



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.

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.

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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 Ranked regions

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).





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 o 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	
140	
Do not know	
DO NOT MILOW	

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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

Do not know
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?





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

,	Yes
	No
	Not Applicable (Please Explain)
Ple	ease provide the details of the monetary penalty.
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OMB Number: 0915-XXXX; Expiration date: XX/XX/202X

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

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

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)				
<i>(</i> 2)				

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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 webbased 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	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						
NPDB's online help for querying						

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 webbased service for querying and reporting by registered entities and authorized agents designated on behalf of registered entities.

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Overall, how satisfied are you with querying the NPDB?

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					
NPDB's online help for querying					

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.					
I feel confident that I can teach a fellow coworker how to query the NPDB.					
I have difficulties in completing all of the tasks of querying the NPDB.					
I usually have to ask for help when I query the NPDB.					
I needed to learn a lot of things before I could get going with querying the NPDB.					





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						
Logging in (DBID, user ID, and password)						
Navigating the Website						
Collecting All of the Required Input for the Query						
Managing a Practitioner (Subject) Database						
Making Payments						
Other (Please Explain)						

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)
hat are your organization's reasons for not using continuous query?
hat 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 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.
Does your organization use information from the NPDB as confirmation that applicants submitted complete and accurate information? Yes No Not Applicable
submitted complete and accurate information? Yes No Not Applicable
submitted complete and accurate information? Yes No Not Applicable
submitted complete and accurate information? Yes No Not Applicable
No Not Applicable
Not Applicable
When do you query for practitioners already on staff? Select all that are applicable.
When do you query for practitioners already on staff? Select all that are applicable.
When do you query for practitioners already on staff? Select all that are applicable.
On a regular schedule, specify interval: everymonths
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

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

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

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					
Credentialing					
Monitoring					
Licensing					
COVID-19					
Other					

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)

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Should any changes be made to the NPDB's list of re	esponses for type of query?
Yes, additional responses should be added (please speci	ify)
Yes, existing responses should be re-worded (please spe	ecify)
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:	in
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:	
complete a continuous query. Please provide estimated time (in minutes) for the	
complete a continuous query . Please provide estimated time (in minutes) for the following aspects of the reporting process:	
complete a continuous query . Please provide estimated time (in minutes) for the following aspects of the reporting process:	
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	
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	
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	





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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NPDB



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

If there is anything else about your query experience that you would like to sha please enter it here:	are with us,
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Query Information & Satisfaction

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

Very Expensive Fair Cost Inexpensive Very Inexpensive

How would you describe the cost of NPDB continuous query?

Very 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.)

Neither Satisfied Nor Dissatisfied Dissatisfied Very Dissatisfied Applicable

One-Time Query

Continuous Query

Practitioner (Subject) Database

Re-Query of Previously Saved Practitioners

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

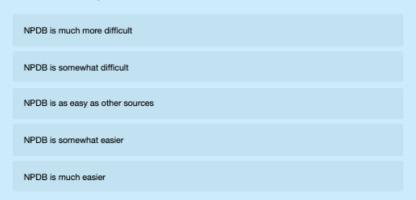
NPDB is much easier

Very Expensive 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							
Continuous Query							
Practitioner (Subject) Database							
Re-Query of Previously Saved Practitioners							

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



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





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					
State Licensure Action					
Clinical Privileges / Panel Membership Action					
Health Plan Other Adjudicated Action (e.g., contract termination)					
Professional Society Membership Action					
Federal Licensure (including DEA)					
Government Administrative Action					
Federal or State Exclusion or Debarment					
Private Accreditation / Peer Review Organization Action					
Judgment or Conviction					
Other (Please Explain)					

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Less

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.)

More

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

f selected	"Not Applicable"	or "Other", plea	ise 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					
Malpractice payment of \$5,001 to \$10,000					
Malpractice payment of \$10,001 to \$50,000					
Malpractice payment of \$50,001 to \$100,000					
Malpractice payment of \$100,001 to \$1,000,000					
Malpractice payment of more than \$1,000,000					

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					
2 reports					
3 reports					
4 reports					
5 reports					
More than 5 reports					





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

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





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					
State Licensure Action					
Clinical Privileges / Panel Membership Action					
Health Plan Other Adjudicated Action (e.g., contract termination)					
Professional Society Membership Action					
Federal Licensure (including DEA)					
Government Administrative Action					
Federal or State Exclusion or Debarment					
Private Accreditation / Peer Review Organization Action					
Judgment or Conviction					
Other (Please Explain)					





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 Ex	piain)		

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









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
Noio Contendere (No Contest) Plea Report
Civil Judgment Report
Injunction Report
Medical Malpractice Payment Report
Other (Please Explain)

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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?

