

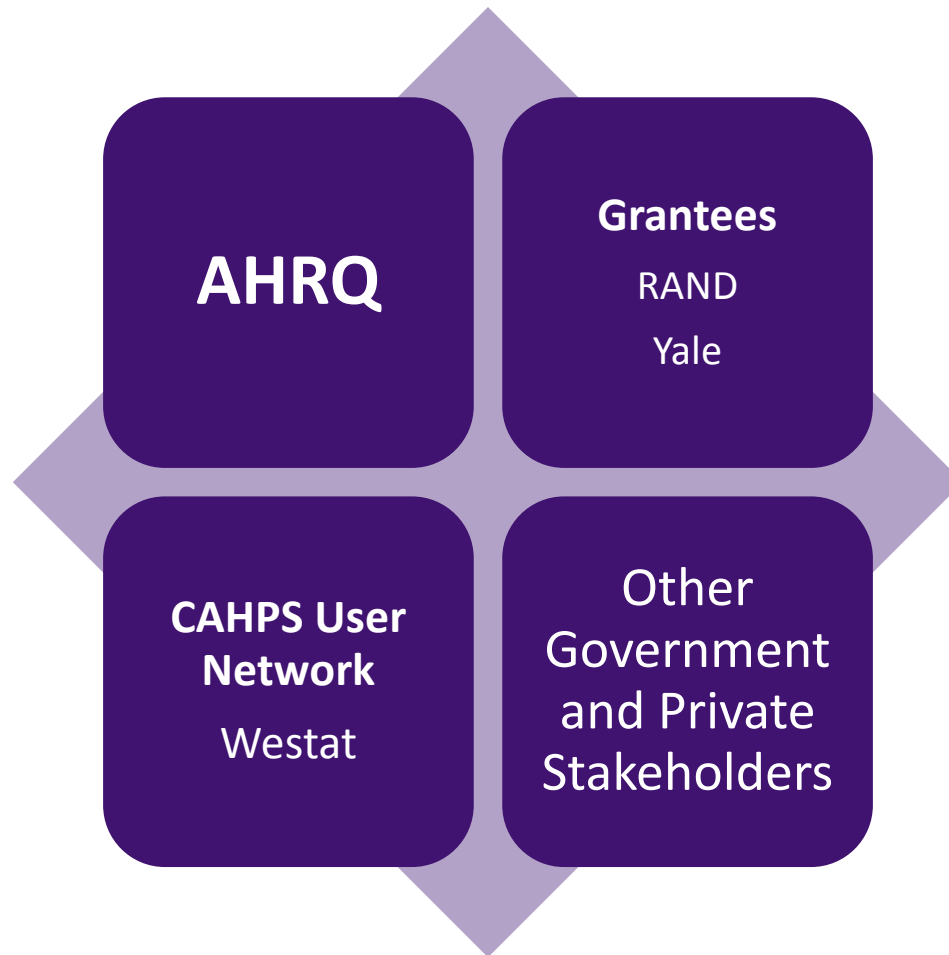
Using the CAHPS Database to Compare, Report, and Improve Organizational Performance

A Webcast Presented by the CAHPS User Network

January 15, 2014

1:00 – 2:30 pm EST

- Consumer Assessment of Healthcare Providers and Systems (CAHPS) Program
 - Funded primarily by the Agency for Healthcare Research and Quality (AHRQ)
 - Develops standardized surveys and related products, including the CAHPS Database
- CAHPS Surveys
 - Assess patients' experiences with care
 - Developed for both ambulatory and facility-based care



- Part I: Overview of CAHPS Database
 - Key Components and Products
 - Demo of Online Reporting System
 - Questions and Answers
- Part II: Applications by Consortia Users
 - CAHPS Health Plan Survey Database
 - CG-CAHPS Survey Database
 - Questions and Answers
- CAHPS Database Schedule

Today's Speakers

- **Dale Shaller**, Managing Director, CAHPS Database; Shaller Consulting Group, Stillwater, MN (Moderator)
- **Janice Ricketts**, Senior Study Director, CAHPS Database, Westat, Rockville, MD
- **Deborah Kilstein, BSN, MBA**, Vice President for Quality Management and Operational Support, Association for Community Affiliated Plans (ACAP), Washington, DC
- **Francis Fullam, MA**, Senior Director of Marketing Research and the Patient Relations Department, Rush University Medical Center, Chicago
- **Edward M. Karls, MBA**, Director of Customer Performance Metrics and Improvement, University of Michigan Health System, Ann Arbor, MI
- **Gladys Epting, PhD**, Director of Research and Evaluation, University HealthSystem Consortium, Chicago

- No sound from computer speakers?
 - Join us by phone: (855) 442-5743
 - Conference ID #: 22450570
- Trouble with your connection or slides not moving?
 - Select F5 to refresh your screen.
 - Log out and log back in.
- Other problems?
 - Use Q&A feature to ask for help.

