



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



# An Overview of the SOPS<sup>®</sup> Surveys for New Users

**Webcast**  
**November 1, 2023**  
**2:00-3:00 PM ET**

# Webcast Technical Info



- Audio issues
- Poor Connection
- Use Q&A: For Questions or Other Problems
- Event Website: <https://events.westat.com/sops>
  - ▶ Download presentation slides and view the agenda and speaker bios on our event site

# Today's Speakers



Naomi Yount, Ph.D.  
Principal Research  
Associate  
User Network for SOPS,  
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**Moderator**



Caren Ginsberg, Ph.D.,  
Director, CAHPS and SOPS Programs,  
AHRQ



Jess Kirchner, M.A.,  
SOPS Project Manager,  
User Network for SOPS, Westat



Rose Tyler, M.S.,  
SOPS Database Manager,  
User Network for SOPS,  
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# Agenda



- AHRQ SOPS Program
- An Overview of the SOPS Surveys
- SOPS Databases
- Action Planning for Improvement
- SOPS Resources
- Q&A