AGENCY FOR HEALTHCARE RESEARCH AND QUALITY

Lessons From Healthcare Organizations on Improving Patient Experience

A Webcast Presented by the AHRQ CAHPS User Network
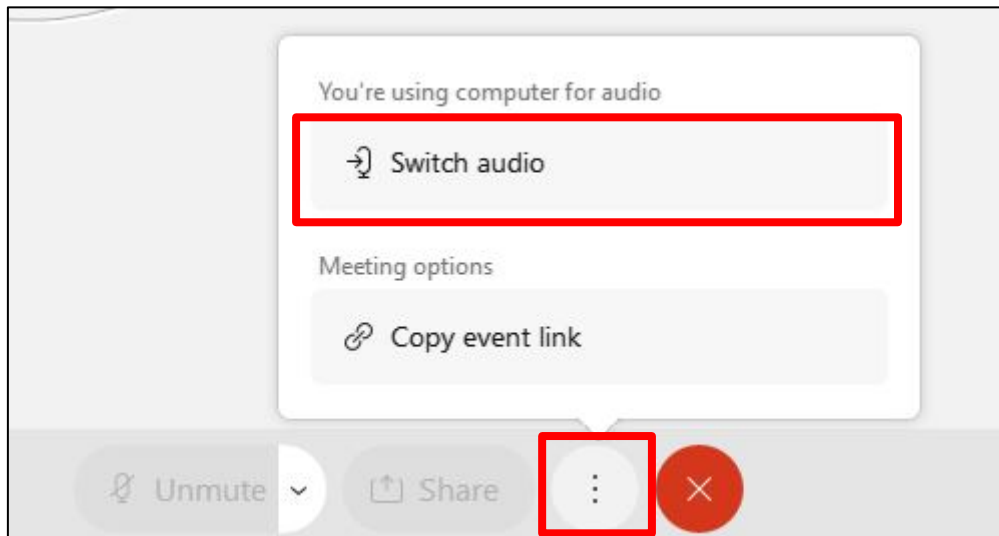**January 28, 2021**
2:00 – 3:00 pm ET

Our Focus Today

- Overview of AHRQ's CAHPS program

- Foundational elements of patient experience improvement

- Two case examples:

  ▶ Improving health plan customer service

  ▶ Improving patient-provider interactions in a large medical group

- CAHPS improvement resources
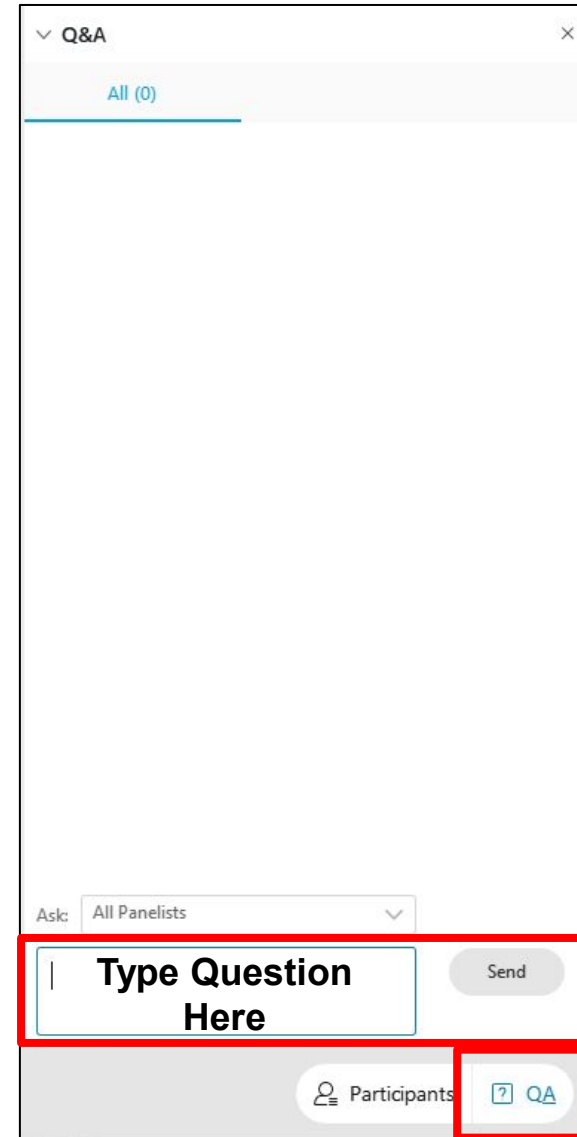
Need Help?

