**Entities Survey: Module 21**

**Number of questions: 18**

**Satisfaction with NPDB Products & Services**

**Q 21.1.** How frequently does your organization use each of the following NPDB resources? (Only one answer per row.)

Rating Scale

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) \_\_\_\_\_

**Q 21.2.** Please rate your organization’s level of satisfaction with each of the following NPDB resources. (Only one answer per row.)

Rating Scale

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied / Not Applicable

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) \_\_\_\_\_

**Q 21.3.** Customer Service Center hours are: Monday – Thursday 8:30am – 6:00pm EST, Friday 8:30am – 5:30pm EST. Are the customer service hours sufficient?

Yes 🡪 Skip the next question

No

Other (Please Explain)

**Q 21.4.** What NPDB customer service hours would be sufficient for your organization? (Please indicate the time zone in your response.)

Text box

**Q 21.5.** What is your level of satisfaction with the assistance you have received from the NPDB Customer Service Center regarding each of the following?

Rating scale for each item below

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied / Not Applicable

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)

**Q 21.6.** What is the typical wait time when you call the Customer Service Center?

Text box

**Q 21.7.** 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)

Survey Page Break

**Q 21.8.** Has the Guidebook been a helpful resource concerning NPDB queries or continuous queries?

Yes

No

Not applicable

**Q 21.9.** Has the Guidebook been a helpful resource in reporting to the NPDB?

Yes

No

Not Applicable

Survey Page Break

**Q 21.10.** If there was something about the Guidebook that you did not find helpful or there is some topic that should be added to the Guidebook, please explain.

Text box

Survey Page Break

**Q 21.11.** Using the rating scale provided, please rate your organization’s level of satisfaction with the NPDB registration process for each of the two items below:

Rating Scale

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied / Not Applicable

Initial registration

Renewal of registration

**Q 21.12.** What can the NPDB do to make the initial registration process easier?

Text box

**Q 21.13.** What can the NPDB do to make the registration renewal process easier?

Text box

Survey Page Break

**Q 21.14.** Please rate your organization’s level of overall satisfaction with the NPDB.

Very Satisfied

Satisfied

Neither Satisfied Nor Dissatisfied

Dissatisfied

Very Dissatisfied

Survey Page Break

Please rate your agreement with the following statements:

**Q 21.15.** The query responses we received from the NPDB are accurate and complete.

Rating Scale

Completely Agree / Agree / Neither Agree or Disagree / Disagree / Completely Disagree

**Q 21.16.** We receive query responses in a timely manner.

Rating Scale

Completely Agree / Agree / Neither Agree or Disagree / Disagree / Completely Disagree

Survey Page Break

**Q 21.17.** 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

Survey Page Break

**Q 21.18.** Please share any other comments that you have regarding your experiences with any of the products or services provided by the NPDB.

Text box

Piping Logic:

Survey will be directed to Module 22 (NPDB HIPDB Merger) next.