

Today's Speakers

- **Lillian Martinez, UCLA Medical Specialty Suites practice**
- **David Finn, Massachusetts General Medical Group**
- **Susan Edgman-Levitan, Yale Team and Stoeckle Center**
- **Donna Farley, RAND Team (moderator)**

Topics for Panel Discussion



- **Identifying priorities for action**
- **Stakeholder engagement**
- **Important factors for effective implementation**
- **Sustainability of improvements**

Identifying Priorities for Action



What tradeoffs did you consider as you selected issues for QI priorities?

What types of data were most useful as you chose QI priorities?

(e.g., benchmarks, other survey data)

Stakeholder Engagement



How did buy-in from key stakeholders – or lack of it – affect your QI progress?

What would you advise others to do to build buy-in for their QI efforts?

Important Factors for Effective Implementation



What are your views about the importance of these factors for your QI work, and how would you advise others to handle them?

- Formal strategy and action plan**
- Starting with small-scale pilots to test new practices**
- Making mid-course corrections during implementation**
- Providing training and ongoing coaching**
- Tracking progress on process and outcomes**

Sustainability of Improvements



**What advice do you have for others
on how to achieve sustainability of
the improved practices?**

After the Webcast



- **Questions or comments?**



E-mail: cahps1@ahrq.gov



Phone: 1-800-492-9261



Website: www.cahps.ahrq.gov

- **On CAHPS Web site:**

- Presenters' slides
- Webcast recording
- Written transcript



Free Meeting for CAHPS Users

12th National CAHPS User Group Meeting

- **When: April 19-21, 2010**
- **Where: Baltimore, MD**
- **In conjunction with the AHRQ Surveys on Patient Safety Culture**

Free Resources from AHRQ's CAHPS User Network



- ***The CAHPS Improvement Guide***
- **Reports and case studies**
- **Supplemental items for quality improvement**
- **Presentation slides and transcripts**

Available at:

https://www.cahps.ahrq.gov/content/resources/QI/RES_QI_Intro.asp

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Surveys and Tools
To Advance Patient-Centered Care

The **Consumer Assessment of Healthcare Providers and Systems** (CAHPS) program is a public-private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care.

Health care organizations, public and private purchasers, consumers, and researchers use CAHPS results to:

- Assess the patient-centeredness of care;
- Compare and report on performance; and
- Improve quality of care.

To learn more, go to [CAHPS Overview](#).

National CAHPS Benchmarking Database

[The National CAHPS Benchmarking Database](#) (also referred to as the CAHPS Database) is the national repository for data from CAHPS surveys. It includes 11 years of data from the Health Plan Survey as well as two years of data from the new Hospital Survey.

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UPCOMING EVENTS

Webcast: [Improving Your Performance on the CAHPS Health Plan Survey](#), March 31, 2:00-3:30 ET

Webcast: Introducing the CAHPS Database Online Reporting System, April 22 or 23, 2:00-3:30 ET

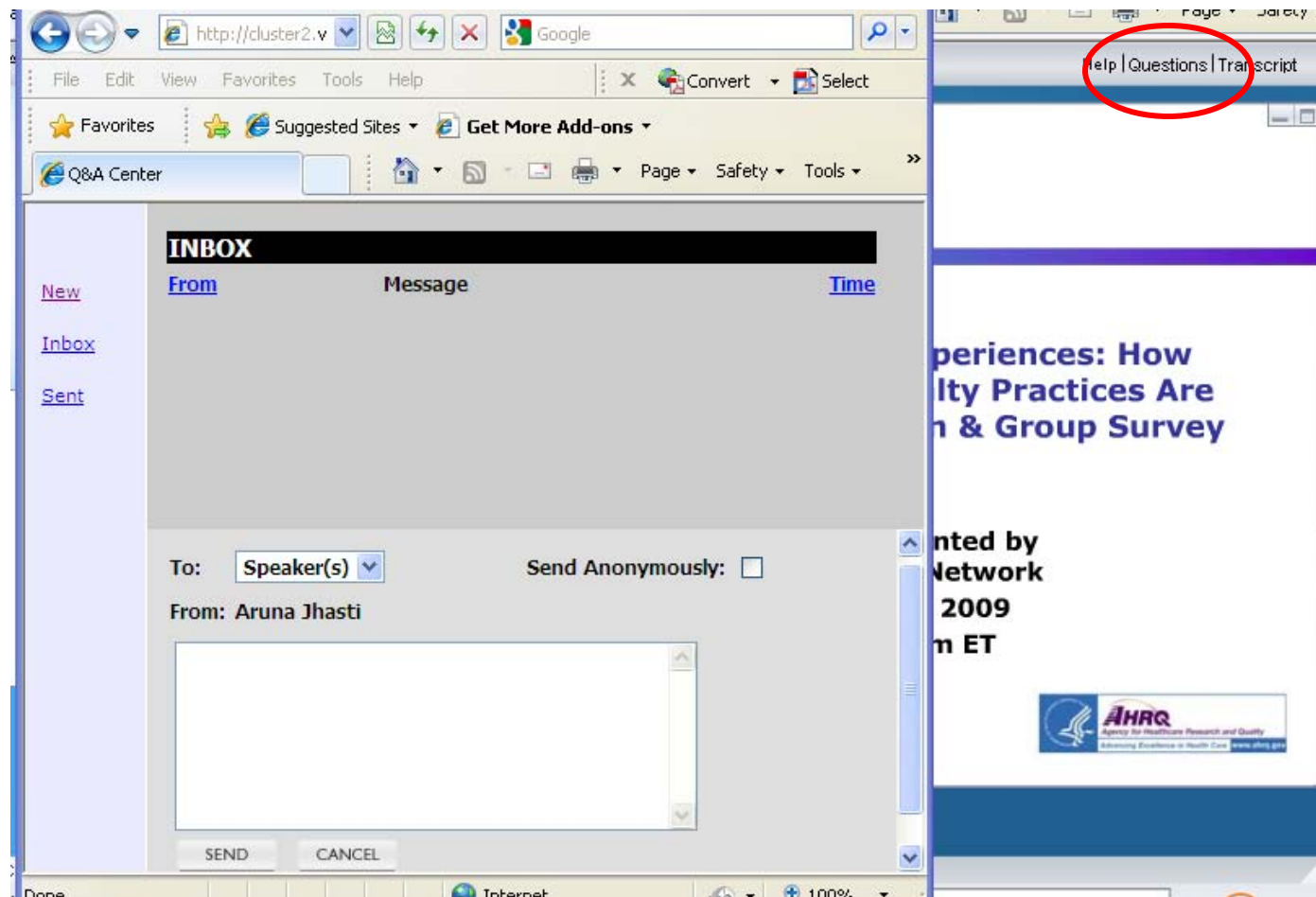
NOW AVAILABLE

February 2009: [Updated Dental Plan Survey](#)

January 2009: [Updated Health Plan Survey Kit](#)

December 2008: [Presentations from the 11th National CAHPS User Group](#)

To Ask a Question: Select "Questions"



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