

New AHRQ SOPS™ Value and Efficiency Supplemental Items for Hospitals and Medical Offices

Webcast

January 9, 2018

2:00-3:00 ET





Our Focus Today

- Describe the development of the new SOPS™ Value and Efficiency Supplemental Items for hospitals and medical offices
- Present results from a pilot test of the survey items in 47 hospitals and 96 medical offices
- Highlight how one pilot hospital used the survey results to implement efficiency initiatives and improvements

Today's Speakers



Caren Ginsberg, Ph.D.

Director, CAHPS Division, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality



Joann Sorra, Ph.D. (Moderator)

Project Director, User Network for the Surveys on Patient Safety Culture™ (SOPS™), Westat



Cynthia Armstrong Persily, Ph.D., RN, FAAN

CEO, Highland Hospital, Highland Behavioral Health Services, and Highland Health Center



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Using the Webcast Console and Submitting Questions



Surveys on Patient Safety Culture™

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Speaker Bios

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

Joann Sorra Ph.D.
Project Director, User Network for Surveys on Patient Safety Culture (SOPS)
Westat

Q&A

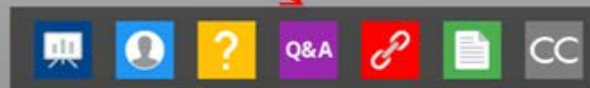
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AHRQ
Agency for Healthcare Research and Quality

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Q&A

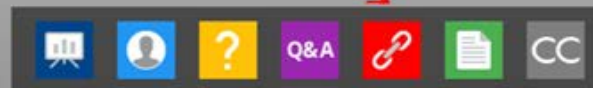
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Accessing Resources

Surveys on Patient Safety Culture™

The screenshot shows a webcast player interface. The main slide area displays the title 'New AHRQ SOPS™ Value and Efficiency Supplemental Items for Hospitals and Medical Offices', the word 'Webcast', the date 'January 9, 2018', and the time '2:00-3:00 ET'. Below this is the AHRQ logo. To the right, there are two 'Speaker Bios' panels. The first panel features a photo of Caren Ginsberg, Ph.D., Director of the CAHPS Division at the Center for Quality Improvement and Patient Safety Agency for Healthcare Research and Quality (AHRQ). The second panel features a photo of Joann Sorra, Ph.D., Project Director of the User Network for Surveys on Patient Safety Culture (SOPS) at Westat. Below the bios is a 'Q&A' section with a 'Refresh Now' button, a text input field, and a 'Submit' button.

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