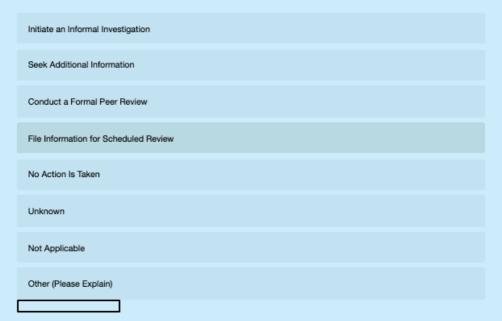
All the Time	Most of the Time	More than Half the Time	About Half the Time	Less than Half the Time	Rarely	Never	Not Applicable	Other (Please Explain)

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)

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.)







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 Expli	ain)		

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







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					
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					
Noio Contendere (No Contest) Plea Report					
Civil Judgment Report					
Injunction Report					
Medical Malpractice Payment Report					
Other (Please Explain)					

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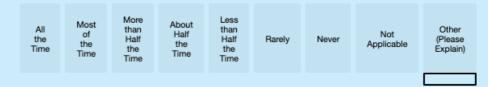
How often does your organization contact the original reporters for additional information when it receives reports resulting from querying the NPDB?

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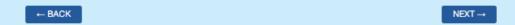


How often does information from the NPDB lead to further investigation into additional sources of information?



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:					





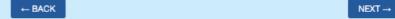


About how many times in the last 3 years did you receive a response regarding a practitioner other than the one on whom you attempted to query in the NPDB (e.g., a "mismatch")? Select a number below. If you have never received such responses to your queries, select zero.



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)







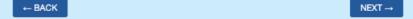
About how many times in the last 3 years did you receive a non-response to a query from the NPDB (e.g., you were expecting a report but there was no disclosure of any report)? Select a number below. If you have never received such responses to your queries, select zero.

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)







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)?

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)?



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)
<i>(</i> 1)

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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 $\ensuremath{\mathsf{NPDB?}}$

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					
NPDB's online help for reporting					



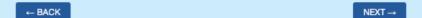
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Please rate your level of agreement with the following statements concerning reporting adverse actions to the NPDB. (Only one answer per row.)

	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.					
I feel confident that I can teach a fellow coworker how to report to the NPDB.					
I have difficulties in completing all of the tasks of reporting to the NPDB.					
I usually have to ask for help when I report to the NPDB.					
I needed to learn a lot of things before I could get going with reporting to the NPDB.					







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

	Easy	Easy	Neutral	Difficult	Difficult	Applicable	
Finding the Website							
Logging in (DBID, user ID, and password)							
Navigating the Website							
Collecting All of the Required Input							
Selecting the Right Options from the Dropdown Menus							
Knowing What to Report							
Creating a Factually Sufficient Narrative							
Other (Please Explain)							

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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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		OMB Numbe	r: 0915-XXXX; Expirat	ion date: XX/XX/202X
We are interested in typical adverse act aspects of the report Minutes spent collect information about the report Minutes spent filling the report to the NPDB Not applicable (pleas explain)	tion report. Please orting process:	provide estimated	d time (in minutes)	for the following
In an Adverse Acti- five, Adverse Acti "Reduction of Clin from this list?	on Classification	responses (e.g., "	Revocation of Lic	ense" or
Very Easy	Easy	Neutral	Difficult	Very Difficult
Should any change	es be made to the	list of Adverse A d	ction Classificati	on responses?
Yes, additional res	sponses should be a	dded (please specify)	
Yes, existing response	onses should be cha	nged (please specif	ν)	
No changes are no	eeded (please elabor	rate)		





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)

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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					
Content is drafted or reviewed by entity officials or management					
Content is reviewed by legal counsel					
Content is reviewed by the subject of the report prior to filing					
Content is negotiated with respect to the report					

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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)