To Ask a Question

The screenshot shows the CAHPS interface with three main panels:

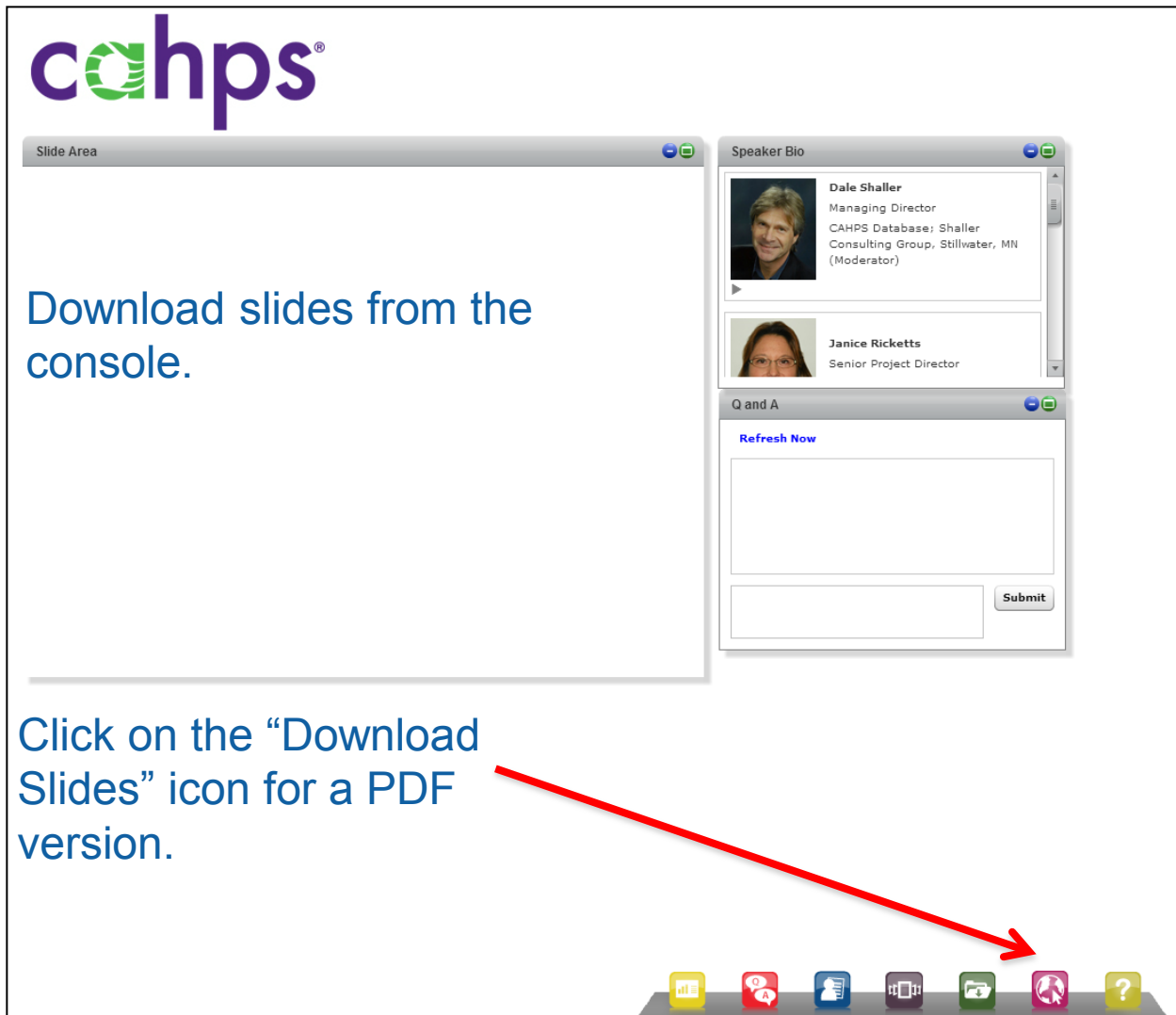
- Slide Area:** A large white box on the left containing the text: "To submit a question, type question here and hit submit." A red arrow points from this text to the Q and A input field.
- Speaker Bio:** A panel on the right showing two speakers: Dale Shaller (Managing Director) and Janice Ricketts (Senior Project Director).
- Q and A:** A panel on the right containing a "Refresh Now" link, a text input field, and a "Submit" button. The "Submit" button is circled in red.

At the bottom of the interface is a navigation bar with several icons. A red arrow points from the text "Click on the 'Q and A' icon to get the Q and A box to appear." to the "Q and A" icon in the navigation bar.

To submit a question, type question here and hit submit.

Click on the "Q and A" icon to get the Q and A box to appear.

Accessing Presentations



cahps®

Slide Area

Download slides from the console.

