

Model Instance Name:
Medicare Compare Web Sites

MID: New Measure - DOT will fill in

Date: 11/27/2012



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

Welcome Text

Thank you for visiting our web site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

DEFAULT Thank You Text

"Thank you for taking our survey - and for helping us serve you better. We appreciate your input!"

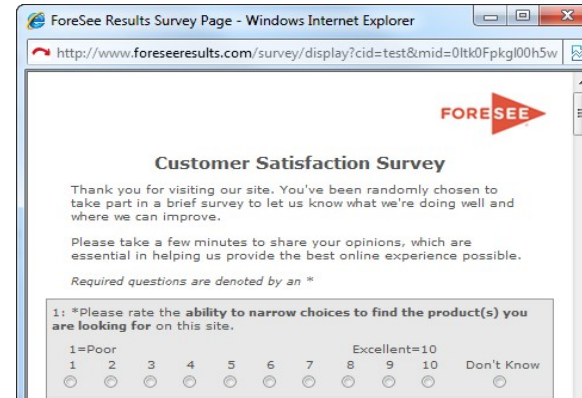
ALTERNATE WEB Thank You Text

Thank you for taking our survey - and for helping us serve you better.

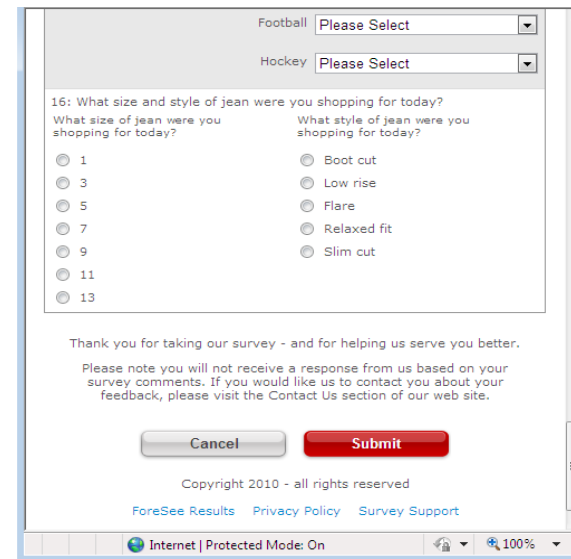
Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Examples

Welcome Text Example



Thank You Text Example



Model Instance Name:
Medicare Compare Web Sites

MID: New Measure - DOT will fill in

Partitioned (Y/N)? Yes

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

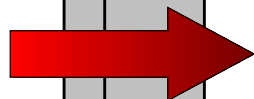
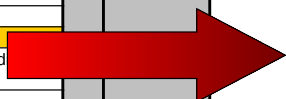
Date: 11/27/2012



Medicare Compare Web Sites

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)			CUSTOMER SATISFACTION			FUTURE BEHAVIORS		
MQ Label			MQ Label			MQ Label		
	Information (1=Poor, 10=Excellent, Don't Know)			Satisfaction			Recommend (1=Very Unlikely, 10=Very Likely)	
	Please rate the amount of information provided.			What is your overall satisfaction with the compare web site? (1=Very Dissatisfied, 10=Very Satisfied)			How likely are you to recommend the compare web site to someone else?	
	Please rate the usefulness of the information provided.			How well does the compare web site meet your expectations ? (1=Falls Short, 10=Exceeds)			Use Medicare.gov (1=Very Unlikely, 10=Very Likely)	
	Please rate your perception of the accuracy of the information on this compare web site.			How does the Medicare quality compare web site compare to your idea of an ideal comparison web site ? (1=Not Very Close, 10=Very Close)			How likely are you to visit Medicare.gov (Medicare's web site) for future Medicare-related needs ?	
	Results (1=Poor, 10=Excellent, Don't Know)						Trust	
	Please rate how well the results provided match your request .						I can count on Medicare to act in my best interests . (=1 Very Unlikely, 10=Very Likely)	
	Please rate the relevance of the results to your specific needs.						I consider Medicare to be trustworthy . (=1 Very Unlikely, 10=Very Likely)	
	Please rate the listing/ranking order of compare web site results.						Medicare can be trusted to do what is right . (=1 Very Unlikely, 10=Very Likely)	
	Look & Feel (1=Poor, 10=Excellent, Don't Know)							
	Please rate the visual appeal of the compare web site.							
	Please rate the balance of graphics and text on the compare web site.							
	Please rate the readability of the pages on the compare web site.							
	Process (1=Poor, 10=Excellent, Don't Know)							
	Please rate the how well this web site streamlines the process of find information.							
	Please rate the features available for finding information.							
	Please rate how well this web site minimizes the amount of time needed to get useful information.							
	Site Performance (1=Poor, 10=Excellent, Don't Know)							
	Please rate how quickly pages load .							
	Please rate the consistency of speed from page to page .							
	Please rate the ability to load pages without getting error messages.							



