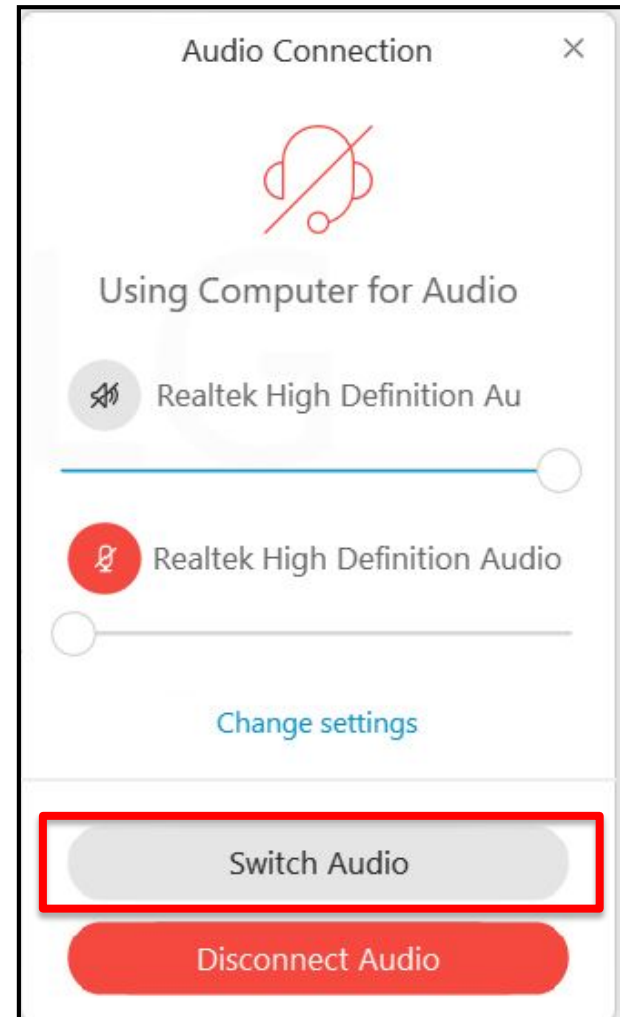
A Webcast Presented by the
AHRQ CAHPS User Network
October 3, 2018
1:00 – 2:00 pm ET

Need Help?

- No sound from computer speakers?



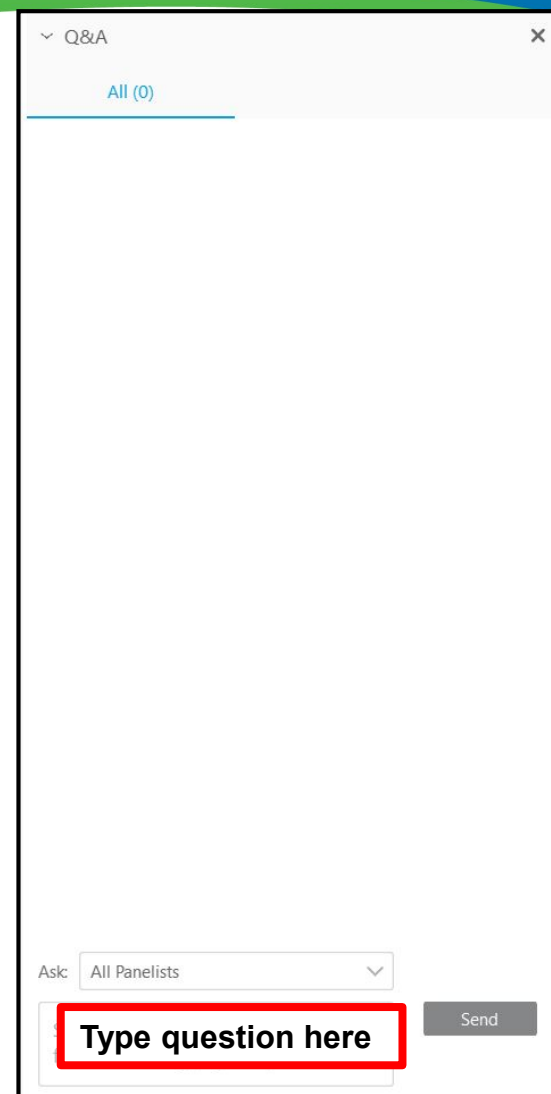
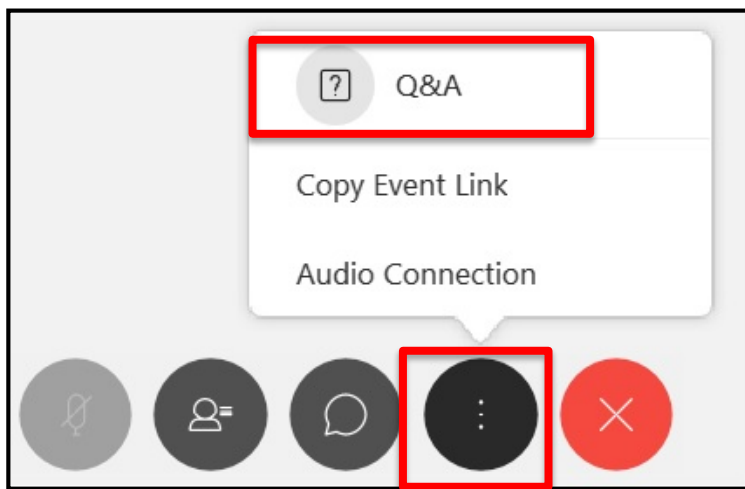
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Using the Webcast Console to Submit Questions

- Question and Answer

- Select Q&A
- Type question in the box that opens



Today's Agenda

- Introductions and Overview
- A Brief Word from AHRQ
- The CAHPS[®] Narrative Elicitation Protocol
- New York-Presbyterian (NYP) Demonstration Project
- Findings from Phase One
- Next Steps for Phase Two
- Q & A

Today's Speakers



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



Dale Shaller,
M.P.A., Principal,
Shaller Consulting
Group



Tara Servati, M.P.H.,
Patient Experience
Specialist for the
Ambulatory Care
Network, New York-
Presbyterian, New York,
NY



Rachel Grob, M.A.,
Ph.D., Director of
National Initiatives
and Clinical
Professor, Center for
Patient Partnerships,
Madison, WI