cahps®
Surveys and Tools
To Advance Patient-Centered Care

Improving Your Performance on the CAHPS Health Plan Survey

**A Webcast Presented by
the CAHPS User Network**

March 31, 2009

2:00 – 3:30 pm ET

AHRQ
Agency for Healthcare Research and Quality
Advancing Excellence in Health Care | www.ahrq.gov

The CAHPS Family of Surveys

- **Family of surveys:** → comprehensive and evolving

- **Consumers and patients evaluate their experiences with health care**

CAHPS surveys ask about experiences with…

- **Health plans**
- Medical groups and clinicians
- Hospitals
- Behavioral health services
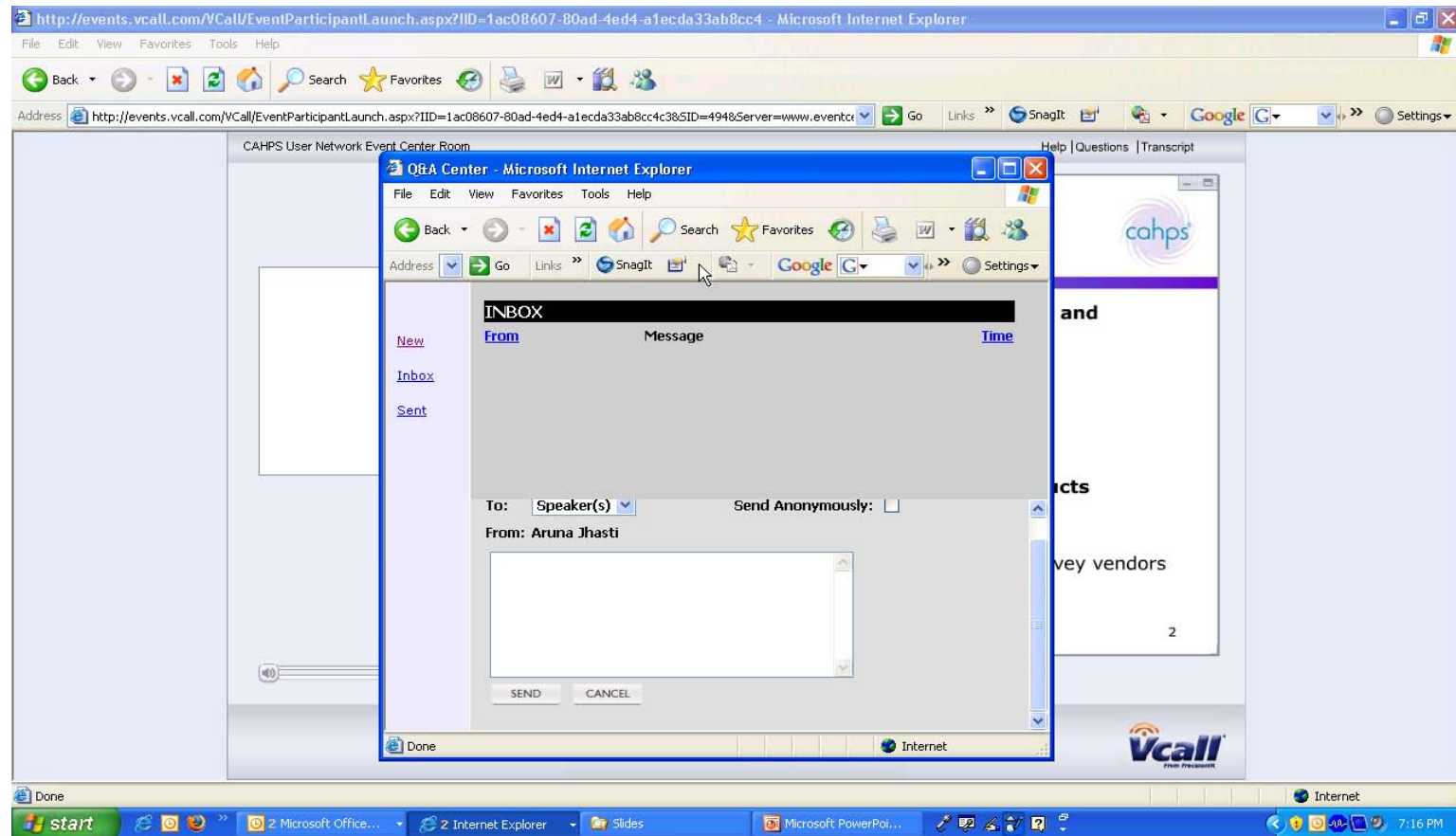- Nursing homes
- Dialysis facilities

Today's Speakers

- **Donna Farley**, RAND Team
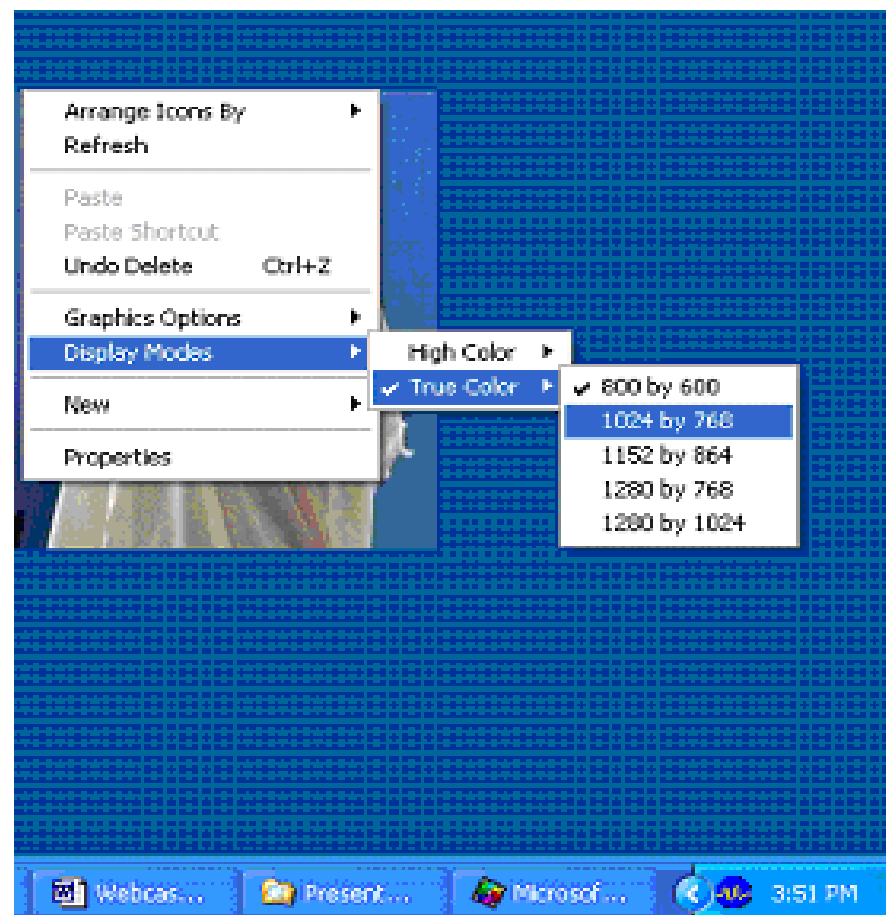

- **Dale Shaller**, Yale Team

To Ask a Question:
Select "Questions"

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- **Place your mouse over your blank desktop**
- **Right click**
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