



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



Improving Patient Experience: Data Analysis Methods

A Webcast Presented by the AHRQ CAHPS User Network
March 3, 2021
1:00 – 2:00 pm ET

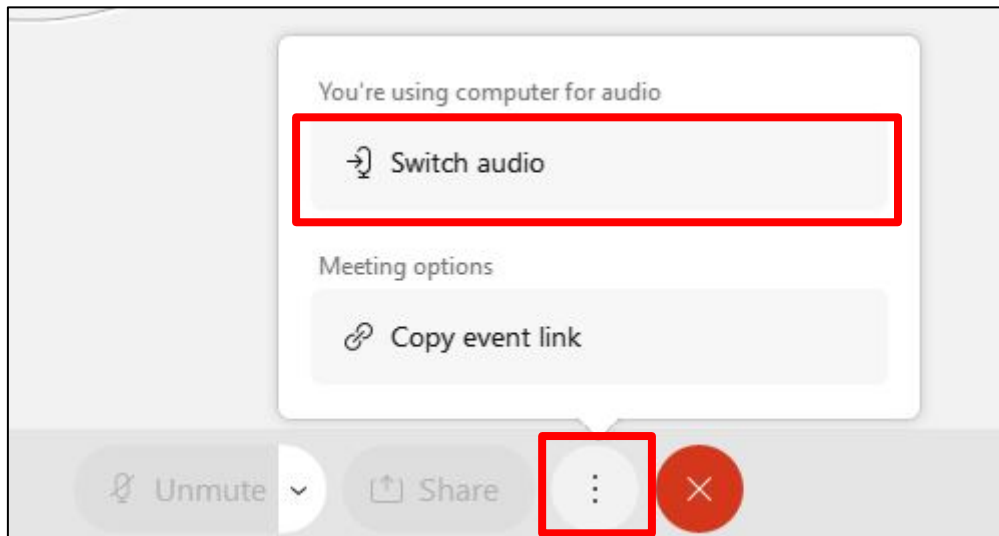
Our Focus Today



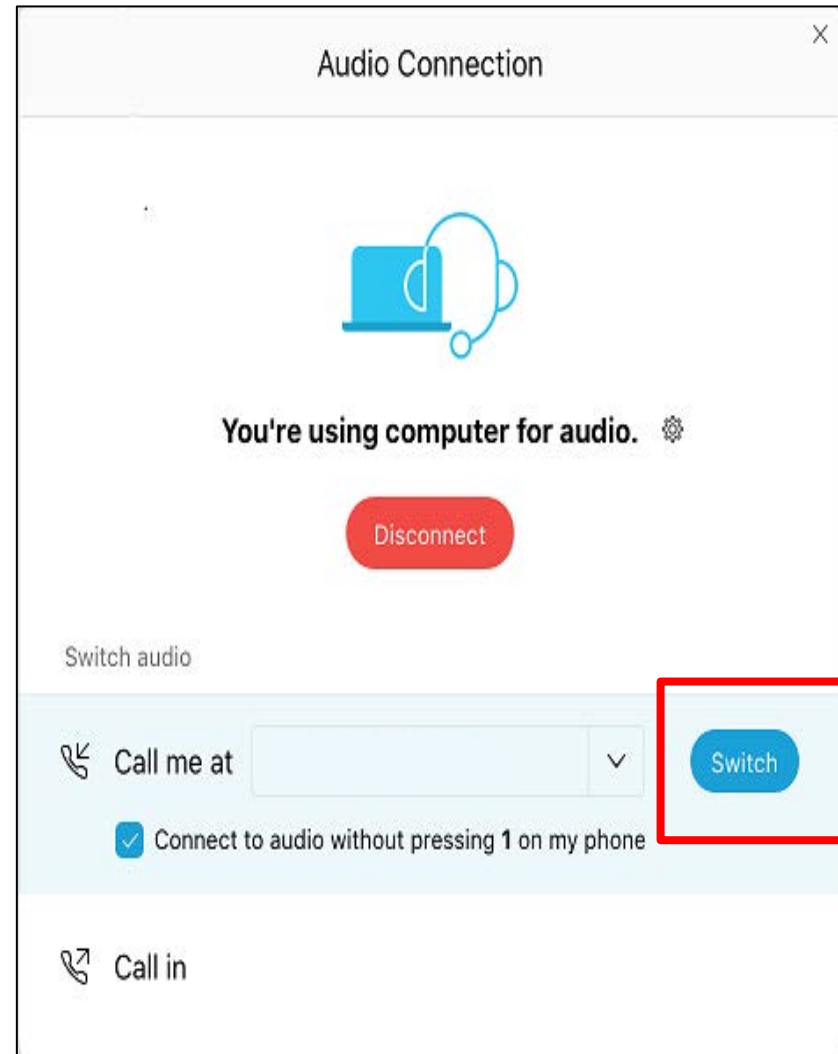
- Overview of AHRQ's CAHPS program
- Foundational elements of patient experience improvement
- Two case studies presenting:
 - ▶ Key driver analyses and journey mapping to focus improvement solutions in the VA
 - ▶ A-3 Lean methods to identify improvement opportunities in hospice care
- CAHPS improvement resources

