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| **Table B. Research Questions to Be Addressed by the National Survey of Eligible Users of the NPDB** | | | | | | | | | |
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| **Project Objectives Type of User:** | Hospital | MCO | Group Practice/ Clinic/ Urgent Care | MMP/ Insurer | Professional Society | SLB/State Healthcare Practitioner Licensing & Certification Authorities | Other State & Federal Agencies | Other | *Self-Query:* Health Care Practitioners |
| **USER SATISFACTION** | | | | | | | | | |
| 1. What types of users are satisfied with reporting, querying, matched responses, call center, etc.? | Yes | Yes | Yes | Report Only | Yes | Yes | Yes | Yes | Yes |
| 2. What improvements are needed to make the process less burdensome and more satisfactory for querying, reporting, information disclosure? | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 3. Why are there differences in user satisfaction among different types of users, those who utilize agents, comparison to prior surveys? | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No |
| 4. For those who query the NPDB/, are the information perceived to be accurate, complete, or timely? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| 5. Based on user type, what factors, including competitive market forces, effect utilization? | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 6. What NPDB products or services would enable entities to obtain information with greater efficiency to make decisions with greater confidence? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| 7. What is the difference in user-satisfaction regarding Continuous Query for those who have not activated this feature? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |

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| **SOURCES OF INFORMATION** | | | | | | | | | |
| 8. What other sources of information do entities use and how has the availability of information from the NPDB affect their use of other information sources? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| 9. To what extent do the NPDB serve as a source of new information or confirmation? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| 10.  How often does information from the NPDB lead to further investigation into additional sources of information? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| 11.  How often does information from the NPDB lead to further investigation into additional sources of information for the primary purpose of supporting a possible adverse action to be taken against a practitioner already licensed, with privileges, on staff, etc.? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |

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| **PURPOSE AND RESULTING ACTION** | | | | | | | | | |
| 12.  What is the primary purpose to query the data bank? | Required | Required | Yes | No | Yes | Yes | Yes | Yes | Yes |
| 13.  If a variety of decisions are made by querying entities who utilize the NPDB, |  |  |  |  |  |  |  |  |  |
| a.       How useful is the information for each type of decision? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| b.      Why are there differences among the types of decisions in usage rates for and usefulness of NPDB information? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| 14.  How do query results impact decisions made by querying entities? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| a.       How often do these results change the decisions? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| b.      Do these results increase the level of confidence in the decision? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| c.       How often do results, which state a practitioner has a report in the NPDB, in and of itself, affect decisions regarding licensure or granting clinical privileges to a practitioner? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| d.      How often does information from the NPDB lead to a denial of a practitioner’s initial application for licensure, privileges, etc.? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| e.       How often does information from the NPDB lead to the taking of an adverse action against a practitioner already licensed, with privileges, on staff. | Yes | Yes | Yes | No | No | No | No | No | Yes |
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| 15.  Do NPDB reporting requirements affect whether or not actions are taken and the nature of actions which are taken? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| a.       Reduce decision to suspend more than 30 days to a suspension of 30 days or less? | Yes | Yes | Yes | No | No | Yes | Yes | Yes | No |
| b.      Reduce decision to suspend to a reprimand or other non-suspension action? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| 16.  What actions are taken by entities to address practitioner incompetence or misconduct? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| a.       How often is each of these processes used in a given period of time? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| b.      How effective is each perceived to be? | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | No |
| **CHARACTERISTICS OF USERS** | | | | | | | | | |
| 17.  How many patients are the entities responsible for? | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No |
| 18.  Is the organization accredited, certified, licensed or credentialed by and by whom? | Yes | Yes | Yes | No | No | No | No | No | No |
| 19.  What are the characteristics of users and non-users? | Yes | Yes | Yes | No | No | Yes | Yes | No | No |
| 20.  Characterize entities registered as “Other Health Care Entities” that use the NPDB (how do they differ from non-users). | No | No | No | No | No | No | No | No | No |

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| **CREDENTIAL OR LICENSING** | | | | | | | | | |
| 21.  What is the nature of the credentialing process and individual roles of assigned staff? | Yes | Yes | Yes | No | No | No | No | No | No |
| a.       How many staff members are responsible for the credentialing function? | Yes | Yes | Yes | No | Yes | Yes | Yes | No | No |
| b.      How many practitioners do they credential or license? | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No |
| 22.  At what point in the credentialing process is NPDB information used and how is it used? | Yes | Yes | Yes | No | Yes | No | No | No | No |