

AHRQ WebM&M Customer Satisfaction Survey

I. Visitor Characteristics

1. Approximately how often do you visit AHRQ WebM&M?

- First time
- Less than twice a year
- About once a month
- About once a week
- Only when I receive a newsletter from AHRQ WebM&M

2. Which of the following categories best describes you?

- Administrator or Manager of Hospital, Health Plan, or Medical Group
- Federal/State Policymaker
- House Officer/Resident
- Librarian/Information Specialist
- Nurse/Nurse Practitioner
- Patient or consumer
- Patient safety officer
- Quality Improvement professional
- Risk management professional
- Pharmacist
- Physician
- Physician Assistant
- Student
- Writer/Reporter/Editor
- Other (write in)

3. Which of the following best represents your **primary institutional affiliation**?

- Academic institution, university, or medical school
- Hospital or health care system
- Ambulatory care
- Federal government agency
- Insurance company
- Quality/patient safety organization (excluding federal, state, or local government)
- State or local government agency
- Other (write in)

II. AHRQ WEBM&M SITE-SPECIFIC INTEREST

5. How did you first learn about the AHRQ WebM&M site? (choose one)

- Link from AHRQ Web site
- Link from AHRQ Patient Safety Network (PSNet)
- Social media (e.g., Twitter, Facebook, etc.)
- Word of mouth from a colleague or friend
- Web search engine (e.g., Google, Yahoo, etc.)
- Link from another Web site (excludes AHRQ Web site)
- Print media (e.g., medical journals, health care publications, newspaper, etc.)
- AHRQ print media (e.g., brochure, reports, fact sheets, etc.)
- Conference
- Other, please describe

6. Which of the following statements most closely describes your **primary** reason for visiting the AHRQ WebM&M site? (Check ONE)

- Learn how to improve patient safety
- Learn how to prevent or mitigate medical errors
- Obtain teaching materials or training information
- Submit a case
- Obtain CME, CEU, or trainee certification
- Learn more about the activities of AHRQ
- Other

7. How many cases have you submitted to the AHRQ WebM&M site?

- None [FILL IN BLANK—If none, please briefly state why.]
- One
- Two
- Three
- Four
- Five or more

8. How many times have you used the AHRQ WebM&M site to obtain CME, CEU, or Trainee Certification within the last year?

- None
- One
- Two
- Three
- Four
- Five or more

III. AHRQ WEBM&M SITE ASSESSMENT

9. If asked for a resource on patient safety, how likely is it that you would recommend AHRQ WebM&M to a friend or colleague?

- Very likely
- Somewhat likely
- Not very likely
- Not likely
- Neutral or not applicable

10. How would you rate the **educational value** of the AHRQ WebM&M site's content?

- Excellent
- Good
- Fair
- Poor
- Neutral or not applicable

11. How would you rate the **usefulness/practical value** of the AHRQ WebM&M site to you?

- Very useful
- Somewhat useful
- Not very useful
- Not useful
- Neutral or not applicable

12. How would you rate the content of AHRQ WebM&M:
[Likert Scale: 1-Excellent; 2-Good; 3-Fair; 4-Poor; 5-Neutral or Not Applicable]

- Cases
- Commentaries
- Perspectives on Patient Safety (essays on patient safety topics)
- In Conversation With... (interviews with safety newsmakers)
- Podcasts
- Patient Safety Primers*
- Glossary
- Case archive
- CME, CEU, Trainee Certification

13. Based on your previous visits, how would you rate the following aspects of the AHRQ WebM&M site?
[Likert Scale: 1-Excellent; 2-Good; 3-Fair; 4-Poor; 5-Neutral or Not Applicable]

- General appearance of the site
- General ease of navigation
- Clarity of directions and explanations
- Search results
- Submit a case form
- Links and references

IV. FINAL COMMENTS

1. Please provide any other comments or suggestions on the features/functions/content of AHRQ PSNet: