



Community Health Plan OF IMPERIAL VALLEY

MEDI-CAL



CAHPS Series 1 Make-Up Webinar: A Better Care Experience with A.I.M

Missed the original session? Register for the no-cost make-up webinar

Due to technical issues with the original session, providers are invited to attend a CAHPS¹ Series 1 make-up webinar presented by the SullivanLuallin Group.

What you'll learn

The session introduces the assess, improve, manage (A.I.M.) framework and how it can help you:

- Understand patient priorities.
- Improve patient experience and satisfaction.
- Strengthen teamwork, care coordination and access.

Questions?

If you have questions, please email partnersinperformance@healthnet.com.

Registration information

Topic	Date and time (Pacific Time)	Register
CAHPS Series 1 – Make-up Session: A better care experience with A.I.M.	Tuesday, May 12, 2026 11:30 a.m. - 12:30 p.m.	https://bit.ly/better-care-experience

¹CAHPS®: Consumer Assessment of Healthcare Providers and Systems.

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