Understanding CAHPS® Surveys: A Primer for New Users

A Webcast Presented by the AHRQ CAHPS User Network
January 11, 2018
1:00 – 2:00 pm ET
Our Focus Today

- Present a comprehensive overview of the CAHPS program
- Discuss what the CAHPS surveys are and what their purpose is
- Describe how CAHPS surveys are developed and administered
- Review how CAHPS survey results are used to improve patient experience
- Provide answers to your questions!
Today’s Speakers

• Caren Ginsberg, PhD, Director, CAHPS Division, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality

• Dale Shaller, MPA, Principal, Shaller Consulting Group

• Stephanie Fry (Moderator and Speaker), Senior Study Director, Westat
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