

### The National Practitioner Data Bank Survey

Thank you for your participation in this survey. Please note that the National Practitioner Data Bank will be referred to as the NPDB throughout the survey. Also note that the word, "practitioner" refers to health care practitioners throughout the survey.

For every completed survey, we will donate \$2 to NIH Children's Inn [pending OMB clearance].

The survey takes 15 to 40 minutes to complete.

You do not have to complete all of it in one sitting. If at any time during the survey you wish to exit and return to complete the survey at a later time, your responses will be automatically saved. By clicking on the link provided in the invitation letter, you will be returned to the section of the survey where you exited. Once you submit the survey, you will not be able to retake the survey, and the link provided will cease to provide access to the survey.

Please use the navigation buttons at the bottom of each page of the survey in order to move forward through each section of the survey or to access previous pages in order to change responses that were inaccurate.

**Warning! Do not use your Internet browser's "back", "forward", "stop", or "reload/refresh" buttons for navigation while taking this survey.** This may cause the survey to lose track of the page that you are on and may invalidate your responses or prevent you from continuing the survey.

Your organization's responses will be confidential. The data will be used for improving NPDB users' experience and research purposes.

#### Public Burden Statement:

The survey will collect information regarding the participants' experiences of querying and reporting to the NPDB, perceptions of health care practitioners with reports, impact of NPDB reports on organizations' decision-making, and satisfaction with various NPDB products and services. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0915-XXXX and it is valid until XX/XX/202X. This information collection is voluntary. Public reporting burden for this collection of information is estimated to average .25 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857 or [paperwork@hrsa.gov](mailto:paperwork@hrsa.gov).

Please click the navigation button below to continue.

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## Demographic Information

We are collecting demographic information so that we can describe the different kinds of NPDB entities participating in this survey.

In what region of the country is your organization located? If your organization operates in multiple regions, select all that apply by rank ordering them.

Items	Ranked regions
Region 1: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, or Vermont	
Region 2: New Jersey, New York, Puerto Rico, or Virgin Islands	
Region 3: Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, or West Virginia	
Region 4: Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, or Tennessee	
Region 5: Illinois, Indiana, Michigan, Minnesota, Ohio, or Wisconsin	
Region 6: Arkansas, Louisiana, New Mexico, Oklahoma, or Texas	
Region 7: Iowa, Kansas, Missouri, or Nebraska	
Region 8: Colorado, Montana, North Dakota, South Dakota, Utah, or Wyoming	
Region 9: Arizona, California, Hawaii, Nevada, American Samoa, Northern Mariana Islands, Federated States of Micronesia, Guam, Marshall Islands, or Republic of Palau	
Region 10: Alaska, Idaho, Oregon, or Washington	

Which of the following best characterizes your organization?

My organization reports adverse actions or malpractice payments to the NPDB that occur in my organization's region (e.g., an independent hospital located in one area or a hospital system reporting from a single area).

My organization reports adverse actions or malpractice payments to the NPDB that occur in multiple regions (e.g., a hospital system located in multiple regions and reporting from the respective regions).

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Which of the following best describes your organization? Select one category.

- Hospital or Hospital System
- Health Plan
- Other Health Care Entities (e.g., Group Practice, Community Health Center, Clinic, Urgent Care or Ambulatory Health Care Facility or another health care organization that is not a hospital)
- Professional Society
- Medical Malpractice Payer
- State Licensing Board or State Certification Authority
- Federal Licensing Agency
- Federal or State Prosecutor (including Attorney General)
- Other State Agency
- Other Federal Agency
- Authorized Agent for NPDB Registered Health Care Entities
- Other (Please Explain)

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How often does your hospital review the records of practitioners employed on staff or granted privileges at your facility?

- Once every 6 months
- Once per year
- Once every 2 years
- Once every 3 years
- Once every 4 or more years
- Ongoing
- Other (Please Explain)

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Has your hospital ever been penalized by the state medical board for not reporting clinical privileges actions to the state medical board?

Yes

No

Do not know

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Has your hospital ever received a rating for patient safety and quality of care from the Centers for Medicare & Medicaid Services (CMS)?

 Yes No Not Applicable (Please Explain) Do not know

Which of the following rating has your hospital received from the CMS?

 One star Two stars Three stars Four stars Five stars Do not know

Has your hospital ever received a rating/grade for patient safety and quality of care from any organization other than the CMS?

 Yes No Not Applicable (Please Explain) Do not know

What is the name of the organization that rated/graded your hospital?

Do not know

Which of the following rating has your hospital received from the CMS?

One star

Two stars

Three stars

Four stars

Five stars

Do not know

Has your hospital ever received a rating/grade for patient safety and quality of care from any organization other than the CMS?

Yes

No

Not Applicable (Please Explain)

Do not know

What is the name of the organization that rated/graded your hospital?

Which rating/grade did the organization give to your hospital?

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Does your state medical board have a monetary penalty for hospitals for not reporting clinical privileges actions to the state medical board?

- Yes
- No
- Not Applicable (Please Explain)

Please provide the details of the monetary penalty.

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Why does your organization use an authorized agent to query the NPDB? (Please select all that apply.)

 Cost effectiveness Not enough staff time available Higher quality results Corporate mandate NPDB system too complex Other (Please Explain)

Are the responses of your query sent directly to your organization or the agent?

 Sent directly to my organization Sent to the agent[← BACK](#)[NEXT →](#)

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Why does your organization query the NPDB? (Select all that apply.)

To satisfy legal or regulatory requirements

To satisfy requirements of accreditation organization(s)

To satisfy internal requirements of my organization(s)

Other (Please Explain)

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## Experiences with Querying the NPDB

How long have your work responsibilities included querying the NPDB on behalf of your organization?

 Less than 6 months

 6 months to 1 year

 1 year to 2 years

 More than 2 year

Below we describe the two methods used to query the NPDB. Which of these two methods best describes how you most frequently conduct queries from the NPDB on behalf of your organization? Select one option.

**Web-based querying:** NPDB's Integrated Querying and Reporting Service (IQRS) is a web-based service for querying and reporting by registered entities and authorized agents designated on behalf of registered entities.

**QRXS:** As an alternative to the IQRS, the NPDB offers an XML-based machine-to-machine interface called the Querying and Reporting XML Service (QRXS), which can be used by users who store and manage practitioner data within their own information or credentialing systems or submit a large number of queries or reports to the NPDB.

Overall, how satisfied are you with querying the NPDB?

 Very Satisfied

 Satisfied

 Neither Satisfied Nor Dissatisfied

 Dissatisfied

 Very Dissatisfied

Using the scale provided, please rate your satisfaction with the following aspects of querying the NPDB.

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
NPDB's online instructions for querying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPDB's online help for querying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Below we describe the two methods used to query the NPDB. Which of these two methods best describes how you most frequently conduct queries from the NPDB on behalf of your organization? Select one option.

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Overall, how satisfied are you with querying the NPDB?

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
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Using the scale provided, please rate your satisfaction with the following aspects of querying the NPDB.

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
NPDB's online instructions for querying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPDB's online help for querying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your level of agreement with the following statements concerning querying the NPDB. (Only one answer per row.)

	Completely Agree	Agree	Neither Agree Nor Disagree	Disagree	Completely Disagree
The first time that I queried the NPDB, I found it easy to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident that I can teach a fellow coworker how to query the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have difficulties in completing all of the tasks of querying the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I usually have to ask for help when I query the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed to learn a lot of things before I could get going with querying the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Using the scale provided, please rate your experience regarding each of the following aspects of querying the NPDB.

	Extremely Easy	Easy	Neutral	Difficult	Extremely Difficult	Not Applicable
Finding the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logging in (DBID, user ID, and password)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting All of the Required Input for the Query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing a Practitioner (Subject) Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making Payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How does your organization obtain NPDB information about health care practitioner applicants? (Select all that apply.)

One-Time Query

Continuous Query

Applicant Provides a Copy of Self-Query

Other (Please Explain)

What are your organization's reasons for not using continuous query?

What can the NPDB do to facilitate the use of continuous query for your organization?

Does your organization use information from the NPDB as confirmation that applicants submitted complete and accurate information?

Yes

No

Not Applicable

What are your organization's reasons for not using continuous query?

What can the NPDB do to facilitate the use of continuous query for your organization?

Does your organization use information from the NPDB as confirmation that applicants submitted complete and accurate information?

Yes

No

Not Applicable

When do you query for practitioners already on staff? Select all that are applicable.

On a regular schedule, specify interval: every \_\_\_\_ months

For an informal review

For a formal investigation

Never

What type of query does your organization utilize for health care practitioners who are already members of staff?

