



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY

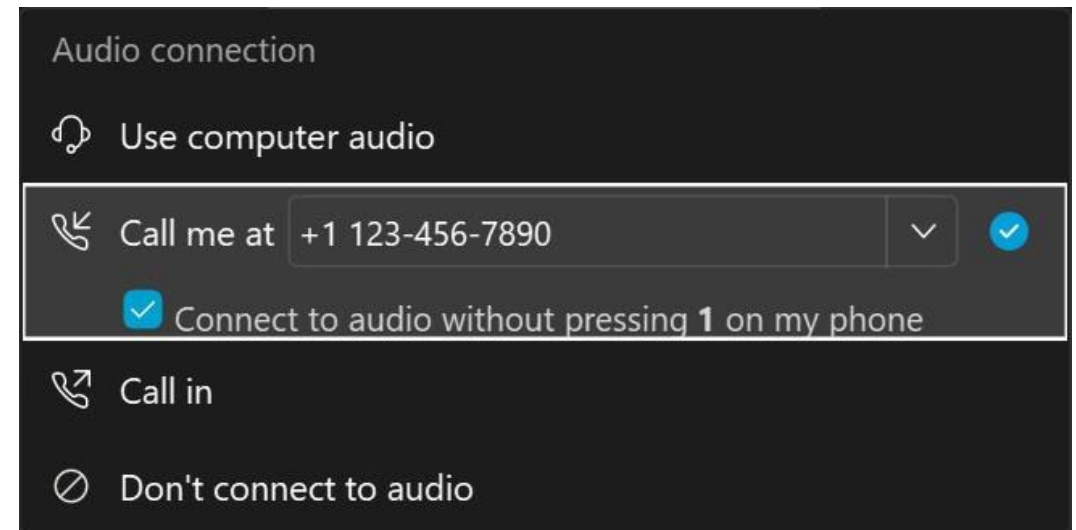
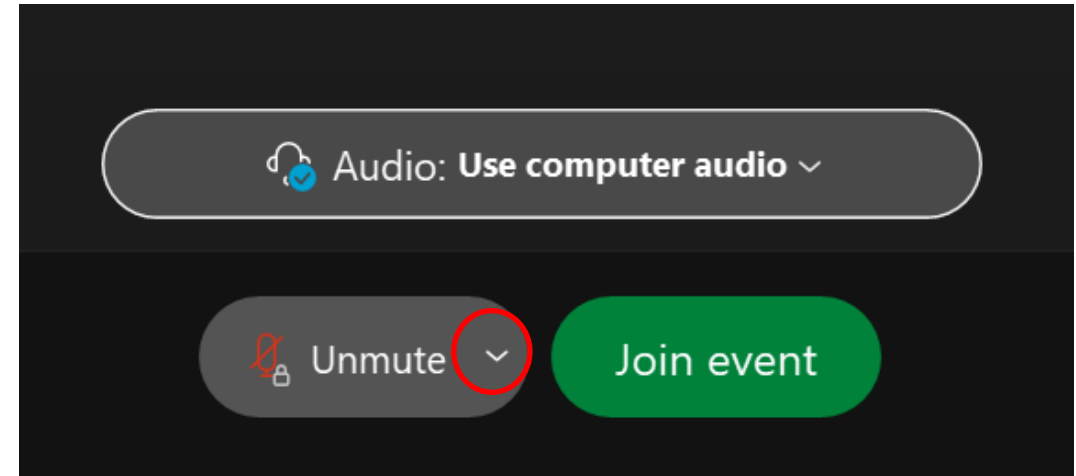


# Understanding CAHPS® Surveys: A Primer for New Users

**A Webcast Presented by the AHRQ CAHPS User Network  
January 19, 2022  
1:00 – 2:00 pm ET**

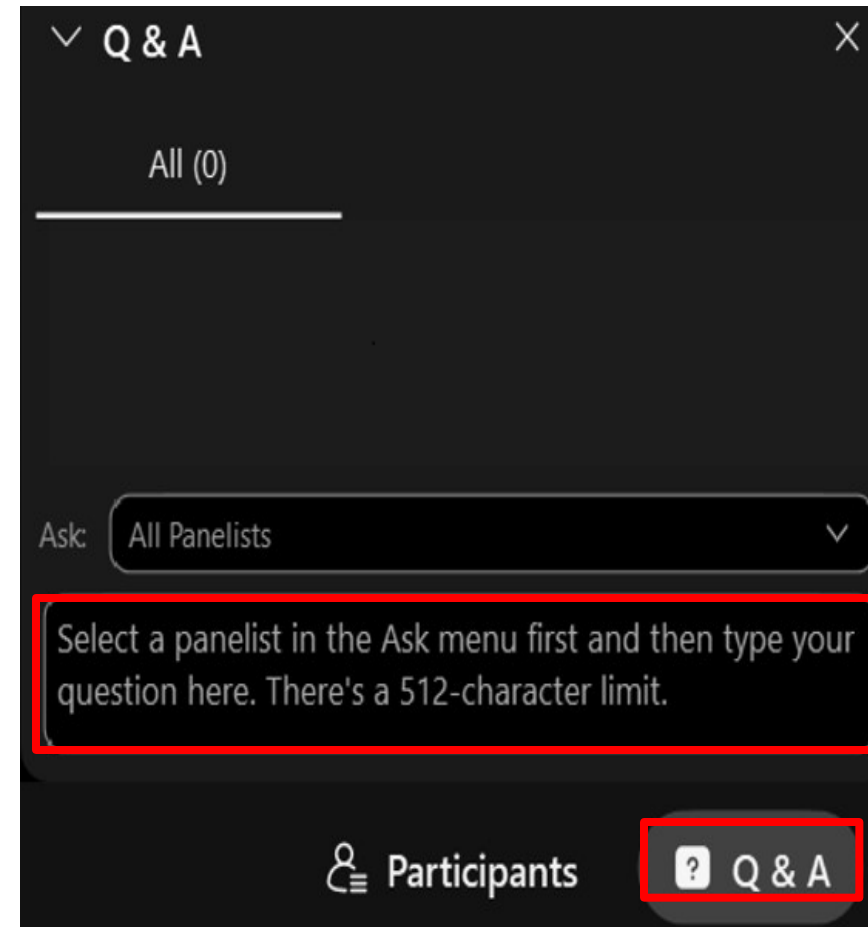
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# Using the Webcast Console to Submit Questions

- Question and Answer
  - ▶ Select Q&A
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# Our Focus Today

- Present an overview of the CAHPS program
- Define CAHPS surveys and their purpose
- Describe how CAHPS surveys are developed and administered
- Review how CAHPS survey results can be used to improve patient experience
- Provide answers to your questions

# Today's Speakers



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



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



- **Stephanie Fry**, Senior Study Director  
Westat