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)

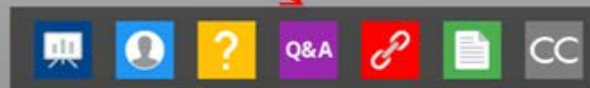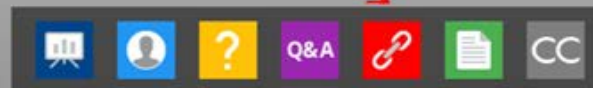Project Director, User Network for the Surveys on Patient Safety Culture™ (SOPS™), Westat

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

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

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