Understanding CAHPS® Surveys: A Primer for New Users

A Webcast Presented by the AHRQ CAHPS User Network
January 8, 2019
12:00 – 1:00 pm ET
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Today’s Speakers

• Caren Ginsberg, Ph.D., CPXP, Director, CAHPS Division, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality

• Susan Edgman-Levitan, P.A., Executive Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital, Co-PI, Yale CAHPS team

• Stephanie Fry, Senior Study Director, Westat
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!