

Table B. Research Questions to Be Addressed by the National Survey of Eligible Users of the NPDB										
Project Objectives User:	Type of			Group Practice/ Clinic/ Urgent Care	MMP/ Insurer	Profes sional Societ y	SLB/State Healthcare Practitioner Licensing & Certification Authorities	Other State & Federal Agencies	Other	<i>Self-Query:</i> 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	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	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	Yes
5. Based on user type, what factors, including competitive market forces, effect utilization?	Yes	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	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	Yes	No

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		Hospital	MCO	SLB/State Healthcare Practitioner	Other State & Federal Agencies	Other	Professional Society	Licensing & Certification Authorities	MMP/ Insurer	Other	
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	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	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	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	Yes	No	

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		Hospital	MCO							
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