One-Time Query

Continuous Query

Both Types of Query

Neither Type of Query

Not Applicable

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NPDB queries require that you select the type of query (see list below). How difficult is it for you to assign the correct code from this list?

	Not at all difficult	Not difficult	Neutral	Somewhat difficult	Very difficult
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credentialing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licensing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

While submitting your query, if you selected the "Other" category in the NPDB form for reason for query, why did you do so? (Select all that apply.)

 None of the other categories captured the reason for query Entity officials or management advised to select the "Other" option Not applicable (I have never selected the "Other" category for type of query)[← BACK](#)[NEXT →](#)

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Should any changes be made to the NPDB's list of responses for type of query?

Yes, additional responses should be added (please specify)

Yes, existing responses should be re-worded (please specify)

No changes are needed (please elaborate)

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We are interested in learning about the average time it takes your organization to complete a **one-time query**. Please provide estimated time (in minutes) for the following aspects of the reporting process:

Minutes spent collecting information about the query

Minutes spent conducting the query on the NPDB system

We are interested in learning about the average time it takes your organization to complete a **continuous query**. Please provide estimated time (in minutes) for the following aspects of the reporting process:

Minutes spent collecting information about the query

Minutes spent conducting the query on the NPDB system

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About how many times in the last 3 years was your query submission to the NPDB rejected due to missing information or other errors? Select a number below. If you have never experienced this, select zero.

The last time this happened, what action did you take? (Select all that apply.)

- None (did not finish the query)
- Inform the NPDB
- Obtained the missing information or corrected the information, and re-submitted the query
- Other (please explain)

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If there is anything else about your query experience that you would like to share with us, please enter it here:

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### Query Information & Satisfaction

How would you describe the cost of NPDB one-time query?

Very Expensive	Expensive	Fair Cost	Inexpensive	Very Inexpensive
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How would you describe the cost of NPDB continuous query?

Very Expensive	Expensive	Fair Cost	Inexpensive	Very Inexpensive
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Please rate your organization's level of satisfaction for each of the following items. (Only one answer per row.)

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
One-Time Query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuous Query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practitioner (Subject) Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Re-Query of Previously Saved Practitioners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How does the ease of querying the NPDB compare to the ease of seeking information from other sources you use?

NPDB is much more difficult
NPDB is somewhat difficult
NPDB is as easy as other sources
NPDB is somewhat easier
NPDB is much easier

Very Expensive

Expensive

Fair Cost

Inexpensive

Very Inexpensive

Please rate your organization's level of satisfaction for each of the following items. (Only one answer per row.)

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
One-Time Query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuous Query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practitioner (Subject) Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Re-Query of Previously Saved Practitioners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How does the ease of querying the NPDB compare to the ease of seeking information from other sources you use?

- NPDB is much more difficult
- NPDB is somewhat difficult
- NPDB is as easy as other sources
- NPDB is somewhat easier
- NPDB is much easier

How does the cost of querying the NPDB compare to the cost of obtaining information from other sources you use?

- NPDB is much more expensive
- NPDB is somewhat expensive
- NPDB costs about the same as other sources
- NPDB is somewhat cheaper
- NPDB is much cheaper

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### Perceptions of Practitioners with Reports in the NPDB

What do you think are health care organizations' perceptions of health care practitioners with any of the following reports in the NPDB? (Please select from the rating scale for each of the items.)

	Neutral	Slightly Negative	Somewhat Negative	Moderately Negative	Extremely Negative
Medical Malpractice Payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Licensure Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical Privileges / Panel Membership Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Plan Other Adjudicated Action (e.g., contract termination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Society Membership Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal Licensure (including DEA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government Administrative Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal or State Exclusion or Debarment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Accreditation / Peer Review Organization Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Judgment or Conviction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input style="width: 100px; height: 15px;" type="text"/>					

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How often does receiving the following kinds of reports from the NPDB impact on health care practitioners' ability to obtain certification, licensing, credentialing, clinical privileges, or employment. (Please select from the rating scale for each of the items.)

	All the Time	Most of the Time	More than Half the Time	About Half the Time	Less than Half the Time	Rarely	Never	Not Applicable
Medical Malpractice Payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Licensure Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical Privileges / Panel Membership Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Plan Other Adjudicated Action (e.g., contract termination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Society Membership Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal Licensure (including DEA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government Administrative Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal or State Exclusion or Debarment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Accreditation / Peer Review Organization Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Judgment or Conviction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If selected "Not Applicable" or "Other", please explain:

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How does having a medical malpractice payment report in the NPDB impact a health care practitioners' medical liability insurance?

- No impact
- Negative impact (increased premiums or hard to get insurance)
- Do not know

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Please rate the impact on health care practitioners' ability to obtain certification, licensing, credentialing, clinical privileges, or employment, if they have any of the following kinds of medical malpractice payment reports in the NPDB. (Please select from the rating scale for each of the items.)

	Neutral	Slightly Negative	Somewhat Negative	Moderately Negative	Extremely Negative
Malpractice payment of \$1 to \$5,000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Malpractice payment of \$5,001 to \$10,000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Malpractice payment of \$10,001 to \$50,000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Malpractice payment of \$50,001 to \$100,000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Malpractice payment of \$100,001 to \$1,000,000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Malpractice payment of more than \$1,000,000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the impact on a health care practitioners' ability to obtain certification, licensing, credentialing, clinical privileges, or employment, if they have 1 or more medical malpractice payment reports in the NPDB. (Please select from the rating scale for each of the items.)

	Neutral	Slightly Negative	Somewhat Negative	Moderately Negative	Extremely Negative
1 report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More than 5 reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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How likely it is that your organization will reject an application with any of the following reports in the NPDB?

	Extremely unlikely	Unlikely	Neutral	Likely	Extremely Likely
Medical Malpractice Payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Licensure Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical Privileges / Panel Membership Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Plan Other Adjudicated Action (e.g., contract termination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Society Membership Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal Licensure (including DEA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government Administrative Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal or State Exclusion or Debarment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Accreditation / Peer Review Organization Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Judgment or Conviction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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OMB Number: 0915-XXXX; Expiration date: XX/XX/202X

How does having the following kinds of reports in the NPDB impact on health care practitioners' ability to obtain certification, licensing, credentialing, clinical privileges, or employment above and beyond the impact of the original action that resulted in the report? That is, what kind of an impact an NPDB report has, not the action itself?

	Neutral	Slightly Negative	Somewhat Negative	Moderately Negative	Extremely Negative
Medical Malpractice Payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Licensure Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical Privileges / Panel Membership Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Plan Other Adjudicated Action (e.g., contract termination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Society Membership Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal Licensure (including DEA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government Administrative Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal or State Exclusion or Debarment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Accreditation / Peer Review Organization Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Judgment or Conviction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**Matches in Query Response**

Has your organization ever received a query response containing an adverse action report, a judgment or conviction report, or a medical malpractice payment report from the NPDB?

 Yes No Other (Please Explain)

When was the last time your organization received such a response to your query?

 In the last month 1 month to 3 months 3 months to 6 months 6 months to 1 year 1 year to 2 years 2 to 3 years More than 3 years[← BACK](#)[NEXT →](#)

**Matched Responses in Query**

What type of information did your organization ever receive as a result of conducting an NPDB query (regardless of one-time or continuous query)? (Please select all that apply.)

 State Licensure Action Report Reinstatement / Restoration Report DEA/Federal Licensure Action Report Title IV Clinical Privileges Action Report Health Plan Action Report Exclusion/Debarment Action Report Professional Society Action Report Peer Review Organization Action Report Accreditation Action Report Government Administrative Action Report Criminal Conviction Report Deferred Conviction or Pre-Trial Diversion Report Nolo Contendere (No Contest) Plea Report Civil Judgment Report Injunction Report Medical Malpractice Payment Report Other (Please Explain)[← BACK](#)[NEXT →](#)

OMB Number: 0915-XXXX; Expiration date: XX/XX/202X

How often do your query results from the NPDB provide you with new information about practitioners that you did not obtain through other sources, including the practitioner's application?

All the Time	Most of the Time	More than Half the Time	About Half the Time	Less than Half the Time	Rarely	Never	Not Applicable	Other (Please Explain)
--------------	------------------	-------------------------	---------------------	-------------------------	--------	-------	----------------	------------------------

What kinds of reports has your organization received which contained new information that it had not obtained through other sources (e.g., employment application of practitioners, query response from the FSMB, response to requests for information from previous work sites, etc.)? (Please select all that apply.)

