

REMAIL SURVEY COVER LETTER PRINTED ON AHRQ LETTERHEAD WITH AHRQ AND RAND LOGOS

<DATE>

<RISK MANAGER TITLE AND NAME>

<HOSPITAL NAME>

<ADDRESS>

<CITY, STATE ZIP>

Dear <RISK MANAGER TITLE> <LAST NAME>:

A few weeks ago, we sent you the follow-up survey asking about adverse event reporting systems in your hospital. To the best of my knowledge, we haven't received your completed survey.

We are writing again because of the importance of your participation in this study. The Agency for Healthcare Research and Quality (AHRQ) is interested in characterizing adverse medical event reporting for managing and improving patient safety within U.S. healthcare institutions. You were one of the Risk Managers nationally selected to participate in this study. AHRQ is relying on your completed questionnaire to gain an accurate understanding of reporting systems in U.S. hospitals and how they have changed over time.

In the first survey letter, we asked you to complete and return the survey in the enclosed postage pre-paid envelope to RAND. If you are not currently the Risk Manager for your hospital, please let us know and we will advise you on how to complete the questionnaire.

The survey will take you about 25 minutes to complete. By filling it out, you have indicated your agreement to participate in the study and your understanding of the project.

RAND will use the information you provide for research purposes only. You do not have to answer any question you do not feel comfortable answering, or can refuse to participate at all. We will regard all information that would permit identification of you and your institution as strictly confidential and will not disclose it, except as required by law. This confidentiality is established by provisions in the AHRQ authorization legislation. Your answers will be combined with data from other survey participants and reported only as aggregated statistics, totals, and averages.

Thank you in advance for your participation in the study. The information you provide will be instrumental in providing a benchmark to measure future safety improvement initiatives. If you have any questions, please feel free to contact the Project Coordinator Ms. Chau Pham at RAND toll free at 1-866-296-9240 or by e-mail at pham@rand.org.

Sincerely,

Carolyn M. Clancy, MD
Director,

Agency for Healthcare Research and Quality