Report Information

My organization ur submitted to the N		ne circumstances	in which a report r	must be
Completely Agree	Agree	Neither Agree Nor Disagree	Disagree	Completely Disagree
My organization se	eks legal guidanc	e to determine wh	en a report should	d be filed.
Always	Often	Sometimes	Rarely	Never
Do the NPDB repo takes regarding a h			linary actions you	r organization
Yes				
No				
Not Applicable				
Please explain how organization takes			mpact the discipli	inary actions your

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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

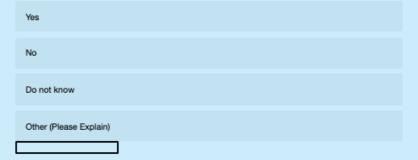
Completely Disagree

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Has your organization ever been named in a civil law suit action by a practitioner regarding reporting to the $\ensuremath{\mathsf{NPDB?}}$



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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0% Survey Completion 100%





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

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?			
The NPDB contains DEA/Federal Licensure Action Reports?			
The NPDB contains Title IV Clinical Privileges Action Reports?			
The NPDB contains Health Plan Action Reports?			
The NPDB contains Exclusion/Debarment Action Reports?			
The NPDB contains Professional Society Action Reports?			
The NPDB contains Peer Review Organization Action Reports?			
The NPDB contains Accreditation Action Reports?			
The NPDB contains Government Administrative Action Reports?			
The NPDB contains Criminal Conviction Reports?			
The NPDB contains Civil Judgment Reports?			
The NPDB contains Medical Malpractice Payment Reports?			
The NPDB contains information for all types of licensed heath care practitioners?			
Reporting to the NPDB is free?			
Your organization must register to query or report to the NPDB?			

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NPDB



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How can the NPDB be more useful to you?

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Satisfaction with NPDB Products & Services

How frequently does your organization use each of the following NPDB resources? (Only one answer per row.)

	Never	Almost never	Occasionally/Sometimes	Almost every time	Every time
Webinars/Webcasts					
NPDB Education Forums					
Insights (NPDB Newsletter)					
Infographics					
Guidebook					
Policy Corner					
In-Person Presentations					
Data Analysis Tool					
Public Use Data File					
Compliance Results Map					
NPDB Website (npdb.hrsa.gov)					
Customer Service Center Phone Number: 800-767- 6732					
Customer Service Center Email: help@npdb.hrsa.gov					
Other (Please Explain)					

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

			Neither			
	Very Satisfied	Satisfied	Satisfied Nor Disstisfied	Dissatisfied	Very Dissatisfied	No Applio
Webinars/Webcasts						
NPDB Educational Forums						
Insights (NPDB Newsletter)						
Infographics						
Guidebook						
Policy Corner						
In-Person Presentations						
Data Analysis Tool						
Public Use Data File						
Compliance Results Map						
NPDB Website (npdb.hrsa.gov)						
Customer Service Center Phone Number: 800-767- 6732						
Customer Service Center Email: help@npdb.hrsa.gov						
Other (Please Explain)						

ustomer Service Center h	ours are: N	Monday – T	hursday 8:30	am – 6:00pm	EST, Friday	
:30am - 5:30pm EST. Are	the custon	ner service	hours suffici	ent?		
Yes						
103						
No						
Other (Please Explain)						
/hat NPDB customer serv	ice hours v	vould be su	ufficient for vo	our organizati	on? (Please	
idicate the time zone in yo			amoioni ioi yi	our organizati	011. (110000	
						_
/hat is your level of satisfa	action with	the assista	ince you have	e received fro	m the NPDB	
			-	e received fro	m the NPDB	
			-	e received fro	m the NPDB	
	egarding ea		following? Neither Satisfied	e received fro		
			following?		m the NPDB Very Dissatisfied	
ustomer Service Center n	egarding ea	ach of the t	following? Neither Satisfied Nor		Very	
ustomer Service Center re	egarding ea	ach of the t	following? Neither Satisfied Nor		Very	
ustomer Service Center re Login How to query	egarding ea	ach of the t	following? Neither Satisfied Nor		Very	
ogin How to query Missing or delayed query	egarding ea	ach of the t	following? Neither Satisfied Nor		Very	
ogin How to query How to report Missing or delayed query esponse	egarding ea	ach of the t	following? Neither Satisfied Nor		Very	
ogin low to query low to report dissing or delayed query esponse	egarding ea	ach of the t	following? Neither Satisfied Nor		Very	
Login How to query How to report Missing or delayed query esponse Possible mismatch in query esponse Query response does not contain report of something	egarding ea	ach of the t	following? Neither Satisfied Nor		Very	
Login How to query How to report Missing or delayed query Response Possible mismatch in query Response Query response does not contain report of something the entity is aware of	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	
Login How to query How to report Wissing or delayed query esponse Possible mismatch in query esponse Query response does not contain report of something the entity is aware of	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	App
Login How to query How to report Missing or delayed query response Possible mismatch in query response Query response does not contain report of something the entity is aware of Cost or billing inquiry Registration	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	
What is your level of satisfactuationer Service Center in Eustomer Service Center in Login How to query How to report Missing or delayed query response Possible mismatch in query response Query response does not contain report of something the entity is aware of Cost or billing inquiry Registration Renewal	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	