State Licensure Action Report
Reinstatement / Restoration Report
DEA/Federal Licensure Action Report
Title IV Clinical Privileges Action Report
Health Plan Action Report
Exclusion/Debarment Action Report
Professional Society Action Report
Peer Review Organization Action Report
Accreditation Action Report
Government Administrative Action Report
Criminal Conviction Report
Deferred Conviction or Pre-Trial Diversion Report
Nolo Contendere (No Contest) Plea Report
Civil Judgment Report
Injunction Report
Medical Malpractice Payment Report
Other (Please Explain)

What types of actions does your organization take when a query response contains adverse action reports, judgment or conviction reports, or medical malpractice payment reports on practitioners at your facility?

Title IV Clinical Privileges Action Report

Health Plan Action Report

Exclusion/Debarment Action Report

Professional Society Action Report

Peer Review Organization Action Report

Accreditation Action Report

Government Administrative Action Report

Criminal Conviction Report

Deferred Conviction or Pre-Trial Diversion Report

Nolo Contendere (No Contest) Plea Report

Civil Judgment Report

Injunction Report

Medical Malpractice Payment Report

Other (Please Explain)

What types of actions does your organization take when a query response contains adverse action reports, judgment or conviction reports, or medical malpractice payment reports on practitioners at your facility? (Please select all that apply.)

Initiate an Informal Investigation

Seek Additional Information

Conduct a Formal Peer Review

File Information for Scheduled Review

No Action Is Taken

Unknown

Not Applicable

Other (Please Explain)

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Which of the following decisions are affected by the information provided by the NPDB?  
(Please select all that apply.)

 Hiring of Staff Firing of Staff Credentialing Monitoring Proctoring Granting Clinical Privileges Licensing Certification Membership Disciplinary Actions Non-Disciplinary Actions Not Applicable Other (Please Explain)

Would your decisions (selected in the previous question) regarding practitioner(s) have been different if you had not received the NPDB response?

 Yes No Other (Please Explain)

What percent of your decisions regarding practitioners would have been different if you had not received the NPDB response? Select a number:



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For each type of report listed below, please rate its effect on your organization's decision to offer employment, credentialing, licensing, certification, or granting of clinical privileges if the practitioner had such a report in the NPDB. (Only one answer per row.)

	Neutral	Slightly Negative	Somewhat Negative	Moderately Negative	Extremely Negative
State Licensure Action Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reinstatement / Restoration Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DEA/Federal Licensure Action Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Title IV Clinical Privileges Action Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Plan Action Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exclusion/Debarment Action Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Society Action Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer Review Organization Action Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accreditation Action Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government Administrative Action Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal Conviction Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deferred Conviction or Pre-Trial Diversion Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nolo Contendere (No Contest) Plea Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civil Judgment Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Injunction Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical Malpractice Payment Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input style="width: 100px; height: 15px;" type="text"/>					

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How often does your organization contact the original reporters for additional information when it receives reports resulting from querying the NPDB?

All the Time	Most of the Time	More than Half the Time	About Half the Time	Less than Half the Time	Rarely	Never	Not Applicable	Other (Please Explain)
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How often does information from the NPDB lead to further investigation into additional sources of information?

All the Time	Most of the Time	More than Half the Time	About Half the Time	Less than Half the Time	Rarely	Never	Not Applicable	Other (Please Explain)
--------------	------------------	-------------------------	---------------------	-------------------------	--------	-------	----------------	------------------------

Information received from the NPDB makes my organization confident about the decisions it makes concerning practitioners.

	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Completely Disagree
Answer:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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About how many times in the last 3 years did you receive a response regarding a practitioner other than the one on whom you attempted to query in the NPDB (e.g., a "mismatch")? Select a number below. If you have never received such responses to your queries, select zero.

The last time this happened, what action did you take? (Select all that apply.)

- None
- Inform the NPDB
- Obtained additional identification information and re-queried
- Other (please explain)

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OMB Number: 0915-XXXX; Expiration date: XX/XX/202X

About how many times in the last 3 years did you receive a non-response to a query from the NPDB (e.g., you were expecting a report but there was no disclosure of any report)? Select a number below. If you have never received such responses to your queries, select zero.

Select a number:

What does your organization do in the event of a non-response to a query (e.g., you were expecting a report but there was no disclosure of any report)? (Select all that apply.)

- Nothing
- Inform the NPDB
- Obtained additional identification information and re-query
- Other (please explain)

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### NPDB Reporting

Have you ever reported to the NPDB on behalf of your organization (without using an authorized agent)?

 Yes No Other (Please explain)

Has your organization ever reported to the NPDB (without an authorized agent)?

 Yes No Other (Please explain)

As you have not reported to the NPDB, but your organization has, please provide the name and contact information for the person in your organization who submits reports to the NPDB so that they can answer the reports related survey questions.

First name:

Last name:

Telephone number:

Email address:

Does your organization **contract with an authorized agent** to report adverse actions or judgment or conviction reports to the NPDB?

 Yes No Other (Please Explain)

Have you, on behalf of your organization, ever reported any **adverse action** reports to the NPDB directly (not via an authorized agent)?

Have you, on behalf of your organization, ever reported any **adverse action** reports to the NPDB directly (not via an authorized agent)?

Yes

No

Other (Please explain)

When was the last time your organization reported an adverse action report to the NPDB (without using an authorized agent)?

In the last 6 months

Between 6 to 12 months ago

Between 1 to 2 years ago

Between 2 to 3 years ago

Between 3 to 4 years ago

More than 4 years ago

Have you, on behalf of your organization, ever reported any **judgment or conviction reports** to the NPDB directly (not via an authorized agent)?

Yes

No

Other (Please explain)

When was the last time your organization reported judgment or conviction reports to the NPDB (without using an authorized agent)?

In the last 6 months

Between 6 to 12 months ago

Between 1 to 2 years ago

Between 2 to 3 years ago

Between 3 to 4 years ago

More than 4 years ago

### Reporting Adverse Actions to the NPDB Through an Authorized Agent

Why does your organization use an authorized agent to report adverse actions to the NPDB? (Please select all that apply.)

- Click to write Choice 1
- Not enough resources
- Cost effective
- NPDB reporting system too complex
- Report to the NPDB through a board association (which acts as a reporting agent)
- Other (Please Explain)

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**Experiences and Satisfaction with Reporting Adverse Actions to the NPDB  
(Excluding Medical Malpractice Payment Reports)**

How long have your work responsibilities included reporting adverse actions to the NPDB?

- Less than 1 year
- 1 to 3 years
- 3 to 5 years
- More than 5 years

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Please select one of the following options that applies to you:

My work responsibilities used to include reporting adverse actions to the NPDB but no longer do.

My current work responsibilities include reporting adverse actions to the NPDB.

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Below we describe the two methods used for reporting to the NPDB. Which of these two methods best describes how you most frequently report to the NPDB on behalf of your organization? Select one option.

**Web-based reporting:** NPDB's Integrated Querying and Reporting Service (IQRS) is a web-based service for querying and reporting by registered entities and authorized agents designated on behalf of registered entities.

**QRXS:** As an alternative to the IQRS, the NPDB offers an XML-based machine- to-machine interface called the Querying and Reporting XML Service (QRXS), which can be used by users who store and manage practitioner data within their own information or credentialing systems or submit a large number of queries or reports to the NPDB.

Overall, how satisfied are you with your experience of reporting to the NPDB?

 Very Satisfied

 Satisfied

 Neither Satisfied Nor Dissatisfied

 Dissatisfied

 Very Dissatisfied

Using the scale provided, please rate your satisfaction with the following aspects of reporting to the NPDB.

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
NPDB's online instructions for reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPDB's online help for reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Please rate your level of agreement with the following statements concerning reporting adverse actions to the NPDB. (Only one answer per row.)

	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Completely Disagree
The first time that I reported to the NPDB, I found it easy to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident that I can teach a fellow coworker how to report to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have difficulties in completing all of the tasks of reporting to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I usually have to ask for help when I report to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed to learn a lot of things before I could get going with reporting to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Using the scale provided, please rate your experience regarding each of the following aspects of reporting adverse actions to the NPDB.

	Extremely Easy	Easy	Neutral	Difficult	Extremely Difficult	Not Applicable
Finding the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logging in (DBID, user ID, and password)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting All of the Required Input	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selecting the Right Options from the Dropdown Menus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing What to Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating a Factually Sufficient Narrative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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From the date an adverse action occurred to the date an Adverse Action Report is filed, how much time usually elapses before you file a report to the NPDB?

- Fewer than 30 days
- 30 to 60 days
- 61 to 120 days
- More than 120 days

Explain the reason for your choice about the time elapsed from when an adverse action occurs to the date you file a report to the NPDB.

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We are interested in learning about the time it takes your organization to complete a typical adverse action report. Please provide estimated time (in minutes) for the following aspects of the reporting process:

Minutes spent collecting information about the report

Minutes spent filing the report to the NPDB

Not applicable (please explain)

In an Adverse Action Report, the NPDB requires that you select at least one, and up to five, **Adverse Action Classification** responses (e.g., "Revocation of License" or "Reduction of Clinical Privileges"). How difficult is it for you to assign the correct code from this list?

