# Introductory Email:

Subject Line: **Request for your feedback on QualityNet.org and QualityNet Secure Portal**

The Centers for Medicare and Medicaid (CMS) is improving the user experience of QualityNet.org and the QualityNet Secure Portal and invites you participate in a survey that will help us in this process. Your opinion and experience are important in defining future improvement efforts.

Your survey responses are anonymous, and will help CMS evaluate and improve QualityNet.org and the QualityNet Secure Portal. The survey should take approximately 10 minutes to complete. Please only complete the survey once, and provide your feedback by [INSERT DATE].

Thank you!

# QualityNet User Survey – DRAFT

**Thank you for your participation in the QualityNet.org and QualityNet Secure Portal survey!**

The Centers for Medicare and Medicaid (CMS) is improving the user experience of QualityNet.org and the QualityNet Secure Portal. Your opinion and experience matter to us.

Your responses are anonymous, and will help CMS evaluate and improve QualityNet.org and the QualityNet Secure Portal. The survey should take approximately 10 minutes to complete.

Thank you!

1. **What type of facility do you represent? (radio buttons, multiple answers)**
   1. Inpatient Hospital
   2. Outpatient Hospital
   3. Ambulatory Surgical Center
   4. Physician’s Office
   5. PPS-Exempt Cancer Hospital
   6. ESRD Facility
   7. Inpatient Psychiatric Facility
   8. Quality Improvement Organization
   9. Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **What is your quality program affiliation? (radio buttons, multiple answers)**
   1. Inpatient Hospital Quality Reporting Programs (IHQR)
   2. Outpatient Hospital Quality Reporting Programs (OHQR)
   3. Physician Quality Reporting Program (PQRS)
   4. Ambulatory Surgical Center Quality Reporting Program (ASC)
   5. PPS-Exempt Cancer Hospital Quality Reporting Program
   6. ESRD Quality Incentive Program (QIP)
   7. Inpatient Psychiatric Facility Quality Reporting Program (IPFQR)
   8. Quality Improvement Organization (QIO)
   9. Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**QualityNet.org**

1. **How frequently do you visit QualityNet.org? (radio buttons, one answer)**
   1. Daily
   2. Weekly
   3. Monthly
   4. Quarterly
   5. Annually
   6. I don’t visit QualityNet.org
2. **Please look at the following list and choose the top 5 reasons that you visit QualityNet.org.***Give a score of 1 to the MOST IMPORTANT to you, 2 to the next most important, then 3, 4, and 5. Please give ONLY one score of 1, one 2, one 3, one 4, and one 5. Leave the rest blank.  
   Please trust your first instincts and spend no more than a couple of minutes on this question.*

|  |  |
| --- | --- |
| **Rank** |  |
|  | Program overview |
|  | Benchmarks of care |
|  | Specification manuals |
|  | Measure(s) information |
|  | Program requirements and eligibility |
|  | Program reporting timelines |
|  | Program news (alerts, notifications, known issues) |
|  | E-mail notifications |
|  | Training and events (videos, user guides, recorded webinars) |
|  | HelpDesk contact information |
|  | QualityNet Secure Portal registration information |
|  | Log in link to the QualityNet Secure Portal |
|  | Data collection and CART |
|  | Program forms (reconsideration, etc.) |
|  | Question & Answer tools |
|  | Program support contact information |
|  | QIO contact information |
|  | Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. **Please select the appropriate answer below based on your experience(s) with QualityNet.org.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly Agree** | **Not Applicable** |
| QualityNet.org is fast and easy-to-use. |  |  |  |  |  |  |
| I can quickly and easily find the information I need on QualityNet.org. |  |  |  |  |  |  |
| QualityNet.org is organized in a way that makes sense to me. |  |  |  |  |  |  |
| I am able to find the most up-to-date information about my quality reporting program on QualityNet.org. |  |  |  |  |  |  |
| QualityNet.org meets my expectations. |  |  |  |  |  |  |

**Additional comments on QualityNet.org: (open text field, 1,000 character limit)**

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**QualityNet Secure Portal**

1. **How frequently do you log in and access QualityNet Secure Portal? (radio buttons, one answer)**
   1. Daily
   2. Weekly
   3. Monthly
   4. Quarterly
   5. Annually
   6. I don’t use QualityNet Secure Portal
2. **Do you have an active QualityNet Secure Portal log in? (radio buttons, one answer)**
   1. Yes
   2. No
   3. I’m not sure
3. **Please look at the following list and choose the top 5 reasons that you use the QualityNet Secure Portal.***Give a score of 1 to the MOST IMPORTANT to you, 2 to the next most important, then 3, 4, and 5. Please give ONLY one score of 1, one 2, one 3, one 4, and one 5. Leave the rest blank.  
   Please trust your first instincts and spend no more than a couple of minutes on this question.*

|  |  |
| --- | --- |
| **Rank** | **Reason** |
|  | Secure file transfer to CMS |
|  | Secure email (send, receive) |
|  | Vendor authorization |
|  | Report authorization |
|  | Collab tool |
|  | CCSQ data dictionary |
|  | Measure selection intention |
|  | Denominator declaration |
|  | Notice of participation |
|  | Population and sampling |
|  | Manage measures |
|  | Manage multifactor credential |
|  | Edits contacts or campuses |
|  | Data submission |
|  | Reports (run, search) |
|  | Update account password |
|  | Update my account |
|  | News and announcements |
|  | Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. **Please select the appropriate answer below based on your experience(s) with QualityNet Secure Portal**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly Agree** | **Not Applicable** |
| Logging into QualityNet Secure Portal is clear and easy. |  |  |  |  |  |  |
| I find it difficult to navigate through QualityNet Secure Portal. |  |  |  |  |  |  |
| Navigation links and labels are clear and concise in QualityNet Secure Portal. |  |  |  |  |  |  |
| I can easily switch back and forth between QualityNet.org and QualityNet Secure Portal. |  |  |  |  |  |  |
| QualityNet Secure Portal meets my expectations. |  |  |  |  |  |  |

**Additional comments on QualityNet Secure Portal: (open text field, 1,000 character limit)**

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1. **If you could choose one thing to improve about QualityNet.org or the QualityNet Secure Portal, what would it be? (open text field, 1,000 character limit)**

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**More Information (Optional)**

1. **What is your gender? (radio buttons, one possible answer, optional)**
2. Male
3. Female
4. **How old are you? (radio buttons, one possible answer, optional)**
5. 25 or younger
6. 26-35
7. 36-45
8. 46-55
9. 56-65
10. 66 or older
11. **Which of these accessibility features do you use?**
12. Screen reader
13. Enlarged text
14. High-contrast display
15. I don’t use any accessibility features
16. Other \_\_\_\_\_\_\_\_\_\_\_\_\_