

## ATTACHMENT B

### **CURRENT and PAST AHRQ CUSTOMER SATISFACTION SURVEYS**

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*OMB No. 0935-0106 – Project Officer: Pamela Owens/CDOM*

**"Voluntary User Survey to Assess the Usefulness of HCUP Databases, Tools, and Services"**

This survey is intended to solicit feedback on the use and satisfaction of HCUP data, documentation, tools products and services from purchasers of HCUP data. This information will be used by AHRQ to improve HCUP databases, documentation and technical support.

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*OMB No. 0935-0106 – Project Officer: Charles Darby/CQUIPs*

**"Voluntary CAHPS Users Survey to Assess the Usefulness of CHAPS User Network's Services"**

This survey is intended to solicit feedback on the use and satisfaction of the services provided by AHRQ's CAHPS User Network. This information will be used by AHRQ to improve the CAHPS User Network, documentation and technical support.

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*OMB No. 0935-0106 – Project Officer: Marge Keyes/CQUIPS*

**"Customer Satisfaction Survey of AHRQ PSNet Users"**

AHRQ Patient Safety Network (PSNet) was developed as a national web-based resource featuring the latest news and essential resources on patient safety. The site offers weekly updates of patient safety literature, news, tools, and meetings, and a vast set of carefully annotated links to important research and other information on patient safety. The primary objective of the Customer Satisfaction Survey of the AHRQ PSNet site is to determine whether the site has fulfilled its goal of becoming a national source on patient safety, along with the extent to which AHRQ PSNet is currently meeting the needs of its users.

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*OMB No. 0935-0106 – Project Officer: Michael O'Dell/OPART-OD*

**"Eisenberg Center Voluntary Customer Survey for the AHRQ"**

The purposes of these information collections are to identify problems, determine their magnitude and scope, and develop a plan to correct them. They are also intended to identify successes to learn how these successes can be applied to other Agency and Center efforts. With this information, the Center will also discern new customer needs for additional products and services. The analyses will be descriptive and, to the extent that they can, inferential and generalizable. The results of these findings are primarily for internal use but may be shared with key government policy and management officials, AHRQ staff, public and private health providers, and members of the general public

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*OMB No. 0935-0106-Project Officer: Margaret Coopey/CPTA*

**"Customer Satisfaction Survey to Assess the Usefulness of Evidence-based Practice Centers' Products"**

Assessment of the usefulness of Evidence-based Practice Centers (EPC) from the perspective of the users of the information is being collected via telephone and mail surveys. These reports are being used as an important mechanism for dissemination of the review and synthesis of evidence from the EPC Program.

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*OMB No. 0935-0106 - Project Officer: Debbie Rothstein/ORREP*

**"Survey of Trainee Satisfaction with AHRQ-Funded Health Services Research Traineeship Program"**

The agency currently supports 25 institutional health services research-training programs within the National Research Service Award (NRSA) program. This survey is assessing customer satisfaction of scholars whose academic training has been supported by AHRQ institutional training program grants over the last 13 years. It will examine the adequacy of training experiences as related to career needs. It will provide AHRQ with concrete suggestions for improvement in future program planning.

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*OMB No.0 935-0106- Project Officer: Marge Keyes/CQMI*

**"CONQUEST 2.0 Customer Satisfaction Survey"**

The purpose of the survey is to assess customer satisfaction with the **C**omputerized **N**eeds-Oriented **Q**uality **M**easurement **E**valuation **S**ys**T**em (CONQUEST 2.0) identify strengths and weaknesses and enhance the utility and relevance of the information contained in the CONQUEST software. Customer feedback on the content and presentation of clinical performance and quality measures, the ease of navigation through the database, and the appropriateness of the information will assist AHRQ with design of future versions of the software package, CONQUEST must be flexible and responsive to variety of audiences.

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*OMB No. 0935-0106- Project Officer: Pat Reynolds/CCFS*

**"Medical Expenditure Panel Survey (MEPS) Web Site, Data Products, and Publications Customer Satisfaction Survey"**

This survey will gather opinions of the users of the MEPS baseline data on: categories of primary users of MEPS data products and related publications; the types of data products and research used/requested most frequently; research topics; user ease of access to the web site information; and the quality and timeliness of responses to follow-up user Email inquiries. The results will be tabulated to identify strengths and weakness and enhance the utility and relevance of the information being made available.

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*OMB No. 0935-0106-Project Officer: Jean Slutsky/CPTA*

**"Customer Satisfaction Survey National Guideline Clearinghouse (NGC) Annual Customer Satisfaction Survey"**

The evaluation goals will be achieved through three types of data collection: (1) Written survey questionnaires, (2) focus groups, and (3) discussions with individuals working in health care who contribute guideline development and use. Assignments of data collection modes to target audience groups are designed to reach the maximum number of respondents and the broadest range of groups. Participation will be minimally burdensome and is voluntary. Both qualitative data will collected to characterize the experiences and needs of users in a manner most likely to facilitate improvement activities by AHRQ.

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*OMB. No.0 935-0106-Project Officer: Steve Seitz/OHCI*

**"Customer Satisfaction Survey to Assess the Usefulness of User Liaison Program Workshops"**

The goal of this customer satisfaction survey is to learn how User Liaison Program (ULP) workshop participants use the information they obtain from these workshops in order to improve their content and format thus enabling participants to more easily apply information gained. The survey will consist of 20-minute telephone interviews with 50 respondents who participated in workshops during the 1999 calendar year. The interviews will be guided by an interview protocol.

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*OMB No. 0935-0106-Project Officer: Charles Darby/CQMI*

**"Customer Satisfaction Survey to Assess the National (Consumer Assessment of Health Plans) CAPHS Benchmarking Database (NCBD)"**

The primary purpose of the NCBD is to identify strengths and weaknesses in the process we have employed to collect the data from customers and the strengths and weaknesses of the products i.e., the benchmarked reports, we will be developing for them. Customer feedback will help fine tune the forms, process, and data submission specifications.

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*OMB No. 0935-0106-Project Officer: Amy Helwig/CQUIPS*

**"PSO Privacy Protection Center Help Desk Survey"**

The Privacy Protection Center Help Desk Survey will provide customer feedback on how to improve the quality of services provided. The support provided by the PPC has an impact on the Patient Safety Organization (PSO) initiative and its efforts to improve quality and safety in health care.

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*OMB No. 0935-0106-Project Officer:*

**“National Guideline Clearinghouse™ (NGC) and the National Quality Measures Clearinghouse™ (NQMC)”**

Expert Commentaries and Recommended Readings are new features common to both NGC and NQMC. Expert Commentaries are authored by the NGC/NQMC Editorial Board and/or by other experts working in conjunction with the Editorial Board. Expert commentaries offer insights not obvious from the information provided by guideline and measure submitters and educate users on the nuances of guideline or measure development, adaptation, implementation and evaluation. There is currently no formal mechanism in place for users to provide responses or comment upon Expert Commentaries or Recommended Readings. Providing such a mechanism serves AHRQ’s mission directly, as fostering dialogue on these issues helps disseminate available scientific evidence among diverse stakeholders and also can help develop, refine, and support efforts to improve health care quality.