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	N Appl
Login						
How to query						
How to report						
Missing or delayed query response						
Possible mismatch in query response						
Query response does not contain report of something the entity is aware of						
Cost or billing inquiry						
Registration						
Renewal						
Attestation						
Other (specify)						

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 con queries?	ncerning NPDB queries or continuous
Yes	
No	
Not applicable	
Has the Guidebook been a helpful resource in	reporting to the NPDB?
Yes	
No	
Not Applicable	





Using the rating	scale provid	ded nlease	e rate vour or	nanization's k	evel of satisfa	ection with
the NPDB registr			n of the two it		over or sausic	odon widi
	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicabl
Initial registration						
Renewal of registration	PDB do to m	nake the in	itial registratio	on process ea	asier?	
What can the NF	PDB do to n	nake the re	gistration ren	ewal process	easier?	

NPDB



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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 or Disagree Completely Agree Disagree

We receive query responses in a timely manner.

Completely Agree Agree or Disagree Completely Agree 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 Da	ata
Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB) that	
occurred in 2013?	

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? 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.





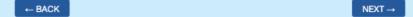


Attestation Initiative

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)





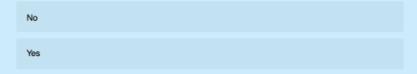


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Are there any benefits of the attestation proces	s to your organization?
No	
Yes (Please explain)	
Are there any disadvantages of the attestation	process to your organization?
Are there any disadvantages of the attestation	process to your organization?
No	
Yes (Please explain)	
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Have you received email reminders from the NPDB about attestation?



To what extent were the email reminders helpful?

Not at all To a To a To a To a very small extent extent extent extent extent 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.

No at al	t 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**.

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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:

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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 | Nor Dissatisfied | Dissatisfied | Dissatisfied | Very Dissatisfied | Nor Dissatisfied | Dissatisfied | Dissatisfied | Nor Dissatisfied | Dissatisfied | Dissatisfied | Nor Dissatisfied | Dissatisfied |

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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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there has been any other impact of the attestation process on your organization or statembers, please explain.	aff





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)	





Other Federal Agency

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

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.)
January 2018 and December 2020? (Please select all that apply.)
January 2018 and December 2020? (Please select all that apply.) Hospital or Hospital System
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
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)
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
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
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
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)
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

For how many organizations did your agency provide NPDB querying services between





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 webbased 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.







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)

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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.					
I feel confident that I can teach a fellow coworker how to query the NPDB.					
I have difficulties in completing all of the tasks of querying the NPDB.					
I usually have to ask for help when I query the NPDB.					
I needed to learn a lot of things before I could get going with querying the NPDB.					

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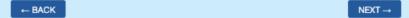


Using the scale provided, please rate your experience regarding each of the following aspects of querying the NPDB. $\frac{1}{2} \left(\frac{1}{2} \right) = \frac{1}{2} \left(\frac{1}{2} \right) \left(\frac{$

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

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

One-Time Query
Continuous Query
Both of the above
Other (Please Explain)







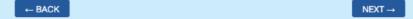
About how many times in the last 3 years did you receive a response regarding a practitioner other than the one on whom you queried in the NPDB (e.g., a "mismatch")? Select a number below. If you have never received such responses to your queries, select zero.