Very Easy    Easy    Neutral    Difficult    Very Difficult

Should any changes be made to the list of **Adverse Action Classification** responses?

Yes, additional responses should be added (please specify)

Yes, existing responses should be changed (please specify)

No changes are needed (please elaborate)

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In an Adverse Action Report, the NPDB requires that you select at least one, and up to five, **Basis for Action** (e.g., "Practicing without a License" or "Failure to Obtain Informed Consent"). How difficult is it for you to assign the correct code from this list?

Very Easy

Easy

Neutral

Difficult

Very Difficult

While filing your adverse action report, if you selected the "Other" category in your response for Basis for Action, what were your reasons for doing so? (Select all that apply.)

 None of the categories captured the Basis for Action for that report Entity officials or management advised to select the "Other" option Entity's legal counsel advised to select the "Other" option Practitioner's legal counsel advised to select the "Other" option It was too hard to find the right code NPDB system prompted to pick "Other" Not applicable (I have never selected the "Other" category for Basis of Action)[← BACK](#)[NEXT →](#)



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Should any changes be made to the list of **Basis for Action** responses?

Yes, additional responses should be added (please specify)

Yes, existing responses should be changed (please specify)

Yes, responses should be tailored according to the reported profession (please specify)

No changes are needed (please elaborate)

If you have any other comments about the information reported to the NPDB for adverse actions, please provide them here:

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NPDB reports contain one or more text fields for reporters to further describe the action. How often do each of the following occur with respect to the information you provide in these text fields for Adverse Action Reports?

	Never	Rarely	Sometimes	Often	Always
Content is drafted by legal counsel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content is drafted or reviewed by entity officials or management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content is reviewed by legal counsel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content is reviewed by the subject of the report prior to filing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content is negotiated with respect to the report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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About how many times in the last 3 years was your report submission to the NPDB rejected due to missing information? Select a number below. If you have never experienced this, select zero.

Select a number:

The last time this happened, what action did you take? (Select all that apply.)

 None (did not finish the report) Informed the NPDB Obtained the missing information and re-submitted the report Completed the missing information with the "dummy" data option provided by the NPDB Other (please explain)[← BACK](#)[NEXT →](#)

## Report Information

My organization understands all of the circumstances in which a report must be submitted to the NPDB.

 Completely Agree Agree Neither Agree Nor Disagree Disagree Completely Disagree

My organization seeks legal guidance to determine when a report should be filed.

 Always Often Sometimes Rarely Never

Do the NPDB reporting requirements impact the disciplinary actions your organization takes regarding a health care practitioner?

 Yes No Not Applicable

Please explain how the NPDB reporting requirements impact the disciplinary actions your organization takes regarding practitioners.

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During the past calendar year, my organization has submitted all NPDB reportable actions to the NPDB within 30 days.

Completely Agree	Agree	Neither Agree Nor Disagree	Disagree	Completely Disagree
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Has your organization ever been named in a civil lawsuit action by a practitioner regarding reporting to the NPDB?

Yes

No

Do not know

Other (Please Explain)

Specify the number of times your organization has been named in such a civil lawsuit. Select a number from the dropdown menu:

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What has been the outcome of these suit(s)? Select a number from the dropdown menu for each of the items below:

- Number of times no report was filed
- Number of times report was filed unchanged
- Number of times report was modified before filing
- Number of times report was modified after filing
- Number of times report was voided

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### Awareness of the NPDB

Please indicate whether or not you were aware of each of the following items regarding the NPDB. (Only one answer per row.)

	Yes	No
The NPDB contains State Licensure Action Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains DEA/Federal Licensure Action Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Title IV Clinical Privileges Action Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Health Plan Action Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Exclusion/Debarment Action Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Professional Society Action Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Peer Review Organization Action Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Accreditation Action Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Government Administrative Action Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Criminal Conviction Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Civil Judgment Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains Medical Malpractice Payment Reports?	<input type="radio"/>	<input type="radio"/>
The NPDB contains information for all types of licensed health care practitioners?	<input type="radio"/>	<input type="radio"/>
Reporting to the NPDB is free?	<input type="radio"/>	<input type="radio"/>
Your organization must register to query or report to the NPDB?	<input type="radio"/>	<input type="radio"/>

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How can the NPDB be more useful to you?

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Other (Please Explain)

Customer Service Center hours are: Monday – Thursday 8:30am – 6:00pm EST, Friday 8:30am – 5:30pm EST. Are the customer service hours sufficient?

Yes

No

Other (Please Explain)

What NPDB customer service hours would be sufficient for your organization? (Please indicate the time zone in your response.)

What is your level of satisfaction with the assistance you have received from the NPDB Customer Service Center regarding each of the following?

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Apply
Login	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Missing or delayed query response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible mismatch in query response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Query response does not contain report of something the entity is aware of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost or billing inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attestation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is the typical wait time when you call the Customer Service Center?

When you contact the Customer Service Center, how often are the customer service personnel able to answer your questions?

What is your level of satisfaction with the assistance you have received from the NPDB Customer Service Center regarding each of the following?

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Login	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Missing or delayed query response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible mismatch in query response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Query response does not contain report of something the entity is aware of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost or billing inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attestation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>						

What is the typical wait time when you call the Customer Service Center?

When you contact the Customer Service Center, how often are the customer service personnel able to answer your questions?

All the Time

Most of the Time

More than Half the Time

About Half the Time

Less than Half the Time

Rarely

Never

Not Applicable

Other (Please Explain)

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Has the Guidebook been a helpful resource concerning NPDB queries or continuous queries?

Yes

No

Not applicable

Has the Guidebook been a helpful resource in reporting to the NPDB?

Yes

No

Not Applicable

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If there was something about the Guidebook that you did not find helpful or there is some topic that should be added to the Guidebook, please explain.

Using the rating scale provided, please rate your organization's level of satisfaction with the NPDB registration process for each of the two items below:

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Initial registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewal of registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What can the NPDB do to make the initial registration process easier?

What can the NPDB do to make the registration renewal process easier?

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OMB Number: 0915-XXXX; Expiration date: XX/XX/202X

Please rate your organization's level of overall satisfaction with the NPDB.

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
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Please rate your agreement with the following statements:

The query responses we received from the NPDB are accurate and complete.

Completely Agree	Agree	Neither Agree or Disagree	Disagree	Completely Disagree
------------------	-------	---------------------------	----------	---------------------

We receive query responses in a timely manner.

Completely Agree	Agree	Neither Agree or Disagree	Disagree	Completely Disagree
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Do you believe that there is any other registry or repository of judgment or conviction reports, adverse action reports, or medical malpractice payment reports, that is comparable to the NPDB?

No

Yes (Please Provide Details)

Do not know

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Please share any other comments that you have regarding your experiences with any of the products or services provided by the NPDB.

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**NPDB-HIPDB Merger**

Prior to taking this survey, were you aware of the merger of the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB) that occurred in 2013?

 Yes No

Have you experienced any benefits by the merger of the NPDB and the HIPDB?

 Yes (please explain) No

Have you experienced any drawbacks due to the merger of the NPDB and the HIPDB?

 Yes (please explain) No

After the merger, are you receiving all the reports that you are authorized to receive?

 Yes No (clarify the issues you experienced) Not applicable (explain) Do not know

Please share any comments that you have regarding your experiences with the merger of the NPDB and the HIPDB.

Prior to taking this survey, were you aware of the merger of the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB) that occurred in 2013?

Yes

No

Have you experienced any benefits by the merger of the NPDB and the HIPDB?

Yes (please explain)

No

Have you experienced any drawbacks due to the merger of the NPDB and the HIPDB?

Yes (please explain)

No

After the merger, are you receiving all the reports that you are authorized to receive?

Yes

No (clarify the issues you experienced)

Not applicable (explain)

Do not know

Please share any comments that you have regarding your experiences with the merger of the NPDB and the HIPDB.

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### Attestation Initiative

Beginning with some entities in August 2017, the NPDB has introduced a new attestation initiative. When entities renew their organization's registration, they are required to explicitly attest that they are compliant with all NPDB requirements. The questions in this section pertain to your views about the attestation initiative.

Who (what position) in your organization attests to compliance with NPDB requirements?

- CEO
- President
- Legal counsel
- Entity's Data Bank administrator
- Other (specify)

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Are there any benefits of the attestation process to your organization?

No

Yes (Please explain)

Are there any disadvantages of the attestation process to your organization?

No

Yes (Please explain)

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Have you received email reminders from the NPDB about attestation?

