



AGENCY FOR HEALTHCARE RESEARCH AND QUALITY



The Power of Patient Stories for Improving the Patient Experience

**A Webcast Presented by the AHRQ CAHPS User Network
May 12, 2022
1:00 – 2:00 pm ET**

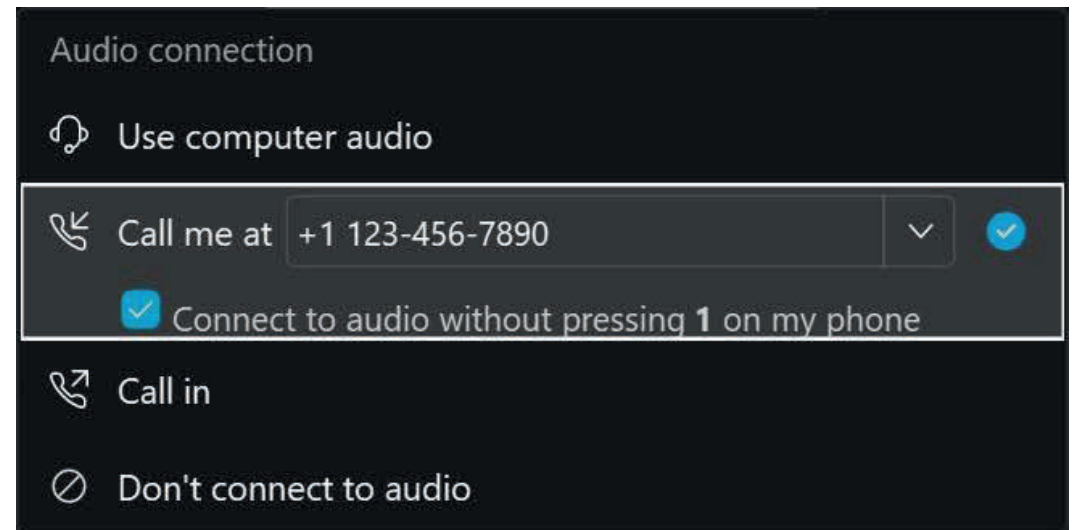
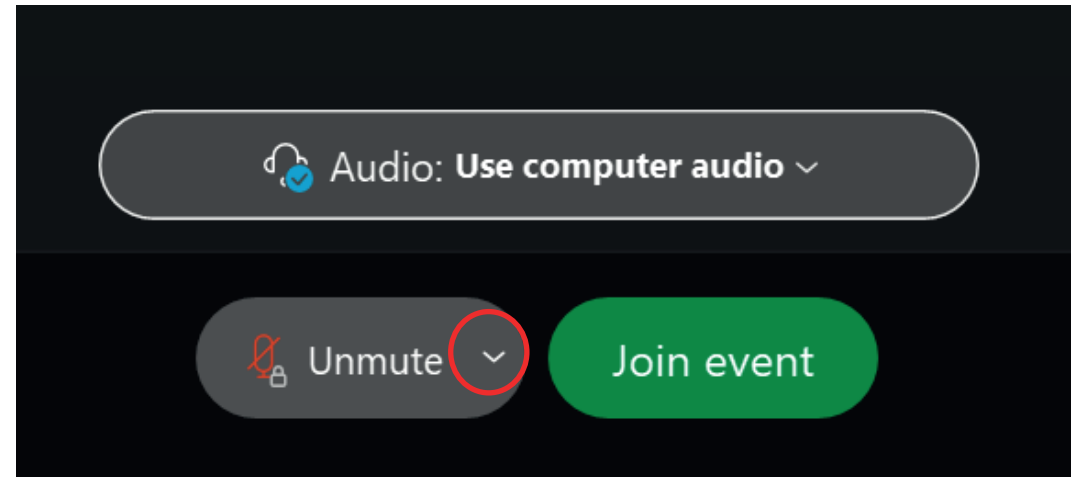
Today' Agenda



- Welcome from AHRQ
- The Power of Patient Stories
- Using Narratives for Quality Improvement
- Questions/Answers

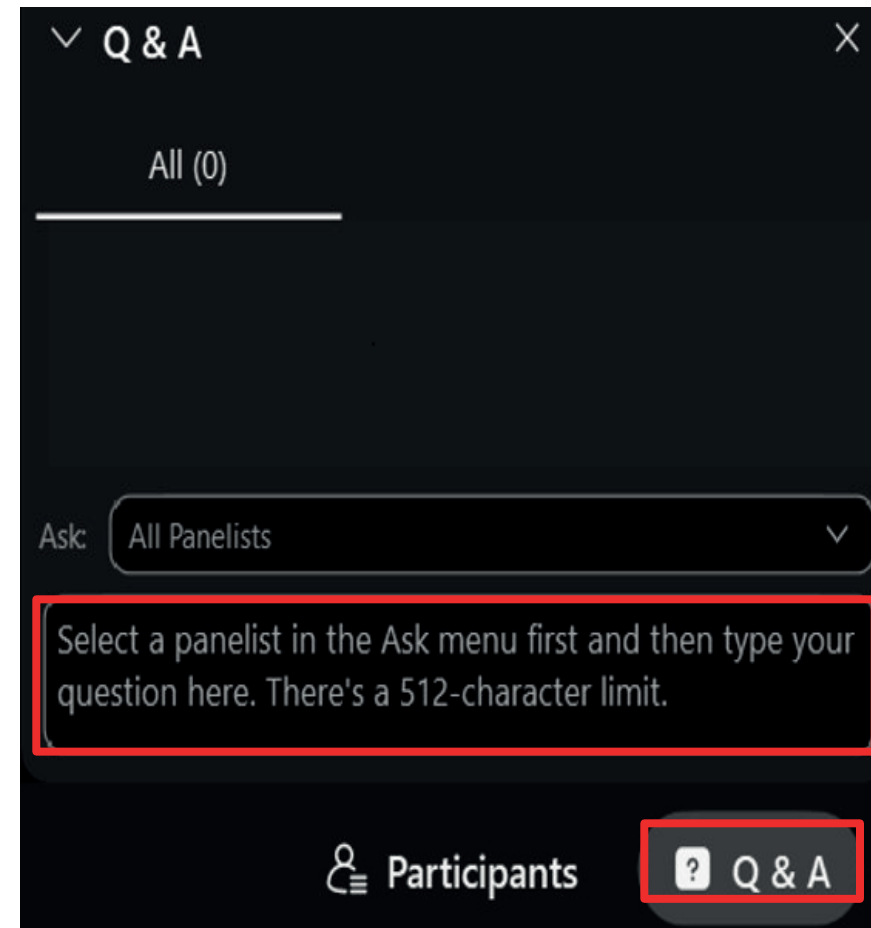
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Using the Webcast Console to Submit Questions

- Question and Answer
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Today's Speakers



- **Caren Ginsberg, PhD, CPXP**

Director, CAHPS & SOPS, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality



- **Rachel Grob, MA, PhD**

Director of National Initiatives, Center for Patient Partnerships
University of Wisconsin-Madison



- **Ingrid Nembhard, PhD, MS**

Associate Professor of Health Care Management
The Wharton School, University of Pennsylvania



- **Dale Shaller, MPA, Principal**

Shaller Consulting Group