

Hi. I am trying to reach [fill RM name from 2005 survey] regarding a survey we recently sent for a study we are conducting on behalf of the Agency for Healthcare Research and Quality or AHRQ. May I speak to [him/her]?

Yes (PROCEED)

No (PROBE FOR REASON OR IDENTIFY THE NEW RM)

Thank you again for completing the adverse event reporting systems survey a few years ago. We recently sent you the follow-up survey and letter describing the follow-up study that we are conducting on behalf of the Agency for Healthcare Research and Quality or AHRQ. Do you remember the letter and survey?

Yes (PROCEED)

No (ASK ON WHETHER THEY WANT A REMAIL OR TO DO BY PHONE)

The letter explained that RAND on behalf of AHRQ is collecting information about adverse event reporting systems used in inpatient settings and ways in which collected information may be used and distributed. We are not asking about specific adverse events. The results of this survey will be used to understand if and how hospitals collect and use information on adverse events and to understand how they have changed over time, since the last survey.

We'd like to schedule an appointment with you to complete the survey with you over the phone. The interview should take about 25 minutes to complete. You do not have to answer any question you do not feel comfortable answering, or can refuse to participate at all.

May we do the interview now or schedule an interview?

Yes

No

Before I begin, I need to tell you that if there are any questions you don't want to answer, tell me and we'll just go on to the next one. RAND will use the information provided for research purposes only. Your answers to the questions are strictly confidential and will not be seen by anyone outside the research project, except as required by law. This confidentiality is established by provisions in the AHRQ authorization legislation. Finally, for purposes of quality control, my supervisor may monitor this call.