Model Instance Name:

Medicare Compare Web Sites

MID: New Measure - DOT will fill in

Date: 11/27/2012

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Medicare Compare Web Sites CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		Which Quality Compare Web Site did you use today?	Nursing Home Compare Hospital Compare Home Health Compare Dialysis Facility Compare	A, B, C P, Q EE, FF, GG, HH UU, VV	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Compare Web Site
	A	What best describes your role in using the Nursing Home Compare?	Consumer Caregiver (family member or friend) Caregiver (paid) Nursing Home staff member Discharge Planner Researcher Other Health Care Provider Other (please specify.)	D E	Radio button, one-up vertical	Single	Y	Skip Logic Group*	NH Role
	E	What other role best describes you while using the Nursing Home Compare?			Text field, <100 char		N	Skip Logic Group*	NH Other_Role
	D	Have you ever used information from Nursing Home Compare to inform an internal quality review or improvements ?	Yes No	F	Radio button, one-up vertical	Single	Y		NH Inform Improv
	F	What information did you use? Please be specific about your experience.			Text area, no char limit		N	Skip Logic Group*	NH Information Used
	B	What was your primary purpose in visiting Nursing Home Compare today?	Choose a Nursing Home for myself or a family member Research Nursing Homes for myself or family members, but not choose one today. Download data about Nursing Homes Other (please specify.)	G, H, I G, H, I M, N P	Radio button, one-up vertical	Single	Y	Skip Logic Group*	NH Purpose
	P	What was your other primary purpose in visiting Nursing Home Compare?			Text area, no char limit		N	Skip Logic Group*	NH Other_Purpose
	G	How helpful was the information you found on Nursing Home Compare in your choice and research?	1 = Very helpful 2 3 4 5 = Not very helpful / Very unhelpful	J J	Radio button, scale, no don't know	Single	Y	Skip Logic Group*	NH Helpful
	J	What would have made the information more helpful ?			Text area, no char limit		N	Skip Logic Group*	NH More Helpful
	H	Does the information on Nursing Home Compare give you a full picture of the quality of the Nursing Homes?	Yes No	K L	Radio button, one-up vertical	Single	Y	Skip Logic Group*	NH Picture
	K	What was most helpful in determining quality?			Text area, no char limit		N	Skip Logic Group*	NH Most Helpful
	L	What information should be added to give a more complete picture of quality?			Text area, no char limit		N	Skip Logic Group*	NH Info Added
	I	Based on your experience with Nursing Home Compare, how confident are you about choosing a Nursing Home using this information?	1 = Very confident 2 3 4 5 = Not very confident		Radio button, scale, no don't know	Single	Y	Skip Logic Group*	NH Confident
	M	When you accessed the data , did you:	Download the database from the site. Access the data using data.medicare.gov		Radio button, one-up vertical	Single	Y	Skip Logic Group*	NH Access Data
	N	Have you ever used data.medicare.gov to access data?	Yes No, but I know that it's available No, and I didn't know that the data was available through data.medicare.gov		Radio button, one-up vertical	Single	Y	Skip Logic Group*	NH data.medicare
	C	Have you ever used another web site to compare Nursing Home quality?	Yes No, but I am aware of other web sites that compare Nursing Home quality. No, and I was not aware of other web sites that compare Nursing Home quality.	O	Radio button, one-up vertical	Single	Y	Skip Logic Group*	NH Another Web site
	O	Which web site did you use?			Text area, no char limit		N	Skip Logic Group*	NH Other_Web site
	P	What best describes your role in using the Hospital Compare?	Consumer		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Hosp Role