No

Yes

To what extent were the email reminders helpful?

Not at all

To a small extent

To some extent

To a moderate extent

To a great extent

To a very great extent

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Please rate the extent to which the attestation initiative has led to the education/training of your organization's staff regarding NPDB **reporting** requirements.

Not at all	To a small extent	To some extent	To a moderate extent	To a great extent	To a very great extent	Not Applicable
------------	-------------------	----------------	----------------------	-------------------	------------------------	----------------

Please rate the extent to which the attestation initiative has led to the education/training of your organization's staff regarding NPDB **querying**.

Not at all	To a small extent	To some extent	To a moderate extent	To a great extent	To a very great extent	Not Applicable
------------	-------------------	----------------	----------------------	-------------------	------------------------	----------------

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Did your organization have to make any significant changes in its standard operations to comply with the new attestation process?

No

Yes (Please explain)

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Has the attestation process made a difference in your organization's compliance with NPDB requirements?

Yes, explain how:  
  
No

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As result of the requirement to attest to compliance with NPDB requirements, has there been any change in the number of reports from your organization to the NPDB?

- Fewer reports than before
- Same number of reports as before
- More reports than before
- Do not know (Please explain)

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As result of the requirement to attest to compliance with NPDB requirements, has there been any change in the number of queries from your organization to the NPDB?

- Fewer queries than before
- Same number of queries as before
- More queries than before
- Do not know (Please explain)

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Please rate your organization's level of satisfaction with the following: (Only one answer per row.)

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attestation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Is your organization's attestation reviewed by a legal counsel before it is signed?

No

Yes (Please explain)

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If there has been any other impact of the attestation process on your organization or staff members, please explain.

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### Querying by Authorized Agents

Did your organization query the NPDB between **January 2018 and December 2020** on behalf of a registered NPDB entity?

Yes

No

Other (Please Explain)

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**Authorized Agents: Query Related Demographics**

For how many organizations did your agency provide NPDB querying services between January 2018 and December 2020?

Type a number:

Do not know (please explain)

Click to write Choice 3

What is the average number of NPDB queries that your organization made per month between January 2018 and December 2020?

Please enter a number:

For how many **practitioners** do you typically query per **month**?

Type a number:

For what types of organizations did your organization provide querying services between January 2018 and December 2020? (Please select all that apply.)

Hospital or Hospital System

Health Plan

Other Health Care Entities (e.g., Group Practice, Community Health Center, Clinic, Urgent Care or Ambulatory Health Care Facility or another health care organization that is not a hospital)

Professional Society

State Licensing Board or State Certification Authority

Federal Licensing Agency

Federal or State Prosecutor (including Attorney General)

Other State Agency

Other Federal Agency

Other (Please Explain)

For how many organizations did your agency provide NPDB querying services between January 2018 and December 2020?

Type a number:

Do not know (please explain)

Click to write Choice 3

What is the average number of NPDB queries that your organization made per month between January 2018 and December 2020?

Please enter a number:

For how many **practitioners** do you typically query per **month**?

Type a number:

For what types of organizations did your organization provide querying services between January 2018 and December 2020? (Please select all that apply.)

Hospital or Hospital System

Health Plan

Other Health Care Entities (e.g., Group Practice, Community Health Center, Clinic, Urgent Care or Ambulatory Health Care Facility or another health care organization that is not a hospital)

Professional Society

State Licensing Board or State Certification Authority

Federal Licensing Agency

Federal or State Prosecutor (including Attorney General)

Other State Agency

Other Federal Agency

Other (Please Explain)

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### Authorized Agents' Experiences with Querying the NPDB

Below we describe the two methods used to query the NPDB. Which of these two methods describes how you conduct queries on the NPDB? Select one option if you use only one of these options, or both if you use both.

Web-based querying: NPDB's Integrated Querying and Reporting Service (IQRS) is a web-based service for querying and reporting by registered entities and authorized agents designated on behalf of registered entities.

QRXS: As an alternative to the IQRS, the NPDB offers an XML-based machine-to-machine interface called the Querying and Reporting XML Service (QRXS), which can be used by users who store and manage practitioner data within their own information or credentialing systems or submit a large number of queries or reports to the NPDB.

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The QRXS client program provides feedback about successful and unsuccessful transactions. Which of the following issues have you encountered while querying the NPDB using the QRXS? Select all that apply.

 Authentication failed; DBID, UserID, or Password are invalid, or the user account is inactive Password expired for DBID and UserID Error sending files to server, reattempt transfer Inactive DBID Maximum upload file size exceeded; reduce file size and reattempt transfer All uploaded files are invalid Unable to communicate with NPDB server, reattempt transfer Database error on NPDB server, reattempt transfer Other (please specify)[← BACK](#)[NEXT →](#)

Please rate your level of agreement with the following statements concerning querying the NPDB. (Only one answer per row.)

	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Completely Disagree
The first time that I queried the NPDB, I found it easy to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident that I can teach a fellow coworker how to query the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have difficulties in completing all of the tasks of querying the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I usually have to ask for help when I query the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed to learn a lot of things before I could get going with querying the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Using the scale provided, please rate your experience regarding each of the following aspects of querying the NPDB.

	Extremely Easy	Easy	Neutral	Difficult	Extremely Difficult	Not Applicable
Finding the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logging in (DBID, user ID, and password)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPDB Updates to the Interface (e.g., changes in the interface features)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting All of the Required Input for the Query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing a Practitioner (Subject) Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making Payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How does your organization obtain NPDB information about health care practitioner applicants?

One-Time Query

Continuous Query

Both of the above

Other (Please Explain)

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About how many times in the last 3 years did you receive a response regarding a practitioner other than the one on whom you queried in the NPDB (e.g., a "mismatch")? Select a number below. If you have never received such responses to your queries, select zero.

Select a number:

The last time this happened, what action did you take? (Select all that apply.)

- None
- Inform the NPDB
- Inform the entity for which the queries were performed
- Obtained additional identification information and re-queried
- Other (please explain)

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About how many times in the last 3 years did you receive a non-response to a query from the NPDB (e.g., you were expecting a report but there was no disclosure of any report)? Select a number below. If you have never received such responses to your queries, select zero.

Select a number:

What does your organization do in the event of a non-response to a query (e.g., you were expecting a report but there was no disclosure of any report)? (Select all that apply.)

- Nothing
- Inform the NPDB
- Inform the entity for which the queries were performed
- Obtained additional identification information and re-query
- Other (please explain)

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We are interested in learning about the average time it takes your organization to complete a **one-time query**. Please provide estimated time (in minutes) for the following aspects of the reporting process:

Minutes spent collecting information about the query

Minutes spent conducting the query on the NPDB system

We are interested in learning about the average time it takes your organization to complete a **continuous query**. Please provide estimated time (in minutes) for the following aspects of the reporting process:

Minutes spent collecting information about the query

Minutes spent conducting the query on the NPDB system

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Please rate your level of satisfaction with self-service reporting where the agents can receive information about their query history in the NPDB.

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
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What else would you like to see in the NPDB's self-service reports for agents?

Please rate your level of satisfaction with the workflow where an agent can query the same practitioner for multiple clients in a single process on the NPDB.

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
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What else would you like to add in the NPDB's workflow process for agents?

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When querying for a practitioner for multiple clients on the NPDB, how easy it is to reconcile billing across those clients?

Extremely Easy	Easy	Neutral	Difficult	Extremely Difficult
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Is there anything else that the NPDB can do to improve your experience of querying as an agent?

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If there is anything else about your query experience that you would like to share with us, please enter it here:

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### Reporting from Authorized Agents

Did your organization submit a report to the NPDB between **January 2018 and December 2020** on behalf of a registered NPDB entity?

Yes

No

Other (Please Explain)

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**Authorized Agents: Reporting Related Demographics**

For how many organizations did your agency provide NPDB reporting services between January 2018 and December 2020?

Type a number:

Do not know (please explain)

What is the average number of reports to the NPDB that your organization submitted per month between January 2018 and December 2020?

Please enter a number:

For how many **practitioners** do you typically report per **month**?

Type a number:

For what types of organizations did your organization provide reporting services between January 2018 and December 2020? (Please select all that apply.)

Hospital or Hospital System

Health Plan

Other Health Care Entities (e.g., Group Practice, Community Health Center,

Clinic, Urgent Care or Ambulatory Health Care Facility or another health care

organization that is not a hospital)

Medical Malpractice Payer

Professional Society

State Licensing Board or Certification Authority

Federal Licensing Agency

Other State Agency

Other Federal Agency

January 2018 and December 2020?

Type a number:

Do not know (please explain)

What is the average number of reports to the NPDB that your organization submitted per month between January 2018 and December 2020?

