Implementing the New CAHPS® Protocol for Obtaining Patient Comments About Their Care

A Webcast Presented by the AHRQ CAHPS User Network
October 3, 2018
1:00 – 2:00 pm ET
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Today’s Agenda

• Introductions and Overview
• A Brief Word from AHRQ
• The CAHPS® Narrative Elicitation Protocol
• New York-Presbyterian (NYP) Demonstration Project
• Findings from Phase One
• Next Steps for Phase Two
• Q & A
Today’s Speakers

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

Dale Shaller, M.P.A., Principal,
Shaller Consulting Group

Tara Servati, M.P.H.,
Patient Experience Specialist for the Ambulatory Care Network, New York-Presbyterian, New York, NY

Rachel Grob, M.A., Ph.D.,
Director of National Initiatives and Clinical Professor, Center for Patient Partnerships, Madison, WI