Need Help?

- No sound from computer speakers?

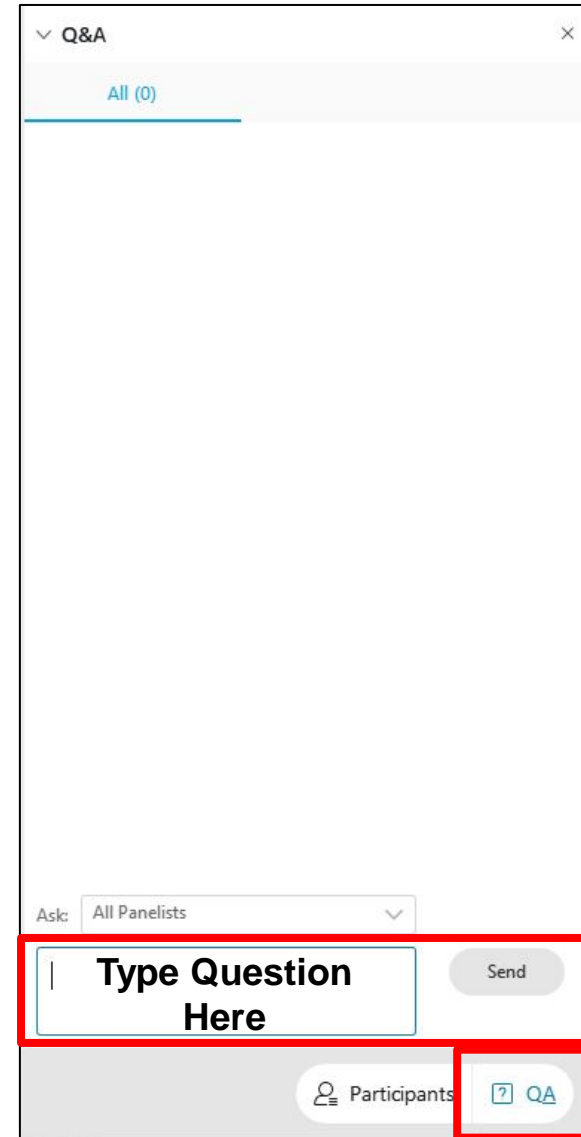


- Trouble with your connection or slides not moving?
 - ▶ Log out and log back in
- Other problems?
 - ▶ Use Q&A feature to ask for help



Using the Webcast Console to Submit Questions

- Question and Answer
 - ▶ Select Q&A
 - ▶ Type question in the box that opens
 - ▶ Make sure “All Panelists” is selected



The screenshot shows a mobile application interface for submitting questions. At the top, there is a header with a dropdown arrow and the text "Q&A" and a close button "X". Below the header, the text "All (0)" is displayed. The main area is a large empty white space. At the bottom, there is a "Ask:" label followed by a dropdown menu currently set to "All Panelists". Below this is a text input field with the placeholder text "Type Question Here" and a "Send" button to its right. At the very bottom of the screen, there is a navigation bar with a "Participants" button (with a person icon) and a "QA" button (with a question mark icon). A red rectangular box highlights the text input field and the "Send" button, and another red rectangular box highlights the "QA" button in the navigation bar.

Today's Speakers



- **Caren Ginsberg, Ph.D.**
Director, CAHPS & SOPS Programs
Agency for Healthcare Research and Quality



- **Jennifer Purdy, LCSW, CPXP**
Executive Director
VA Patient Experience Program



- **Jim Schaefer, M.P.H.**
Director of Surveys, Analytics & Performance Integration
& Department of Veterans Affairs



- **Natalie McNeal, M.B.A., M.H.A.**
Executive Director
Wellstar Community Hospice



- **Dale Shaller, M.P.A. (Moderator)**
Principal
Shaller Consulting Group