

**Entities Survey: Module 11**  
**Number of questions: 20**

Participants will receive this module only if they indicated in Module 8 that they query the NPDB on behalf of their organization.

**Experiences with Querying the NPDB**

**Q 11.1.** 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

**Q 11.2.** Below we describe the two methods used to query the NPDB. Which of these two methods best describes how you most frequently conduct queries from the NPDB on behalf of your organization? Select one option.

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

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

**Q 11.3.** Overall, how satisfied are you with querying the NPDB?

**Rating Scale**

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied

If the response to Q 11.2 is “Web-based querying”, go to 11.4.  
If the response to Q 11.2 is “QRXS”, skip to 11.5.

**Q 11.4.** Using the scale provided, please rate your satisfaction with the following aspects of querying the NPDB.

**Rating Scale**

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied

NPDB's online instructions for querying  
NPDB's online help for querying

**Q 11.5.** Please rate your level of agreement with the following statements concerning querying the NPDB. (Only one answer per row.)

**Rating Scale**

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.

**Survey Page Break**

**Q 11.6.** Using the scale provided, please rate your experience regarding each of the following aspects of querying the NPDB.

**Rating Scale**

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) \_\_\_\_\_

**Q 11.7.** 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)

If "continuous query" is NOT selected, show 11.8 and 11.9. Otherwise, skip to 11.10.

**Q 11.8.** What are your organization's reasons for not using continuous query?

Textbox

**Q 11.9.** What can the NPDB do to facilitate the use of continuous query for your organization?

Textbox

**Q 11.10.** Does your organization use information from the NPDB as confirmation that applicants submitted complete and accurate information?

Yes

No

Not Applicable

**Q 11.11.** When do you query for practitioners already on staff? Select all that are applicable.

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

For an informal review

For a formal investigation

Never

**Q 11.12.** 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

### Survey Page Break

**Q 11.13.** 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

### Reasons for Query

Employment

Credentialing

Monitoring

Licensing

COVID-19

Other

**Q 11.14.** 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)

**Survey Page Break**

**Q 11.15.** Should any changes be made to the NPDB’s list of responses for type of query?

Yes, additional responses should be added (please specify) \_\_\_\_\_  
Yes, existing responses should be re-worded (please specify) \_\_\_\_\_  
No changes are needed (please elaborate) \_\_\_\_\_

**Survey Page Break**

**Q 11.16.** 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 \_\_\_\_\_

**Q 11.17.** 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 \_\_\_\_\_

**Survey Page Break**

**Q 11.18.** 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.

Select a number: \_\_\_\_ [drop down menu of 0 to 10]

If the response is 0 (zero), skip the next question.

**Q 11.19.** 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) \_\_\_\_\_

Survey Page Break

**Q 11.20.** If there is anything else about your query experience that you would like to share with us, please enter it here:

Textbox

Piping Logic:

Survey will be directed to Module 12 next.