CAHPS® Moving Forward: Innovations in Tools and Research

A Webcast Presented by the AHRQ CAHPS User Network
October 12, 2017
12:30 – 2:00 pm ET
Our Focus Today

• Present a comprehensive overview of the CAHPS program
• Highlight key accomplishments during the past 5 years
• Discuss how the CAHPS program is advancing the science of patient experience assessment
• Review the evidence regarding the value and impact of CAHPS
• Provide answers to your questions!
Today’s Speakers

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

- **Paul Cleary, Ph.D.**, Anna M.R. Lauder Professor of Public Health, Department of Health Policy and Management, Yale School of Public Health

- **Ron Hays, Ph.D.**, Adjunct Researcher, RAND Corporation; Professor of Medicine, University of California, Los Angeles

- **Dale Shaller, MPA** (Moderator), Principal, Shaller Consulting Group
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