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- Survey and Item Set Development and Revision:  
Incorporating Telehealth:
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- Tools and Guidance

- [Your CAHPS Tool](#)

- Analytic techniques – adjusting for differences in patient population characteristics when comparing CAHPS scores

- Survey Methods Research

- Survey methods webpage for users

- Reliability and validity of CAHPS surveys

- Enhancing response rates and representativeness of surveys– survey length, layout, mode of administration, solicitation messages