Please enter a number:

For how many **practitioners** do you typically report per **month**?

Type a number:

For what types of organizations did your organization provide reporting services between January 2018 and December 2020? (Please select all that apply.)

Hospital or Hospital System

Health Plan

Other Health Care Entities (e.g., Group Practice, Community Health Center,

Clinic, Urgent Care or Ambulatory Health Care Facility or another health care

organization that is not a hospital)

Medical Malpractice Payer

Professional Society

State Licensing Board or Certification Authority

Federal Licensing Agency

Other State Agency

Other Federal Agency

Other (Please Explain)

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OMB Number: 0915-XXXX; Expiration date: XX/XX/202X

### Authorized Agents' Experiences with Reporting to the NPDB

Below we describe the two methods used for reporting to the NPDB. Which of these two methods best describes how you report to the NPDB? Select one option if you use only one of these options, or both if you use both.

Web-based reporting: NPDB's Integrated Querying and Reporting Service (IQRS) is a web-based service for querying and reporting by registered entities and authorized agents designated on behalf of registered entities.

QRXS: As an alternative to the IQRS, the NPDB offers an XML-based machine- to-machine interface called the Querying and Reporting XML Service (QRXS), which can be used by users who store and manage practitioner data within their own information or credentialing systems or submit a large number of queries or reports to the NPDB.

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What are the major hurdles that you have experienced when submitting batch reports to the NPDB?

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OMB Number: 0915-XXXX; Expiration date: XX/XX/202X

Please rate your level of agreement with the following statements concerning reporting to the NPDB. (Only one answer per row.)

	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Completely Disagree
The first time that I reported to the NPDB, I found it easy to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident that I can teach a fellow coworker how to report to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have difficulties in completing all of the tasks of reporting to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I usually have to ask for help when I report to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed to learn a lot of things before I could get going with reporting to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Using the scale provided, please rate your experience regarding each of the following aspects of reporting to the NPDB.

	Extremely Easy	Easy	Neutral	Difficult	Extremely Difficult	Not Applicable
Finding the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logging in (DBID, user ID, and password)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NPDB Updates to the Interface (e.g., changes in the interface features)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting All of the Required Input	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interfacing with the Dropdown Menu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing What to Report to the NPDB	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uploading the Narratives in Different Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input style="width: 100px; height: 15px;" type="text"/>						

Overall, how satisfied are you with your experience of reporting to the NPDB?

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
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We are interested in learning about the time it takes your organization to complete a typical Adverse Action Report. Please provide estimated time (in minutes) for the following aspects of the reporting process:

Minutes spent collecting information about the report	<input type="text"/>
Minutes spent filing the report to the NPDB	<input type="text"/>
Not applicable (please explain)	<input type="text"/>

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In an Adverse Action Report, the NPDB requires at least one, and up to five, **Adverse Action Classification** responses (e.g., "Revocation of License" or "Reduction of Clinical Privileges"). How difficult is it for you to work with these codes in the QRXS?

Very easy    Easy    Neutral    Difficult    Very Difficult

Have any of the entities that you represent ever provided you with an Adverse Action Classification response that did not correspond to the classifications in the NPDB system?

Yes (please specify)

No

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In an Adverse Action Report, the NPDB requires at least one, and up to five, **Basis for Action** (e.g., "Practicing without a License" or "Failure to Obtain Informed Consent"). How difficult is it for you to work with these codes in the QRXS?

Very easy

Easy

Neutral

Difficult

Very Difficult

While filing an adverse action report, if the Basis for Action response provided by the entities you represent do not correspond to the Basic for Actions listed in the NPDB system, what do you typically do?

 We request the entity to change the Basis for Action. We manually select the "Other" option in the NPDB system. The "Other" option is automatically selected. Other (please specify)[← BACK](#)[NEXT →](#)

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If you have any other comments about the information reported to the NPDB for adverse actions, please provide them here:

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Is there anything that the NPDB can do to improve your experience of reporting as an agent?

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If there is anything else about your reporting experience that you would like to share with us, please enter it here:

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### Attestation Initiative

Beginning with some entities in August 2017, the NPDB has introduced a new attestation initiative, which involves an explicit attestation from eligible organizations that they are compliant with all NPDB requirements. Authorized agents are subject to the same NPDB regulations as other eligible organizations regarding attestation on behalf of the organizations they represent. The questions in this section pertain to your views about the attestation initiative as an authorized agent.

Has your organization been asked to attest?

No

Yes

Are there any benefits of the attestation process to your organization?

No

Yes (Please explain)

Are there any disadvantages of the attestation process to your organization?

No

Yes (Please explain)

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Did your organization have to make any significant changes in its standard operations to comply with the new attestation process?

No

Yes (Please explain)

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Please rate your level of satisfaction with the following NPDB services: (Only one answer per row.)

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attestation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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If there has been any other impact of the NPDB attestation process on you as an authorized agent or on the organizations you represent, please explain.

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**NPDB Reporting**

Have you ever reported a medical malpractice payment to the NPDB on behalf of your organization?

 Yes No Other (Please explain)

Has your organization ever reported a medical malpractice payment to the NPDB?

 Yes No Other (Please explain)

As you have not reported to the NPDB, but your organization has, please provide the name and contact information for the person in your organization who submits medical malpractice payment reports to the NPDB so that they can answer the relevant survey questions related to such reports.

First name:

Last name:

Telephone number:

Email address:

When was the last time your organization reported a medical malpractice payment to the NPDB?

 In the last 6 months Between 6 to 12 months ago Between 1 to 2 years ago Between 2 to 3 years ago Between 3 to 4 years ago

Other (Please explain)

As you have not reported to the NPDB, but your organization has, please provide the name and contact information for the person in your organization who submits medical malpractice payment reports to the NPDB so that they can answer the relevant survey questions related to such reports.

First name:

Last name:

Telephone number:

Email address:

When was the last time your organization reported a medical malpractice payment to the NPDB?

In the last 6 months

Between 6 to 12 months ago

Between 1 to 2 years ago

Between 2 to 3 years ago

Between 3 to 4 years ago

More than 4 years ago

Which of the following categories best characterizes your organization?

Self-insured hospital

Captive insurer

Third party insurer

State compensation fund

Federal agency

Other (Please Explain)

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**Reason for Not Reporting Medical Malpractice Payment to the NPDB**

You indicated that your organization has never reported a medical malpractice payment to the NPDB. What were the reasons for not reporting? (Select all that apply.)

- No practitioner was named in a malpractice case; suit was filed only against the organization
- A practitioner was initially named in the suit but was removed before settlement/judgment
- Not aware of the NPDB's reporting requirements
- Legal counsel advised against reporting to the NPDB
- Not applicable (my organization did not have any medical malpractice cases to report)
- Other (Please Explain)

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### Experiences of Reporting Medical Malpractice Payments to the NPDB

How long have your work responsibilities included reporting malpractice payments to the NPDB?

- Less than 1 year
- 1 to 3 years
- 3 to 5 years
- More than 5 years

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Below we describe the two methods used for reporting to the NPDB. Which of these two methods best describes how you most frequently report medical malpractice payments to the NPDB? Select one option.

**Web-based reporting:** NPDB's Integrated Querying and Reporting Service (IQRS) is a web-based service for querying and reporting by registered entities and authorized agents designated on behalf of registered entities.

**QRXS:** As an alternative to the IQRS, the NPDB offers an XML-based machine-to-machine interface called the Querying and Reporting XML Service (QRXS), which can be used by users who store and manage practitioner data within their own information or credentialing systems or submit a large number of queries or reports to the NPDB.

Overall, how satisfied are you with your experience of reporting medical malpractice payments to the NPDB?

Very  
Satisfied

Satisfied

Neither  
Satisfied  
Nor  
Dissatisfied

Dissatisfied

Very  
Dissatisfied

Using the scale provided, please rate your satisfaction with the NPDB's online instructions for using the web-based reporting of medical malpractice payments.

Very  
Satisfied

Satisfied

Neither  
Satisfied  
Nor  
Dissatisfied

Dissatisfied

Very  
Dissatisfied[← BACK](#)[NEXT →](#)

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Please rate your level of agreement with the following statements concerning reporting malpractice payments to the NPDB. (Only one answer per row.)

	Completely Agree	Agree	Neither Agree Nor Disagree	Disagree	Completely Disagree
The first time that I reported to the NPDB, I found it easy to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident that I can teach a fellow coworker how to report to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have difficulties in completing all of the tasks of reporting to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I usually have to ask for help when I report to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed to learn a lot of things before I could get going with reporting to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Using the scale provided, please rate your experience regarding each of the following aspects of reporting malpractice payments to the NPDB.