Model Instance Name:

Medicare Compare Web Sites

MID: New Measure - DOT will fill in

Date: 11/27/2012

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Medicare Compare Web Sites CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Caregiver (family member or friend) Caregiver (paid) Hospital staff member Physician Researcher Other Health Care Provider Other (please specify:)	R, S R, S R, S R, S T					
	T	What other role best describes you while using the Hospital Compare?			Text field, <100 char		N	Skip Logic Group*	Hosp Other_Role
	R	In your visit to Hospital Compare, did you:	Review only one measure set or measure. Review multiple measure sets.		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Hosp Measures
	S	Have you ever used information from Hospital Compare to inform an internal quality review or improvements?	Yes No	U	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Hosp Inform Improv
	U	What information did you use? Please be specific about your experience.			Text area, no char limit		N	Skip Logic Group*	Hosp Information Used
	Q	What was your primary purpose in visiting Hospital Compare today?	Choose a Hospital for myself or a family member Research Hospitals for myself or family members, but not choose one today. Download data about Hospitals Other (please specify:)	V, W, X V, W, X BB, CC DD	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Hosp Purpose
	DD	What was your other primary purpose in visiting Hospital Compare?			Text area, no char limit		N	Skip Logic Group*	Hosp Other_Purpose
	V	How helpful was the information you found on Hospital Compare in your choice and research?	1 = Very helpful 2 3 4 5 = Not very helpful / Very unhelpful	Y Y	Radio button, scale, no don't know	Single	Y	Skip Logic Group*	Hosp Helpful
	Y	What would have made the information more helpful?			Text area, no char limit		N	Skip Logic Group*	Hosp More Helpful
	W	Does the information on Hospital Compare give you a full picture of the quality of Hospitals?	Yes No	Z AA	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Hosp Picture
	Z	What was most helpful in determining quality?			Text area, no char limit		N	Skip Logic Group*	Hosp Most Helpful
	AA	What information should be added to give a more complete picture of quality?			Text area, no char limit		N	Skip Logic Group*	Hosp Info Added
	X	Based on your experience with Hospital Compare, how confident are you about choosing a Hospital using this information?	1 = Very confident 2 3 4 5 = Not very confident		Radio button, scale, no don't know	Single	Y	Skip Logic Group*	Hosp Confident
	BB	When you accessed the data , did you:	Download the database from the site. Access the data using data.medicare.gov		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Hosp Access Data
	CC	Have you ever used data.medicare.gov to access data?	Yes No, but I know that it's available No, and I didn't know that the data was available through data.medicare.gov		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Hosp data.medicare
	EE	What best describes your role in using the Home Health Compare?	Consumer Caregiver (family member or friend) Caregiver (paid) Home Health Agency staff member Discharge Planner Researcher Other Health Care Provider Other (please specify:)	II KK	Radio button, one-up vertical	Single	Y	Skip Logic Group*	HH Role
	KK	What other role best describes you while using the Home Health Compare?			Text field, <100 char		N	Skip Logic Group*	HH Other_Role
	II	Have you ever used information from Home Health Compare to inform an internal quality review or improvements?	Yes	JJ	Radio button, one-up vertical	Single	Y	Skip Logic Group*	HH Inform Improv

Model Instance Name:

