

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**

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"

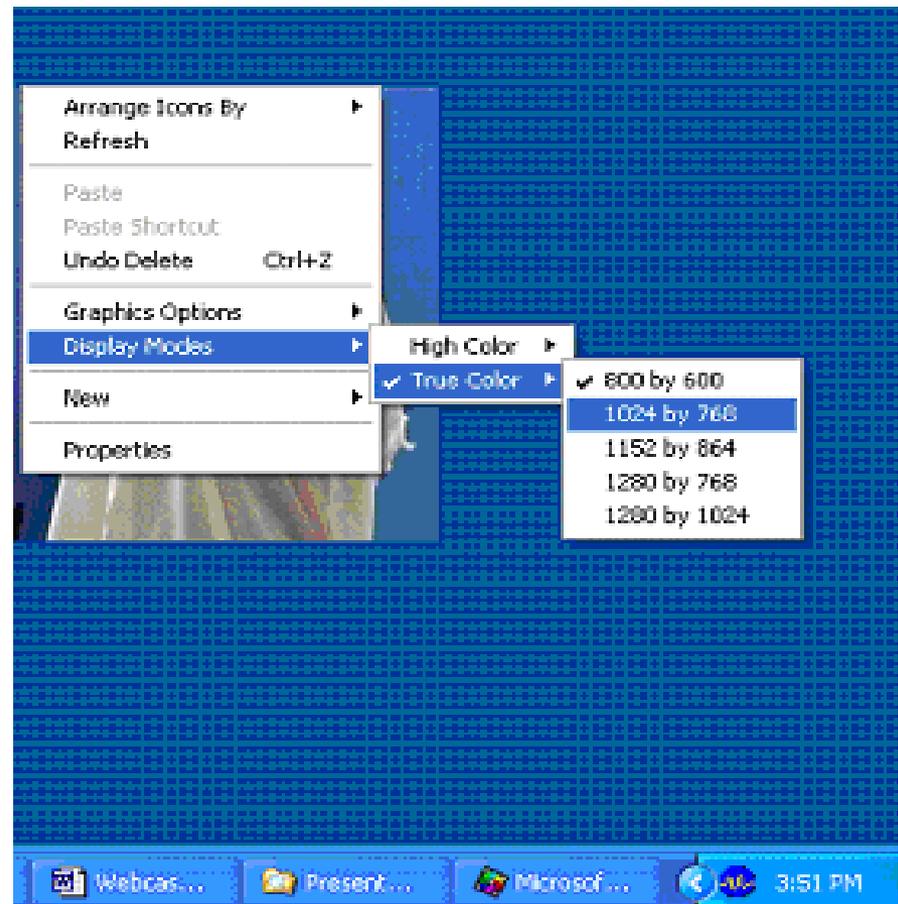


A screenshot of a Microsoft Internet Explorer browser window. The main window displays the URL "http://events.vcall.com/VCall/EventParticipantLaunch.aspx?IID=1ac08607-80ad-4ed4-a1ecda33ab8cc4". A smaller, overlapping browser window titled "Q&A Center - Microsoft Internet Explorer" is open in the foreground. This pop-up window shows a form for asking a question. The form includes a "New" link, an "Inbox" link, and a "Sent" link. The main content area of the form has a header "INBOX" and a "Message" section. Below this, there is a "To:" dropdown menu currently set to "Speaker(s)", a "Send Anonymously:" checkbox, and a "From:" field containing the name "Aruna Jhasti". There is a large text input area below the "From:" field. At the bottom of the form are "SEND" and "CANCEL" buttons. The background browser window shows a page with the CAHPS logo and some text, including "and", "acts", and "vey vendors". The Windows taskbar at the bottom shows the Start button, several open applications (Microsoft Office, Internet Explorer, Slides, Microsoft PowerPoint), and the system tray with the time "7:16 PM".

Screen Resolution

If you are unable to see the full layout of the slides, please change your screen resolution.

- **Place your mouse over your blank desktop**
- **Right click**
- **Scroll to Display Modes or Display Settings then True Color**
- **Change screen resolution to 1024 by 768**



Need Help?



- *From your computer:*
 - Select “Help”
- *From your telephone:*
 - If you are listening by phone during the conference, you may dial “0.”
 - Prior to the conference or if you are not listening by phone, dial: 1-866-490-5412.