

## CDS Connect Web Survey Recruitment Invitations and Follow-up

### Survey Recruitment E-mail

#### Initial email (seeds)

FROM: NORC Staff Member  
TO: [S\_Email]  
Subject: Help Improve AHRQ's Clinical Decision Support (CDS) Connect Initiative!  
Attachments: General Information Sheet

Dear [S\_FNAME] [S\_LNAME],

You have received this survey because of your participation in the [source], an element of The Agency for Healthcare Research and Quality's (AHRQ) Clinical Decision Support (CDS) Initiative.

NORC at the University of Chicago, has been contracted by the AHRQ to evaluate their CDS Initiative. As you may be aware, AHRQ's CDS Initiative is comprised of four components:

- (1) the Patient-Centered (PC) CDS Learning Network (LN)
- (2) CDS Connect
- (3) CDS Demonstration Projects
- (4) Evaluation

As the evaluator our goal is to assess the Initiative's current state, characterize its impact, identify gaps, and specify future opportunities. Our three-year mixed-methods evaluation includes a variety of data collection and analysis efforts including document review, key informant interviews, a survey, and site visits.

For more information about NORC, the Initiative, and the evaluation please see the attached information sheet.

**At this time, we are surveying individuals who used the CDS Connect resources to understand how they use these resources, their reasons for using or not using the resources, and their perceptions about their value. In addition, based on your early involvement in the initiative we are asking you to identify other individuals, either within your organization or from your broader professional network, who used the CDS Connect resources. These referrals will help us understand the reach of the initiative in addition to individual user's experiences.**

**We hope that you will consider participating in this brief (10-minute survey). To begin the survey please, use the link and PIN provided below:**

**Survey Link: [short link]**

**Unique PIN: [\$PIN]**

Thank you for your consideration. If you have any questions, you may contact the AHRQ CDS Evaluation team at [project email] or [project phone].

Sincerely,

The NORC Evaluation Team

ATTACHMENT 5

**Survey Initial email (referrals)**

FROM: NORC Staff  
TO: [referral]  
Subject: Help Improve AHRQ's Clinical Decision Support (CDS) Connect Initiative!  
Attachments: Evaluation of AHRQ's PCOR CDS Initiative

Dear [R\_FNAME] [R\_LNAME],

[S\_FNAME] [S\_LNAME] has identified you as being involved in Agency for Healthcare Research and Quality's (AHRQ's) Clinical Decision Support (CDS) Connect initiative and/or having used the CDS Connect resources.

NORC at the University of Chicago, has been contracted by AHRQ to evaluate their CDS Initiative. As you may be aware, AHRQ's CDS Initiative is comprised of four components:

- (1) the Patient-Centered (PC) CDS Learning Network (LN)
- (2) CDS Connect
- (3) CDS Demonstrations
- (4) Evaluation

As the evaluator, our goal is to assess the Initiative's current state, characterize its impact, identify gaps, and specify future opportunities. Our three-year mixed-methods evaluation includes a variety of data collection and analysis efforts including document review, key informant interviews, a survey, and site visits.

For more information about NORC, the Initiative, and the evaluation please see the attached information sheet.

**At this time, we are surveying individuals who used the CDS Connect resources to understand how they use these resources, their reasons for using or not using the resources, and their perceptions about their value.**

**We hope that you will consider participating in this brief (10-minute survey). To begin the survey please, use the link and PIN provided below:**

Survey Link: [short link]  
Unique PIN: [\$PIN]

Thank you for your consideration. If you have any questions, you may contact the AHRQ CDS Evaluation team at [project email] or [project phone].

Sincerely,

The NORC Evaluation Team

ATTACHMENT 5

## Survey First follow-up emails (1 week post launch)

Dear [FNAME] [LNAME],

I hope this email finds you well.

I wanted to follow up regarding my email from [date] regarding completing a survey about completing a survey on the Agency for Healthcare Research and Quality's (AHRQ) Clinical Decision Support (CDS) Initiative, specifically the CDS Connect tools.

As described in our original email (below), as the evaluator, our goal is to assess AHRQ's CDS Initiative's current state, characterize its impact, identify gaps, and specify future opportunities. Our three-year mixed-methods evaluation includes a variety of data collection and analysis efforts including document review, key informant interviews, a survey, and site visits. Currently, we are surveying individuals who used the CDS Connect resources to understand how they use these resources, their reasons for using or not using the resources, and their perceptions about their value.

**We hope that you will consider participating in this brief (10-minute survey). To being the survey please, use the link and PIN provided below:**

**Survey Link:** [\[short link\]](#)

**Unique PIN:** [\[\\$PIN\]](#)

Thank you for your consideration. If you have any questions, you may contact the AHRQ CDS Evaluation team at [project email] or [project phone].

Sincerely,

The NORC Evaluation Team

[Initial Email]

ATTACHMENT S

### Survey Subsequent follow-up emails (weeks 3,5,7, & 9)

Dear [FNAME] [LNAME],

I hope this email finds you well.

This is a friendly reminder to complete the Agency for Healthcare Research and Quality's (AHRQ) Clinical Decision Support (CDS) Initiative's CDS Connect user survey.

As described in our original initial (below), NORC at the University of Chicago has been contracted to assess AHRQ's CDS Initiative's current state, characterize its impact, identify gaps, and specify future opportunities.

This survey seeks to gather input from individuals who used the CDS Connect resources to understand how they use these resources, their reasons for using or not using the resources, and their perceptions about their value.

**We hope that you will consider participating in this brief (10-minute survey). To being the survey please, use the link and PIN provided below:**

Survey Link: [\[short link\]](#)  
Unique PIN: [**\$**PIN]

Thank you for your consideration. If you have any questions, you may contact the AHRQ CDS Evaluation team at [project email] or [project phone].

Sincerely,

The NORC Evaluation Team

[Initial Email]

ATTACHMENT 5

**Survey Last chance email (week 11)**

Dear [FNAME] [LNAME],

This is the final reminder to the Agency for Healthcare Research and Quality's (AHRQ) Clinical Decision Support (CDS) Initiative's CDS Connect user survey. **The survey will close on [day] [date].**

As described in our original initial (below), NORC at the University of Chicago has been contracted to assess AHRQ's CDS Initiative's current state, characterize its impact, identify gaps, and specify future opportunities.

This survey seeks to gather input from individuals who used the CDS Connect resources to understand how they use these resources, their reasons for using or not using the resources, and their perceptions about their value.

**We hope that you will consider participating in this brief (10-minute survey). To being the survey please, use the link and PIN provided below:**

Survey Link: [\[short link\]](#)  
Unique PIN: [\[\\$PIN\]](#)

Thank you for your consideration. If you have any questions, you may contact the AHRQ CDS Evaluation team at [project email] or [project phone].

Sincerely,

The NORC Evaluation Team

[Initial Email]

ATTACHMENT S

### **Survey Thank-you email**

FROM: NORC Team Member  
Subject: Thank you

Thank you for completing the CDS Connect user survey. We appreciate your feedback on this important initiative.

If you feel that we did not get to cover an important issue, or you have any additional information that you would like to share, please feel free to reach out. Similarly, if you have any questions, or would like more information about the evaluation, please let us know.

Best,

The NORC Evaluation Team