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)







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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0% Survey Completion 100%





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

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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NOTIONAL PROCEETIONER DATA BANK

NPDB



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

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
What else would y	ou like to see in th	e NPDB's self-ser	vice reports for ag	jents?
	vel of satisfaction for multiple clients			an query the
Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
What else would y	ou like to add in th	ne NPDB's workflo	w process for age	ents?
← BACK				NEXT →





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

Extremely Easy Neutral Difficult Extremely Difficult

← BACK

NPDB



Is there anything else that the NPDB can do to improve your experience of quagent?	uerying as ar
← BACK	NEYT -

NPDB NPDB



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





Other Federal Agency



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

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

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)





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.



NETRINA PRECITIONE DATA BANK

NPDB

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What are the majo the NPDB?	r hurdles that you hav	e experienced whe	n submitting batch re	ports to





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.					
I feel confident that I can teach a fellow coworker how to report to the NPDB.					
I have difficulties in completing all of the tasks of reporting to the NPDB.					
I usually have to ask for help when I report to the NPDB.					
I needed to learn a lot of things before I could get going with reporting to the NPDB.					

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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						
Logging in (DBID, user ID, and password)						
Navigating the Website						
NPDB Updates to the Interface (e.g., changes in the interface features)						
Collecting All of the Required Input						
Interfacing with the Dropdown Menu						
Knowing What to Report to the NPDB						
Uploading the Narratives in Different Fields						
Other (Please Explain)						

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

Neither Satisfied Nor Dissatisfied Very Satisfied Very Dissatisfied Satisfied 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	
Minutes spent filing the report to the NPDB	
Not applicable (please	
explain)	

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Ac	tion Classificati	on responses (e.ç	g., "Revocation of	ist one, and up to License" or "Red se codes in the QF	uction of Clinica
	Very easy	Easy	Neutral	Difficult	Very Difficult
Cla	•			led you with an Ac classifications in	
,	Yes (please specify)			
	No				



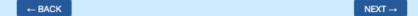


In an Adverse Action Report, the NPDB requires at least one, and up to five, **Basis for Action** (e.g., "Practicing without a License" or "Failure to Obtain Informed Consent"). How difficult is it for you to work with these codes in the QRXS?

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)	



NPDB



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provide them he	ormation rep	orted to the Ni	DB for adv	erse

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

NOTIONAL PROCEETIONER DATA BANK

NPDB



If there is anything else about your reporting experience that you would like to us, please enter it here:	share with
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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 | Nor Dissatisfied | Dissatisfied | Very Dissatisfied | Nor Dissatisfied | Nor

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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

Between 3 to 4 years ago

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
Retween 2 to 3 years and

Other (Please explain	n)
	_
	orted to the NPDB, but your organization has, please provide the
	formation for the person in your organization who submits medical t reports to the NPDB so that they can answer the relevant survey
questions related to	
First name:	
Last name:	
Telephone number:	
Email address:	
When was the last tir	me your organization reported a medical malpractice payment to the
NPDB?	
In the last 6 months	
Detween 6 to 10 ma	nthe eac
Between 6 to 12 mo	ntns ago
Between 1 to 2 years	s ago
Between 2 to 3 years	s ago
Between 3 to 4 years	s ago
More than 4 years ag	go
Which of the followin	ng categories best characterizes your organization?
William of the followin	ig Categories Dest Characterizes your Organization?
Self-insured hospital	
Captive insurer	
Third party insurer	
Third party insurer	
Third party insurer State compensation	fund
	fund
	fund
State compensation	fund
State compensation	
State compensation	





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 webbased 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 Neither Satisfied Very Satisfied Dissatisfied Dissatisfied 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 Neither Satisfied Very Satisfied Dissatisfied Dissatisfied Dissatisfied

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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.					
I feel confident that I can teach a fellow coworker how to report to the NPDB.					
I have difficulties in completing all of the tasks of reporting to the NPDB.					
I usually have to ask for help when I report to the NPDB.					
I needed to learn a lot of things before I could get going with reporting to the NPDB.					

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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						
Logging in (DBID, user ID, and password)						
Navigating the Website						
Collecting All of the Required Input						
Selecting the Right Options from the Dropdown Menu						
Knowing What to Report						
Providing a Description (e.g., for the Allegation or Payment field)						
Other (Please Explain)						

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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?





