

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.