

REQUEST TO CUSTOMER—FIRST WAVE:

FROM: ARbank@cdc.gov

TO: POCs from order list

SUBJECT: 10-min survey about AR Isolate Bank

Dear AR Isolate Bank customer,

The FDA-CDC Antimicrobial Resistance Isolate Bank (AR Isolate Bank) launched in July 2015 and, as we approach our two-year mark, we would like to hear feedback on how it has provided value to your organization and how it can be improved.

Take the 10-minute survey here: [\[LINK\]](#)

The survey will be open until [\[DATE\]](#).

With your permission, we may contact you based on your responses to develop success stories that will be published on our website and in other CDC and FDA materials.

On behalf of CDC and FDA, we appreciate your participation in this survey. Your feedback will help us build a repository of the most useful isolates in the fight against antimicrobial resistance.

Best,

Jean B. Patel, PhD, D(ABMM)

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REQUEST TO CUSTOMER—SECOND WAVE:

FROM: ARbank@cdc.gov

TO: POCs from order list

SUBJECT: How is the AR Isolate Bank doing?

Dear AR Isolate Bank customer,

This is a reminder that the FDA-CDC Antimicrobial Resistance Isolate Bank satisfaction survey will close [\[DATE\]](#).

Please take 10 minutes to complete the survey and provide feedback on how it has provided value to your organization and how it can be improved.

Take the survey now: [\[LINK\]](#)

With your permission, we may contact you based on your responses to develop success stories that will be published on our website and in other CDC and FDA materials.

On behalf of CDC and FDA, we appreciate your participation in this survey. Your feedback will help us build a repository of the most useful isolates in the fight against antimicrobial resistance.

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SURVEY HOSTED ON:

SurveyMonkey.com

INTRODUCTION:

Thank you for providing feedback on the FDA-CDC Antimicrobial Resistance Isolate Bank.

The purpose of the survey is to capture how the AR Isolate Bank has provided value to customers and how it can be improved.

The information gathered from this survey will not be published and will only inform next steps of implementation.

PROPOSED QUESTIONS:

1. How did you first hear about the AR Isolate Bank? *[can select only one]*
 - CDC website
 - FDA website
 - CDC talk or presentation
 - FDA talk or presentation
 - FDA request or suggestion to support a regulatory submission
 - Colleague
 - Other: *[open-ended]*

2. What AR Isolate Bank panels did you/your organization order? Check all that apply.
- *Acinetobacter baumannii* Panel
 - *Candida auris* Panel
 - Ceftazidime/avibactam Panel
 - Ceftolozane/tazobactam Panel
 - Drug Resistant *Candida* (species other than *C. albicans*) Panel
 - Enteric Pathogen Diversity Panel
 - Enterobacteriaceae Carbapenem Breakpoint Panel
 - Enterobacteriaceae Carbapenemase Diversity Panel
 - Gram Negative Carbapenemase Detection Panel
 - Isolates with New or Novel Antibiotic Resistance
 - *Neisseria gonorrhoeae* Panel
 - *Pseudomonas aeruginosa* Panel
 - *Staphylococcus* with Borderline Oxacillin Susceptibility Panel
 - Vancomycin Intermediate *Staphylococcus aureus* Panel
3. How often have you/your organization ordered panels from the AR Isolate Bank? *[can only select one]*
- 1 occasion
 - 2-5 occasions
 - 6-9 occasions
 - 10 occasions or more
4. How has your organization used the panels from the AR Isolate Bank? Check all that apply.
- To develop (research, challenge, accelerate) a diagnostic device, test, or assay
 - To satisfy a specific request and/or support an application to FDA
 - To validate a diagnostic test for implementation in my laboratory
 - To develop (research, challenge, accelerate) an antibiotic
 - Other: *[open-ended]*
5. Based on your answer to Question #4, please provide more detail about how you have used the panels from the AR Isolate Bank. *Please do not provide proprietary information. General descriptions for how the isolates helped improve process, increase product accuracy, meet organization priorities, add value, or support other AR strategies are appreciated. If you have not yet used the isolates, please explain how you intend to use them in the future. [open-ended]*
6. Please take a moment to think about the AR Isolate Bank panels you received. Rate satisfaction with the following during your experience. *[Likert scale: Very dissatisfied, Dissatisfied, Neither Dissatisfied nor Satisfied, Satisfied, Very satisfied, Not applicable]*
- Diversity of panels
 - Diversity of isolates available
 - Descriptions of panel organisms
 - Viability of organisms

- Confirmatory testing in your lab corresponded to isolate description
- Responsiveness of staff to questions or problems with panels or isolates

Please comment on ratings given above about satisfaction with panels. *[open-ended]*

7. CDC and FDA are working together to expand the AR Isolate Bank collection. What additional isolate panels or information would be valuable to you/your organization in the future? How can the current collection be improved? If you have ordered isolates from other organizations, what was most valuable about that experience? *[open-ended]*
8. Isolates of particular resistance patterns are often encountered in surveillance studies or from patients. If you encounter such isolates, would you be willing to provide isolates to be added to the AR Isolate Bank? If Yes, would you be willing to provide your contact information to CDC or FDA? If No, please provide your reason *[open-ended]*
 - No (provide reason below)
 - Yes, willing to provide isolates (provide your contact below)
9. Please take a moment to think about the AR Isolate Bank ordering process. Rate satisfaction with the following during your experience. *[Likert scale: Very dissatisfied, Dissatisfied, Neutral, Satisfied, Very satisfied, Not applicable]*
 - Information provided with the isolates (i.e., MIC results and interpretation, sequencing information)
 - Order instructions provided on the website
 - Responsiveness of staff
 - Duration of entire process (from initial order to delivery)

Please comment on ratings given above about satisfaction with panels. *[open-ended]*

10. CDC and FDA are working to improve the [AR Isolate Bank website](#). What other information in content or structure would you like to see added or improved? How can the current website be improved? *[open-ended]*
11. Which option below best describes your organization? *[can select only one]*
 - Academic
 - Commercial diagnostic company
 - Commercial laboratory
 - Federal agency
 - Hospital or clinic
 - Pharmaceutical company
 - Public health laboratory
 - Other: *[open-ended]*

12. If a new isolate is added to the AR Isolate Bank, would you like CDC to send you an automated email letting you know the new product is available? *[can select only one]*

- Yes, I would like to receive an email update.
- No, I check the site often and know what is new.
- No, I get enough email updates.
- No, I already have what I need from the AR Isolate Bank and don't need other isolates.

13. Can we contact you for additional information? *To improve the AR Isolate Bank overall and develop success stories, we would like to contact some customers for more information about their experience. We will NOT publish responses provided in this survey or confidential, proprietary information. [can select only one]*

If yes, please provide your name and email address. *[open-ended]*