



# Understanding CAHPS<sup>®</sup> Surveys: A Primer for New Users

A Webcast Presented by the AHRQ CAHPS User Network  
January 11, 2018  
1:00 – 2:00 pm ET

# Our Focus Today

- Present a comprehensive overview of the CAHPS program
- Discuss what the CAHPS surveys are and what their purpose is
- Describe how CAHPS surveys are developed and administered
- Review how CAHPS survey results are used to improve patient experience
- Provide answers to your questions!

# Today's Speakers



- **Caren Ginsberg, PhD**, Director, CAHPS Division, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality



- **Dale Shaller, MPA**, Principal, Shaller Consulting Group



- **Stephanie Fry** (Moderator and Speaker), Senior Study Director, Westat

# Need Help?

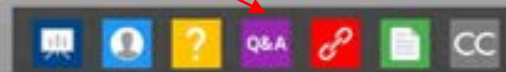
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# To Ask a Question



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# Accessing Presentation Materials



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# Accessing Event Materials



The screenshot shows a web browser window with a presentation slide on the left and a sidebar on the right. The slide is titled "Understanding CAHPS® Surveys: A Primer for New Users" and includes the CAHPS logo and AHRQ logo. The sidebar, titled "Speaker Bios", lists two speakers: Caren Ginsberg, Ph.D., Director, CAHPS Division, Agency for Healthcare Research and Quality; and Dale Shaffer, MPA, Principal, Shaffer Consulting Group. Below the bios is a "Q&A" section with a "Refresh Now" link, a text input field, and a "Submit" button. At the bottom of the browser window is a navigation bar with icons for chat, user profile, help, Q&A, resources (a red link icon), a green document icon, and a Creative Commons license icon. A red arrow points from the text below to the green document icon.

To access the event materials and resources, click on the “Resources” icon.