Speaker Bio

Dale Shaller
 Managing Director
 CAHPS Database; Shaller Consulting Group, Stillwater, MN (Moderator)

Janice Ricketts
 Senior Project Director

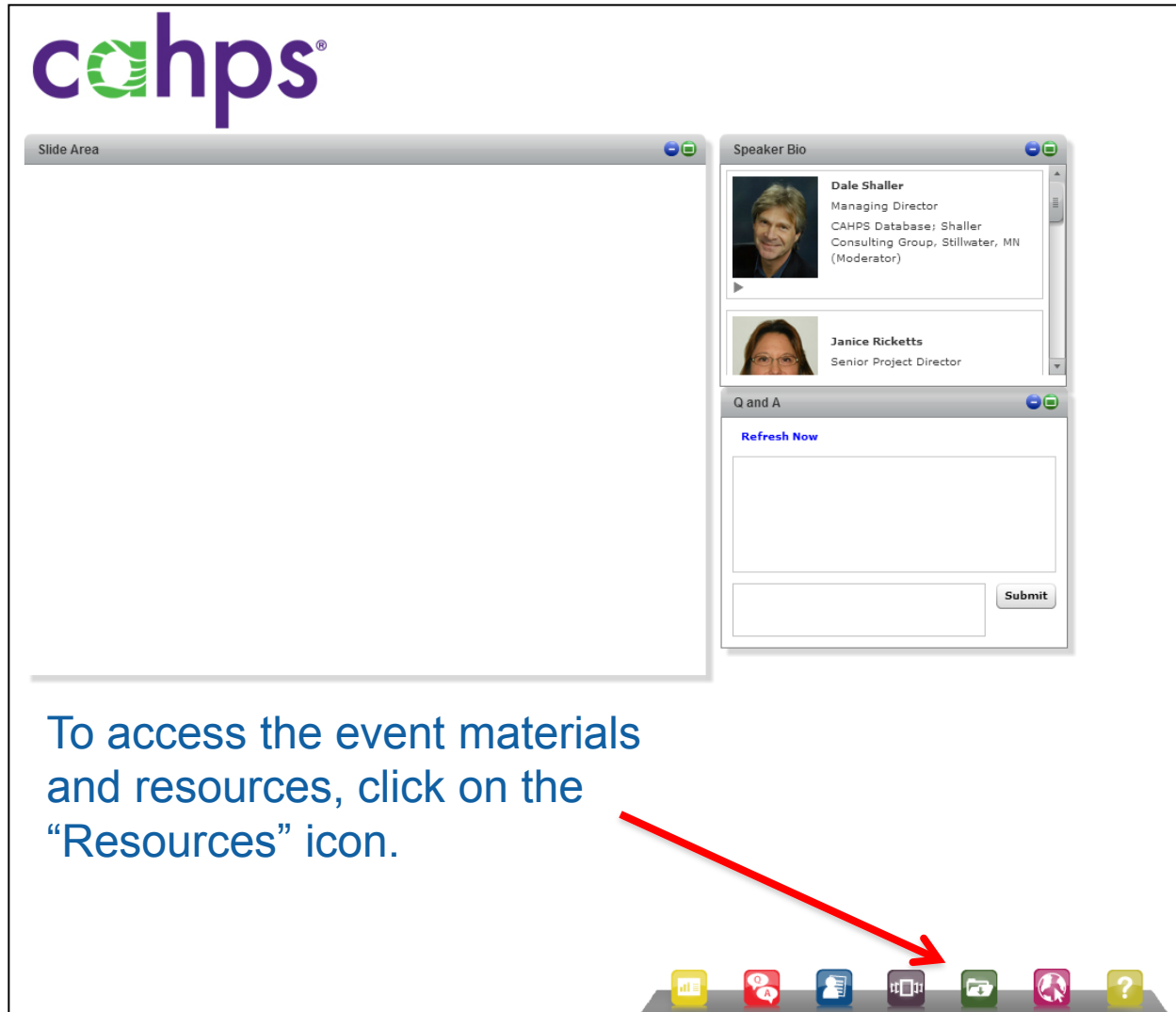
Q and A

Refresh Now

Submit

Click on the “Download Slides” icon for a PDF version.

Navigation icons: Home, Q&A, Profile, Slides, Download, Refresh, Help



The screenshot displays the CAHPS web interface. On the left is a large "Slide Area". On the right, there are three stacked panels: "Speaker Bio" featuring Dale Shaller (Managing Director) and Janice Ricketts (Senior Project Director), and "Q and A" with a "Refresh Now" link and a "Submit" button. At the bottom, a navigation bar contains several icons, with a red arrow pointing to the "Resources" icon (a book with a magnifying glass).

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

- National repository of data for selected CAHPS surveys
 - CAHPS Health Plan Survey
 - CAHPS Clinician & Group Survey (CG-CAHPS)
- Two major applications:
 - Comparative data for assessing organizational performance
 - Research data sets for focused studies
- Funded by AHRQ and administered by Westat through CAHPS User Network

- Free service open to all users on a voluntary basis
- Access to comparative results by survey version through Online Reporting System
 - Public portal available to everyone
 - Private secure portal for organizations that contribute data
- Key products:
 - Annual Chartbooks
 - Research data files
 - Custom analyses and reports