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	
report to the NFDB	

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					
Anesthesia Related					
Surgery Related					
Medication Related					
IV and Blood Products Related					
Obstetrics Related					
Treated Related					
Monitoring Related					
Equipment/Products Related					
Behavioral Health Related					
Other Miscellaneous					

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?





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					
Insignificant Injury					
Minor Temporary Injury					
Major Temporary Injury					
Minor Permanent Injury					
Significant Permanent Injury					
Major Permanent Injury					
Grave Permanent Injury, such as quadriplegic or brain damage, requiring lifelong dependent care					
Death					
Cannot be deterred from available records					

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:

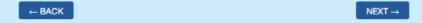






NPDB reports contain one or more text fields for reporters to further describe the nature of the allegations. How often do each of the following occur with respect to the information you provide in these text fields for Malpractice Payment Reports?

	Never	Rarely	Sometimes	Often	Always	
Content is drafted by legal counsel						
Content is drafted or reviewed by entity officials or management						
Content is reviewed by legal counsel						
Content is reviewed by the subject of the report prior to filing						
Content is negotiated with the respect to the report						



0% Survey Completion 100%

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





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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):

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0% Survey Completion 100%





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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







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			

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0% Survey Completion 100%





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

Where did you learn about the NPDB fee waiver?

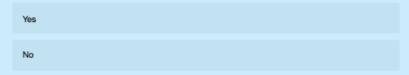
HRSA website
NPDB website
NPDB Q&A Teleconference
NPDB email
Federal Register Notice
Other organizations (e.g., AHA, FSMB, AHLA, etc.)
Media reports
Other (Please explain)

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



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

Not at all Small extent To a To a To a very moderate great great extent extent extent 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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NPDB



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If there was any other impact of the NPDB fee waiver on your organization, pleaexplain.	ise
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0% Survey Completion 100%





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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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0% Survey Completion 100%





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

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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NPDB



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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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NPDB



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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 convection 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 webbased 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 Neither Satisfied Very Satisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied

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 Very
Satisfied Nor Dissatisfied Dissatisfied
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.					
I feel confident that I can teach a fellow coworker how to report to the NPDB.					
I have difficulties in completing all of the tasks of reporting to the NPDB.					
I usually have to ask for help when I report to the NPDB.					
I needed to learn a lot of things before I could get going with reporting to the NPDB.					

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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						
Logging in (DBID, user ID, and password)						
Navigating the Website						
Collecting All of the Required Input						
Selecting the Right Options from the Dropdown Menus						
Knowing What to Report						
Providing a Description for JOCR Act or Omission						
Other (Please Explain)						

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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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0% Survey Completion 100%





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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	
Minutes spent filing the	
report to the NPDB	
Not applicable (please	
explain)	

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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)

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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.



he 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)
f you have any other comments about your experience of filing JOCRs to the NPDB, lease 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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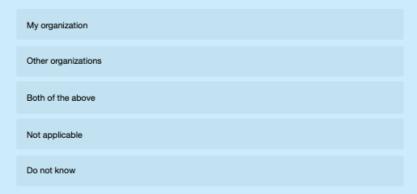
NPDB Machine-to-Machine Interface (QRXS)

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?



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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:

Neither

	Very Satisfied	Satisfied	Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Query Specifications						
Continuous Query Specifications						
Adverse Action Report Specifications						
Judgment or Conviction Report Specifications						
Medical Malpractice Payment Report Specifications						
Password Change Specifications						
Data Field Code Lists for Developers						
Data Field Code Lists						

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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 Nor Dissatisfied Nor Dissatisfied
 Very Dissatisfied Nor Dissatisfied

 Sample submission files
 Image: Sample response files
 Image: Sample response files

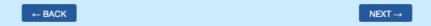
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Please rate your level of satisfaction with the following NPDB's QRXS user guides.

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
QRXS Client Program User Guide						
QRXS Web Service User Guide						



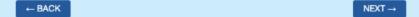




The QRXS Application Programming Interface (API) is a Java-based library that provides the capability to interface with the QRXS. The API provides the same capabilities available in the QRXS client program. The provided client program is appropriate for most users. The API may be beneficial for users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







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

Yes	
No	
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)





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-ma please feel free to enter them here.	chine interface (QRXS),





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.