	Extremely Easy	Easy	Neutral	Difficult	Extremely Difficult	Not Applicable
Finding the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logging in (DBID, user ID, and password)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting All of the Required Input	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selecting the Right Options from the Dropdown Menu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing What to Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a Description (e.g., for the Allegation or Payment field)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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From the date a malpractice payment was made to the date a Medical Malpractice Payment Report is filed, how much time usually elapses before you file a report to the NPDB?

- 30 days or fewer
- 31 to 60 days
- 61 to 120 days
- More than 120 days

Explain the reason for your choice about the time elapsed from when a medical malpractice payment is made to the date you file a report to the NPDB.

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We are interested in learning about the time it takes your organization to complete a typical Medical Malpractice Payment Report. Please provide estimated time (in minutes) for the following aspects of the reporting process:

Minutes spent collecting information about the report

Minutes spent filing the report to the NPDB

The NPDB malpractice payment report requires users to select one of several responses for the **General Nature of Allegations** that led to the medical malpractice payment. How difficult is it for you to assign one of the responses below for your reports?

	Very Easy	Easy	Neutral	Difficult	Very Difficult
Diagnosis Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anesthesia Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Surgery Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medication Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IV and Blood Products Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obstetrics Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treated Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment/Products Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioral Health Related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Miscellaneous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

While filing your report, if you selected the "Other Miscellaneous" category in your response for the **General Nature of Allegations** that led to the medical malpractice payment, what were your reasons for doing so? (Select all that apply.)

None of the categories captured the allegations for that report.

Entity officials or management advised to select the "Other Miscellaneous" option.

Legal counsel advised to select the "Other Miscellaneous" option.

It was too hard to find the right code.

NPDB system prompted to pick "Other Miscellaneous."

Not applicable (I have never selected the "Other Miscellaneous" category for general nature of allegations.)

Should any changes be made to the list of **General Nature of Allegations** for medical malpractice payments?

Yes, additional responses should be added (please specify)

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The NPDB malpractice payment report requires at least one, and up to two, responses from a large list of **Specific Allegations** that led to the malpractice payment (e.g., "Failure to Use Aseptic Technique" or "Medication Administered by Wrong Route"). How difficult is it for you to assign these responses for your reports?

Very Easy

Easy

Neutral

Difficult

Very Difficult

While filing your report, if you selected the "Other" category in the NPDB form for your response for **Specific Allegations** that led to the malpractice payment, what were your reasons for doing so? (Select all that apply.)

 None of the categories captured the allegations for that report. Entity officials or management advised to select the "Other" option. Legal counsel advised to select the "Other" option. It was too hard to find the right code. NPDB system prompted to pick "Other." Not applicable (I have never selected the "Other" category for specific allegations.)

Should any changes be made to the list of **Specific Allegations** for malpractice payments?

 Yes, additional responses should be added (please specify) Yes, existing responses should be changed (please specify) No changes are needed (please elaborate)

Would you prefer to be able to specify more than two specific allegations in a report, or are two allegations sufficient?

 Yes, prefer to specify more than two No, two allegations are sufficient



Yes, prefer to specify more than two

No, two allegations are sufficient

The NPDB malpractice payment report requires reporters to specify one of many **outcome responses** (listed below) to describe the severity of the patients' injury resulting from the incident that led to the malpractice payment. How difficult is it for you to assign these responses for your reports?

	Very Easy	Easy	Neutral	Difficult	Very Difficult
Emotional Injury Only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insignificant Injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minor Temporary Injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major Temporary Injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minor Permanent Injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Significant Permanent Injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major Permanent Injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grave Permanent Injury, such as quadriplegic or brain damage, requiring lifelong dependent care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Death	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cannot be deterred from available records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Should any changes be made to the list of **Outcome Responses** for malpractice payments?

Yes, additional responses should be added (please specify)

Yes, existing responses should be re-worded (please specify)

No changes are needed (please elaborate)

If you have any other comments about the information reported to the NPDB for malpractice payments, please provide them here:

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NPDB reports contain one or more text fields for reporters to further describe the nature of the allegations. How often do each of the following occur with respect to the information you provide in these text fields for Malpractice Payment Reports?

	Never	Rarely	Sometimes	Often	Always
Content is drafted by legal counsel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content is drafted or reviewed by entity officials or management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content is reviewed by legal counsel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content is reviewed by the subject of the report prior to filing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content is negotiated with the respect to the report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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In your organization, who is named in medical malpractice cases?

 Health Care Practitioner Health Care Organization Both Other (Please Explain)

Medical malpractice payments can be made due to many reasons, such as, judgment, settlement, and other reasons. Which of these reasons apply to the reports you have filed? (Select all that apply.)

 Payment After Judgment Payment as a Results of a "High-Low" Agreement After Judgment Payment After Settlement Payment Before Settlement Communication and Resolution/Disclosure and Offer/Apology Law Other (Please Explain):[← BACK](#)[NEXT →](#)

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About how many times in the last 3 years was your report submission to the NPDB rejected due to missing information? Select a number below. If you have never experienced this, select zero.

The last time this happened, what action did you take? (Select all that apply.)

- None (did not finish the report)
- Inform the NPDB
- Obtained the missing information and re-submitted the report
- Completed the missing information with the "dummy" data option provided by the NPDB
- Other (please explain)

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When submitting a malpractice payment report to the NPDB, does your organization use the NPDB's report forwarding service in order to send an electronic report to the appropriate state authority?

 Yes No Not Applicable Other (Please Explain)

How would you rate your level of satisfaction with the NPDB's report forwarding service for medical malpractice payments?

 Very Satisfied Satisfied Neither Satisfied Nor Dissatisfied Dissatisfied Very Dissatisfied[← BACK](#)[NEXT →](#)

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**NPDB Temporary Waiver of User Fees for Eligible Entities during the COVID-19 Crisis**

The NPDB introduced a temporary waiver of user fees for queries conducted from March 1, 2020 to May 31, 2020 [date to be updated] to support all NPDB eligible entities in making credentialing, hiring, privileging, and licensing decisions in combatting the COVID-19 pandemic. The waiver included all one-time queries and continuous queries during the waiver time period.

The questions in this section pertain to your views about the NPDB temporary fee waiver.

Were you aware of the NPDB temporary waiver of user fees during the COVID-19 pandemic (before reading about it in the description above)?

 Yes No[← BACK](#)[NEXT →](#)

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Where did you learn about the NPDB fee waiver?

- HRSA website
- NPDB website
- NPDB Q&A Teleconference
- NPDB email
- Federal Register Notice
- Other organizations (e.g., AHA, FSMB, AHLA, etc.)
- Media reports
- Other (Please explain)

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Did your organization query the NPDB during March 1, 2020 to May 31, 2020 [date to be updated]?

Yes

No

To what extent did the NPDB fee waiver facilitate credentialing in your organization during the COVID-19 pandemic?

Not at all

To a small extent

To some extent

To a moderate extent

To a great extent

To a very great extent

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To what extent were you satisfied with the way that the NPDB implemented credits for querying conducted from March 1, 2020, through April 14, 2020, and/or June 1, 2020, through June 30, 2020 [date to be updated] (when the fee waiver took effect)?

- Not at all
- To a small extent
- To some extent
- To a moderate extent
- To a great extent
- To a very great extent
- Not applicable (my organization did not query at times when the NPDB fee waiver was in effect)

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If there was any other impact of the NPDB fee waiver on your organization, please explain.

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The NPDB also provided several fee waiver Q&A teleconferences, which were later made available on the NPDB website. How satisfied were you with the answers provided in those teleconferences?

- Very Satisfied
- Satisfied
- Neither Satisfied Nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Not Applicable (I did not attend the NPDB fee waiver Q&A teleconferences.)

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How satisfied were you with the answers provided by the NPDB customer service regarding the NPDB fee waiver?

- Very Satisfied
- Satisfied
- Neither Satisfied Nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Not Applicable (I did not contact the NPDB customer service regarding the fee waiver.)

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In addition to the fee waiver supporting all eligible entities in disaster credentialing, what else could the NPDB have done during the COVID-19 pandemic?

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What could the NPDB do to help your organization prepare for future pandemics, disasters, and emergencies?

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**Experiences and Satisfaction with Reporting Judgments or Convictions to the NPDB**

Please note that judgment or conviction reports will be referred to JOCRs in the subsequent questions.

How long have your work responsibilities included reporting JOCRs to the NPDB?

- Less than 1 year
- 1 to 3 years
- 3 to 5 years
- More than 5 years

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Below we describe the two methods used for reporting to the NPDB. Which of these two methods best describes how you report to the NPDB on behalf of your organization? Select one option.

