

# Measuring Patients' Experiences with Medical Homes Using the CAHPS Patient-Centered Medical Home (PCMH) Item Set

A Webcast Presented by the CAHPS User Network  
November 3, 2011  
2:00 – 3:30 pm ET

- Welcome and Introduction
- AHRQ and the Patient-Centered Medical Home
- Development of the CAHPS PCMH Item Set
- NCQA's Distinction in Patient Experience Reporting

- Chris Crofton, PhD, CAHPS Project Officer, Agency for Healthcare Research and Quality (AHRQ)
- David Meyers, M.D., Director, Center for Primary Care, Prevention, and Clinical Partnerships (AHRQ)
- Patricia Gallagher, PhD, Senior Research Fellow, Center for Survey Research, University of Massachusetts, Boston; Yale CAHPS Team
- Sarah Scholle, DrPH, Vice President for Research, National Committee for Quality Assurance (NCQA)


Event Console (EVENT: 355650) - Windows Internet Explorer

http://event.on24.com/clients/default/presentation/default.html?titlecolor=000000&eventid=355650&sessionid=1&key=A1D12A6FA21C580D70CF60B008718B5F&contentType=

Closed Captioning | Enlarge Slides | Help

**cahps®** Surveys and Tools to Advance Patient-Centered Care

**Today's Speakers**

 Stephanie Fry Moderator	 Christine Crofton, PhD	 David Meyers, M.D.
 Sarah Scholle, DrPH	 Patricia Gallagher, PhD	

**Event Materials**

Ready



**Ask a Question**

>> Submit



Internet | Protected Mode: Off

100%

Event Console (EVENT: 355650) - Windows Internet Explorer

http://event.on24.com/clients/default/presentation/default.html?titlecolor=000000&eventid=355650&sessionid=1&key=A1D12A6FA21C580D70CF60B008718B5F&contenttype=

Closed Captioning | Enlarge Slides | Help

cahps® Surveys and Tools to Advance Patient-Centered Care

**Today's Speakers**

- Stephanie Fry, Moderator
- Christine Crofton, PhD
- David Meyers, M.D.
- Sarah Scholle, DrPH
- Patricia Gallagher, PhD

**Event Materials**

CAHPS® Webcast

A Webcast Presented by the CAHPS User Network

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

Ask a Question

>> Submit

Vcall

Done Internet | Protected Mode: Off 100%

- No sound from computer speakers?
  - Join us by phone: 1-877-709-8156
  - Passcode: 378900#
- Trouble with your connection or slides not moving?
  - Select F5 to refresh your screen.
  - Log out and log back in.
- Other problems?
  - Select “help” button.
  - Use Q&A feature to ask for help.
  - If on the phone, dial “\*0.”
  - If you are not on the phone, dial: 1-866-490-5412.