- No sound from computer speakers?

- Trouble with your connection or slides not moving?
  - ► Log out and log back in

- Other problems?
  - ► Use Q&A feature to ask for help
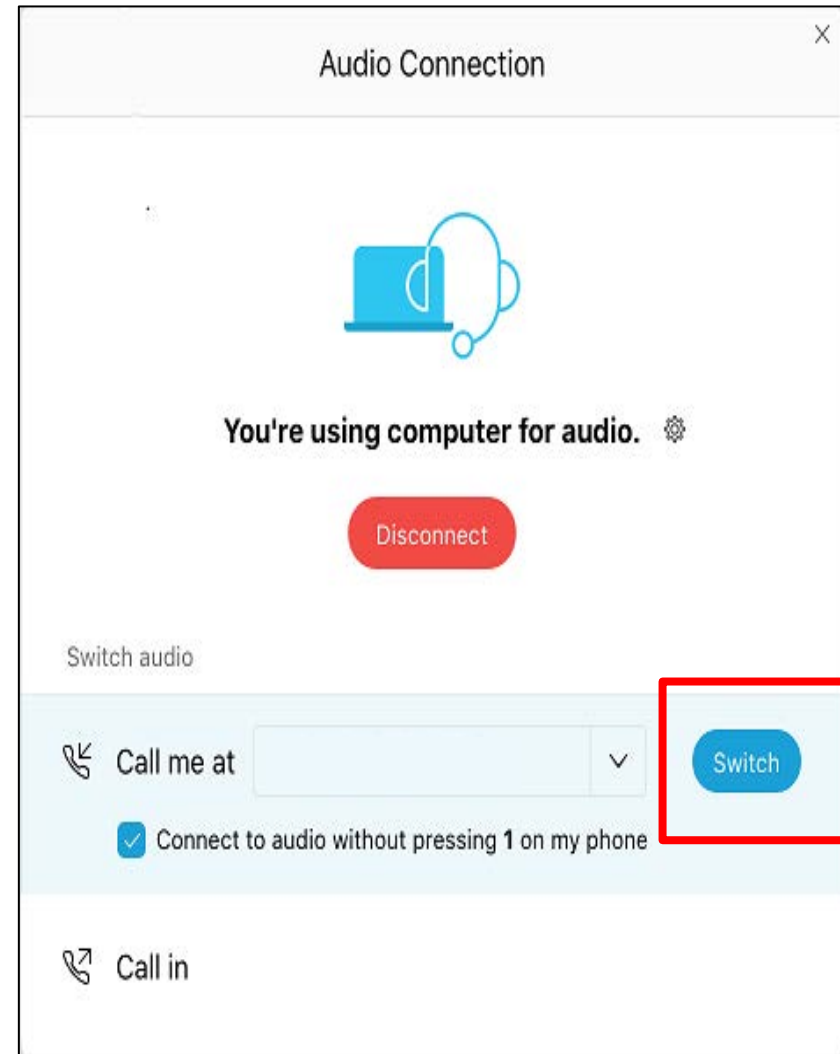
Using the Webcast Console to Submit Questions

- Question and Answer
  - ▶ Select Q&A
  - ▶ Type question in the box that opens
  - ▶ Make sure "All Panelists" is selected

4

Today's Speakers

- **Caren Ginsberg, Ph.D.**
  Director, CAHPS & SOPS Programs
  Agency for Healthcare Research and Quality

- **Lisa Franchetti, MA, CPHQ**
  Customer Experience Manager
  Neighborhood Health Plan of Rhode Island

- **Denise Quigley, Ph.D.**
  Health Policy Researcher
  Professor at the Pardee RAND Graduate School
  RAND

- **Dale Shaller, MPA (Moderator)**
  Principal
  Shaller Consulting Group