**Web-based reporting:** NPDB's Integrated Querying and Reporting Service (IQRS) is a web-based service for querying and reporting by registered entities and authorized agents designated on behalf of registered entities.

**QRXS:** As an alternative to the IQRS, the NPDB offers an XML-based machine-to-machine interface called the Querying and Reporting XML Service (QRXS), which can be used by users who store and manage practitioner data within their own information or credentialing systems or submit a large number of queries or reports to the NPDB.

Overall, how satisfied are you with your experience of reporting JOCRs to the NPDB?

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
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Using the scale provided, please rate your satisfaction with the NPDB's online instructions for using the web-based reporting of JOCRs through IQRS.

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
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Please rate your level of agreement with the following statements concerning reporting JOCRs to the NPDB. (Only one answer per row.)

	Completely Agree	Agree	Neither Agree Nor Disagree	Disagree	Completely Disagree
The first time that I reported to the NPDB, I found it easy to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident that I can teach a fellow coworker how to report to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have difficulties in completing all of the tasks of reporting to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I usually have to ask for help when I report to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed to learn a lot of things before I could get going with reporting to the NPDB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Using the scale provided, please rate your experience regarding each of the following aspects of reporting JOCRs to the NPDB.

	Extremely Easy	Easy	Neutral	Difficult	Extremely Difficult	Not Applicable
Finding the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logging in (DBID, user ID, and password)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting All of the Required Input	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selecting the Right Options from the Dropdown Menus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing What to Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a Description for JOCR Act or Omission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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From the date a reportable action occurs, how much time usually elapses before you file a JOCR to the NPDB?

 Fewer than 30 days 30 to 60 days 61 to 120 days More than 120 days

Explain the reason for your choice about the time elapsed from when a reportable action occurs to the date you file a JOCR to the NPDB.

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We are interested in learning about the time it takes your organization to complete a typical JOCR. Please provide estimated time (in minutes) for the following aspects of the reporting process:

Minutes spent collecting information about the report	<input type="text"/>
Minutes spent filing the report to the NPDB	<input type="text"/>
Not applicable (please explain)	<input type="text"/>

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While filing a JOCR, the NPDB requires that you select a **JOCR Act or Omission** from a list of 37 items (e.g., Fraudulent Billing/Cost Reporting, Patient Abuse, Licensed Practitioner Impersonation/Allowing Unlicensed Persons to Practice, Drug Diversion, Theft or Misappropriation of Patient Property, Medical Report Falsification, etc.). How difficult is it for you to assign the correct code for a JOCR from this list?

Very easy

Easy

Neutral

Difficult

Very difficult

While filing your JOCR, if you selected the "Other Act/Omission" category in your response for **JOCR Act or Omission**, what were your reasons for doing so? (Select all that apply.)

 None of the categories captured the JOCR Act or Omission for that report Entity officials or management advised to select the "Other" option Entity's legal counsel advised to select the "Other" option Practitioner's legal counsel advised to select the "Other" option It was too hard to find the right code NPDB system prompted to pick "Other" Not applicable (I have never selected the "Other Act/Omission" category for JOCR Act or Omission)[← BACK](#)[NEXT →](#)

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About how many times in the last 3 years was your JOCR submission to the NPDB rejected due to missing information? Select a number below. If you have never experienced this, select zero.

The last time this happened, what action did you take? (Select all that apply.)

 None (did not finish the report) Inform the NPDB Obtained the missing information and re-submitted the report Completed the missing information with the "dummy" data option provided by the NPDB Other (please explain)

If you have any other comments about your experience of filing JOCRs to the NPDB, please provide them here:

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**Thank You!**

Thank you for your participation in this survey! Your responses have been recorded and will greatly facilitate our understanding of NPDB user experiences.

Optional comments:

If you have any comments about the NPDB or this survey, please feel free to enter them here. For instance, you might mention aspects of your experiences with the NPDB or your views about the NPDB that you feel that this survey did not capture.

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**The National Practitioner Data Bank Survey: Software Services**

Thank you for your participation in this survey. Please note that the National Practitioner Data Bank will be referred to as the NPDB in the survey. The survey takes 5 to 10 minutes to complete.

You do not have to complete all of it in one sitting. If at any time during the survey you wish to exit and return to complete the survey at a later time, your responses will be automatically saved. By clicking on the link provided in the invitation letter, you will be returned to the section of the survey where you exited. Once you submit the survey, you will not be able to retake the survey, and the link provided will cease to provide access to the survey.

Please use the navigation buttons at the bottom of each page of the survey in order to move forward through each section of the survey or to access previous pages in order to change responses that were inaccurate.

**Warning! Do not use your Internet browser's "back", "forward", "stop", or "reload/refresh" buttons for navigation while taking this survey.** This may cause the survey to lose track of the page that you are on and may invalidate your results or prevent you from continuing the survey.

Your organization's responses will be confidential. The data will be used for improving NPDB's machine-to-machine interface and research purposes.

Please click the navigation button below to continue.

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**NPDB Machine-to-Machine Interface (QRXS)**

The entities that manage and store their practitioner data using an in-house system or those that submit a high volume of queries and reports, can use the NPDB application, Querying and Reporting XML Service (QRXS), to transmit practitioner data to and from the NPDB. We are interested in your experiences with implementing this machine-to-machine interface with the NPDB.

What was the purpose for which your organization's machine-to-machine interface for the NPDB created?

 Querying the NPDB Reporting to the NPDB Both querying and reporting to the NPDB Do not know

Who are the users for whom your organization's machine-to-machine interface for the NPDB created?

 My organization Other organizations Both of the above Not applicable Do not know[← BACK](#)[NEXT →](#)

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The NPDB provides detailed online instructions to registered vendors regarding the QRXS file format specifications. Using the rating scale below, please rate your satisfaction with each of the following QRXS specifications provided by the NPDB:

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Query Specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuous Query Specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adverse Action Report Specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Judgment or Conviction Report Specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical Malpractice Payment Report Specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Password Change Specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Field Code Lists for Developers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Field Code Lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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The QRXS file format is defined by an XML ICD and an XML schema. The XML schema defines the structure and format of QRXS submission and response files. This schema is intended to be used by the technical staff who creates the functionality to format and process QRXS submission and response files. The XML ICD provides high level guidance to help users provide complete information for file submissions and for processing response files. The NPDB strongly recommends the use of an XML validator to ensure that your XML files are correctly formatted prior to submission. Sample XML submission and response files are provided as part of the specifications.

There are many commercial and open-source XML validators available. Which XML validator does your organization use for processing the NPDB QRXS submissions and/or response files? If possible, also provide your reasons for using that XML validator.

Please rate your level of satisfaction with the following XML sample files that the NPDB provides in the QRXS online specifications documents.

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Sample submission files	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sample response files	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Please rate your level of satisfaction with the following NPDB's QRXS user guides.

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
QRXS Client Program User Guide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
QRXS Web Service User Guide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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The QRXS Application Programming Interface (API) is a Java-based library that provides the capability to interface with the QRXS. The API provides the same capabilities available in the QRXS client program. The provided client program is appropriate for most users. The API may be beneficial for users who wish to integrate their QRXS interaction into existing Java software.

Does your organization implement the QRXS API?

 Yes No Do not know (please explain)[← BACK](#)[NEXT →](#)

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Has your organization ever received a notice regarding any changes in the QRXS system of the NPDB?

 Yes No Do not know

At present, the NPDB provides a 6-month notice for making any change to the QRXS. Who informs you about impending changes in the QRXS? (Select all that apply.)

 The NPDB NPDB registered entities NPDB registered agents Not applicable (I have never received such a notice) Do not know (please explain)

As mentioned above, the NPDB provides a 6-month notice for making any change to the QRXS. What would be your organization's preferred time for allowing changes to the NPDB QRXS system?

 Two weeks One month Two months Three months Four months Five months Six months More than six months Do not know (Please explain)

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Relative to other similar systems in the industry, how easy it is to interface with the NPDB QRXS?

- Not at all
- To a small extent
- To some extent
- To a moderate extent
- To a great extent
- To a very great extent

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How useful is the NPDB QRXS testbed for identifying errors or bugs in coding?

Not at all	To a small extent	To some extent	To a moderate extent	To a great extent	To a very great extent
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What are the common hurdles in interfacing with the NPDB QRXS?

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What can the NPDB do to make the QRXS more useful to you?

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If you have any other comments about NPDB's machine-to-machine interface (QRXS), please feel free to enter them here.

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Thank you for your participation in this survey! Your responses have been recorded and will greatly facilitate our understanding of the NPDB QRXS.

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We thank you for your time spent taking this survey.  
Your response has been recorded.