

**Attachment B: Advance Notice, Invitation, Reminder Notice, and Thank You
Letters for Training Participant Questionnaire**

Advance Notice Email

Dear TeamSTEPPS for Office-Based Care training participant:

Approximately six months ago, you completed the TeamSTEPPS for Office-Based Care training program sponsored by the Agency for Healthcare Research and Quality (AHRQ). AHRQ has recently contracted with the Health Research and Educational Trust (HRET) and IMPAQ International to learn about the extent to which you, as a participant in the program, have found the training useful and applicable in your day-to-day work. As a result, you will be contacted in the coming weeks so that you can participate in an important online questionnaire that is designed to capture your assessment of the usefulness of the training program, as well as identify any implementation activities in which you have been involved since participating in the program.

The questionnaire will take approximately 20 minutes of your time and will be conducted entirely online. Your responses will be used to improve on future AHRQ patient safety efforts and to identify the most useful parts of the current program.

This survey is authorized under 42 U.S.C. 299a. The confidentiality of your survey responses is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed outside of the Department of Health and Human Services without your consent. If needed, AHRQ may contact you in the future to request additional information about your experiences with TeamSTEPPS.

Any questions or comments about this questionnaire, or the project, may be directed to TeamSTEPPS_Surveys@impaqint.com.

Sincerely,

[AHRQ Project Officer]

Invitation Email

Dear TeamSTEPPS for Office-Based Care Master Trainer:

As you may recall, you completed the TeamSTEPPS for Office-Based Care training program sponsored by the Agency for Healthcare Research and Quality (AHRQ).

The Health Research and Educational Trust (HRET) and IMPAQ International are working with AHRQ to gather lessons learned from the TeamSTEPPS for Office-Based Care training program. AHRQ has asked us to learn about the extent to which you, as a participant in the program, have found the training experience useful and applicable in the primary care setting. We are also interested in learning about your TeamSTEPPS implementation experiences since your participation in the program.

The questionnaire will take approximately 20 minutes of your time and will be conducted entirely online. Your participation in this questionnaire is important to AHRQ's work. Your responses will be used to improve on future AHRQ patient safety efforts and to identify the most useful parts of the current program.

Please access the questionnaire by clicking on this link [insert website] or by pasting this address [insert website] into the address line of your Internet browser. The questionnaire will be available until [insert date].

This survey is authorized under 42 U.S.C. 299a. The confidentiality of your survey responses is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed outside of the Department of Health and Human Services without your consent. If needed, AHRQ may contact you in the future to request additional information about your experiences with TeamSTEPPS.

If you would like to direct the survey to an alternate email address, please send your name and alternate email address to TeamSTEPPS_Surveys@impaqint.com. Should you have any questions or comments about this questionnaire or the project, please do not hesitate to contact me at 443-259-5134 or TeamSTEPPS_Surveys@impaqint.com.

Sincerely,

David P. Baker, Ph.D.
Executive Vice President
IMPAQ International, LLC

Reminder Email

Dear TeamSTEPPS for Office-Based Care Master Trainer:

This is a reminder of the online questionnaire regarding the TeamSTEPPS for Office-Based Care training program, sponsored by the Agency for Healthcare Research and Quality (AHRQ). The questionnaire is designed to capture your assessment of the usefulness of the training program and identify any TeamSTEPPS implementation activities in which you have been involved since participating in the program.

The questionnaire will take approximately 20 minutes of your time and will be conducted entirely online. Your participation in this questionnaire is important to AHRQ, as your responses will be used to improve on future AHRQ patient safety efforts and to identify the most useful parts of the current program.

Please access the questionnaire by clicking on this link [\[insert website\]](#) or by pasting this address [\[insert website\]](#) into the address line of your Internet browser. The questionnaire will be available until [\[insert date\]](#).

This survey is authorized under 42 U.S.C. 299a. The confidentiality of your survey responses is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed outside of the Department of Health and Human Services without your consent. If needed, AHRQ may contact you in the future to request additional information about your experiences with TeamSTEPPS.

If you would like to direct the survey to an alternate email address, please send your name and alternate email address to TeamSTEPPS_Surveys@impaqint.com. Should you have any questions or comments about this questionnaire or the project, please do not hesitate to contact me at 443-259-5134 or TeamSTEPPS_Surveys@impaqint.com.

Sincerely,

David P. Baker, Ph.D.
Executive Vice President
IMPAQ International, LLC

Thank-You Email

Dear TeamSTEPPS for Office-Based Care Master Trainer:

Thank you for your participation in the online questionnaire regarding the TeamSTEPPS for Office-Based Care training program! Your responses will be used to improve on future AHRQ programs and will help identify the most useful parts of the current program.

This survey is authorized under 42 U.S.C. 299a. The confidentiality of your survey responses is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed outside of the Department of Health and Human Services without your consent. If needed, AHRQ may contact you in the future to request additional information about your experiences with TeamSTEPPS.

Should you have any questions or comments about this questionnaire or the project, please do not hesitate to contact me at 443-259-5134 or TeamSTEPPS_Surveys@impaqint.com.

Sincerely,

David P. Baker, Ph.D.
Executive Vice President
IMPAQ International, LLC