Medicare Compare Web Sites

MID: New Measure - DOT will fill in

Date: 11/27/2012

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Medicare Compare Web Sites CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	JJ	What information did you use? Please be specific about your experience.	No		Text area, no char limit		N	Skip Logic Group*	HH Information Used
	FF	What was your primary purpose in visiting Home Health Compare today?	Choose a Home Health Agency for myself or a family member Research Home Health Agencies for myself or family members, but not choose one today. Download data about Home Health Agencies Other (please specify:)	LL, MM, NN LL, MM, NN RR, SS TT	Radio button, one-up vertical	Single	Y	Skip Logic Group*	HH Purpose
	TT	What was your other primary purpose in visiting Home Health Compare?			Text area, no char limit		N	Skip Logic Group*	HH Other_Purpose
	LL	How helpful was the information you found on Home Health Compare in your choice and research?	1 = Very helpful 2 3 4 5 = Not very helpful / Very unhelpful	OO OO	Radio button, scale, no don't know	Single	Y	Skip Logic Group*	HH Helpful
	OO	What would have made the information more helpful ?			Text area, no char limit		N	Skip Logic Group*	HH More Helpful
	MM	Does the information on Home Health Compare give you a full picture of the quality of Home Health Agencies?	Yes No	PP QQ	Radio button, one-up vertical	Single	Y	Skip Logic Group*	HH Picture
	PP	What was most helpful in determining quality?			Text area, no char limit		N	Skip Logic Group*	HH Most Helpful
	QQ	What information should be added to give a more complete picture of quality?			Text area, no char limit		N	Skip Logic Group*	HH Info Added
	NN	Based on your experience with Home Health Compare, how confident are you about choosing a Home Health Agency using this information?	1 = Very confident 2 3 4 5 = Not very confident		Radio button, scale, no don't know	Single	Y	Skip Logic Group*	HH Confident
	RR	When you accessed the data , did you:	Download the database from the site. Access the data using data.medicare.gov		Radio button, one-up vertical	Single	Y	Skip Logic Group*	HH Access Data
	SS	Have you ever used data.medicare.gov to access data?	Yes No, but I know that it's available No, and I didn't know that the data was available through data.medicare.gov		Radio button, one-up vertical	Single	Y	Skip Logic Group*	HH data.medicare
	GG	In your visit to Home Health Compare, did you :	Compare Patient Survey Results for Home Health Agencies Compare Quality Measures for Home Health Agencies Compare both Patient Survey Results and Quality Measures for Home Health Agencies Compare neither Patient Survey Results nor Quality Measures for Home Health Agencies		Radio button, one-up vertical	Single	Y	Skip Logic Group*	HH Measures
	HH	When you came to Home Health Compare, were you looking for :	Professional Services, such as a nurse or therapist. Custodial Services, such as a companion or home health aide. Both Professional Services and Custodial Services. Neither Professional Services nor Custodial Services.		Radio button, one-up vertical	Single	Y	Skip Logic Group*	HH Looking For
	UU	What best describes your role in using the Dialysis Facility Compare?	Consumer Caregiver (family member or friend) Caregiver (paid) Dialysis Facility staff member Discharge Planner Researcher Other Health Care Provider Other (please specify:)	XX WW	Radio button, one-up vertical	Single	Y	Skip Logic Group*	DF Role
	WW	What other role best describes you while using the Dialysis Facility Compare?			Text field, <100 char		N	Skip Logic Group*	DF Other_Role
	XX	Have you ever used information from Dialysis Facility Compare to inform an internal quality review or improvements ?	Yes No	YY	Radio button, one-up vertical	Single	Y	Skip Logic Group*	DF Inform Improv
	YY	What information did you use? Please be specific about your experience.			Text area, no char limit		N	Skip Logic Group*	DF Information Used

Model Instance Name:

Medicare Compare Web Sites

MID: New Measure - DOT will fill in

Date: 11/27/2012

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Medicare Compare Web Sites CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	VV	What was your primary purpose in visiting Dialysis Facility Compare today?	Choose a Home Health Agency for myself or a family member Research Home Health Agencies for myself or family members, but not choose one today. Download data about Home Health Agencies Other (please specify:)	ZZ, AAA, BBB ZZ, AAA, BBB FFF, GGG HHH	Radio button, one-up vertical	Single	Y	Skip Logic Group*	DF Purpose
	HHH	What was your other primary purpose in visiting Dialysis Facility Compare?			Text area, no char limit		N	Skip Logic Group*	DF Other_Purpose
	ZZ	How helpful was the information you found on Dialysis Facility Compare in your choice and research?	1 = Very helpful 2 3 4 5 = Not very helpful / Very unhelpful	CCC CCC	Radio button, scale, no don't know	Single	Y	Skip Logic Group*	DF Helpful
	CCC	What would have made the information more helpful ?			Text area, no char limit		N	Skip Logic Group*	DF More Helpful
	AAA	Does the information on Dialysis Facility Compare give you a full picture of the quality of Dialysis Facilities?	Yes No	DDD EEE	Radio button, one-up vertical	Single	Y	Skip Logic Group*	DF Picture
	DDD	What was most helpful in determining quality?			Text area, no char limit		N	Skip Logic Group*	DF Most Helpful
	EEE	What information should be added to give a more complete picture of quality?			Text area, no char limit		N	Skip Logic Group*	DF Info Added
	BBB	Based on your experience with Dialysis Facility Compare, how confident are you about choosing a Dialysis Facility using this information?	1 = Very confident 2 3 4 5 = Not very confident		Radio button, scale, no don't know	Single	Y	Skip Logic Group*	DF Confident
	FFF	When you accessed the data , did you:	Download the database from the site. Access the data using data.medicare.gov		Radio button, one-up vertical	Single	Y	Skip Logic Group*	DF Access Data
	GGG	Have you ever used data.medicare.gov to access data?	Yes No, but I know that it's available No, and I didn't know that the data was available through data.medicare.gov		Radio button, one-up vertical	Single	Y	Skip Logic Group*	DF data.medicare
		Is this your first time using this Quality Compare Web Site?	Yes No		Radio button, one-up vertical	single	Y		First Time
		What is your age ?	Under 18 18-24 25-34 35-44 45-54 55-64 65 or older Prefer not to answer		Radio button, one-up vertical	Single	Y		Age
		Which of the following best describes the highest level of education you have attained?	I have not graduated from high school. High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree Prefer not to answer		Radio button, one-up vertical	Single	Y		Education
		Where did you learn about this Quality Compare Web Site?	From a Search Engine Saw it on the Medicare.gov web site Read about it in an article Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn of Web Site
	A	Where else did you learn about this?			Text area, no char limit		N	Skip Logic Group	Other_Learn of Web Site
		Did you find the information you were looking for?	Yes No	S, T	Radio button, one-up vertical	Single	Y	Skip Logic Group	Did You Find
	S	What information were you unable to find ?			Text area, no char limit		N	Skip Logic Group	Unable to Find
	T	What will you do next ?			Text area, no char limit		N	Skip Logic Group	Do Next
		What was your experience using the Quality Compare Web Site? (Please select all that apply.)	The Quality Compare Web Site met my needs today Results were not relevant Too many results		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Web Site Experience

Model Instance Name:
 Medicare Compare Web Sites
 MID: New Measure - DOT will fill in
 Date: 11/27/2012

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

Medicare Compare Web Sites CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Not enough results Returned no results Got error message(s) / Session timed out Speed was too slow I encountered a different experience:	F					
	F	What other experience did you have while using the Quality Compare Web Site?			Text area, no char limit		N	Skip Logic Group*	Other_Web Site Exp
		If you could change or improve one thing about the Quality Compare Web Site, what would it be?			Text area, no char limit		N		Improvement