

To Ask a Question: Select "Questions"



A screenshot of a Microsoft Internet Explorer browser window. The main window displays a web page titled "CAHPS User Network Event Center Room" with a URL of "http://events.vcall.com/VCall/EventParticipantLaunch.aspx?IID=1ac08607-80ad-4ed4-a1ecda33ab8cc4". An "INBOX" form is overlaid on top of the browser window. The form has a title bar "Q&A Center - Microsoft Internet Explorer" and a menu bar with "File", "Edit", "View", "Favorites", "Tools", and "Help". The form includes a "New" link, "Inbox" and "Sent" links, and a "Message" section with fields for "To:" (set to "Speaker(s)"), "From:" (set to "Aruna Jhasti"), and "Send Anonymously:" (unchecked). There is a large text input area and "SEND" and "CANCEL" buttons at the bottom. The browser's address bar shows the URL, and the taskbar at the bottom shows the Windows Start button and several open applications including Microsoft Office and Internet Explorer. The system clock shows 7:16 PM.

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



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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](#)



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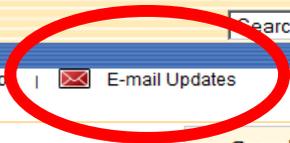
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Today's Speakers



- **Donna Farley, RAND Team**



- **Dale Shaller, Yale Team**

