



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



Learning from Patient Narratives Through Innovative Feedback Reporting Methods

**A Webcast Presented by the AHRQ CAHPS User Network
Wednesday, May 31
1:00 – 2:00 pm ET**

Webcast Technical Info



- Audio issues
- Poor Connection
- Use Q&A: For Questions or Other Problems
- **Event Website: <https://events.westat.com/cahps/>**
 - ▶ Download presentation slides, view agenda and speaker bios

Today's Agenda



- Welcome from AHRQ
- Overview of NYP Patient Narrative Reporting Project
- Impact on Staff Experience
- Impact on Patient Experience
- NYP Leadership Perspectives
- Questions and Answers

Today's Speakers



Dale Shaller, MPA
Principal
Shaller Consulting Group
Moderator



Caren Ginsberg, PhD
Director, CAHPS and SOPS Program
Agency for Healthcare Research and Quality



Ingrid Nembhard, PhD
Professor of Healthcare Management
The Wharton School, University of Pennsylvania



Mark Schlesinger, PhD
Professor of Health Policy
Yale School of Public Health



Rick Evans, MA
Senior VP, Patient Services and Chief Experience Officer
New York-Presbyterian Hospital