

**Entities Survey: Module 26**  
**Number of questions: 19**

**Authorized Agents' Experiences with Querying the NPDB**

**Q 26.1.** Below we describe the two methods used to query the NPDB. Which of these two methods describes how you conduct queries on the NPDB? Select one option if you use only one of these options, or both if you use both.

**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.

If they select IQRS, skip to Q 26.4. If they select QRXS, show all questions but skip Q 26.4. If they select both, they will not skip any question.

Survey Page Break

**Q 26.2.** The QRXS client program provides feedback about successful and unsuccessful transactions. Which of the following issues have you encountered while querying the NPDB using the QRXS? Select all that apply.

- Authentication failed; DBID, UserID, or Password are invalid, or the user account is inactive
- Password expired for DBID and UserID
- Error sending files to server, reattempt transfer
- Inactive DBID
- Maximum upload file size exceeded; reduce file size and reattempt transfer
- All uploaded files are invalid
- Unable to communicate with NPDB server, reattempt transfer
- Database error on NPDB server, reattempt transfer
- Other (please specify) \_\_\_\_\_

Survey Page Break

**Q 26.3.** What are the major hurdles that you have experienced when conducting batch queries on the NPDB system?

Text box

Survey Page Break

**Q 26.4.** 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 26.5.** 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

NPDB Updates to the Interface (e.g., changes in the interface features)

Collecting All of the Required Input for the Query

Managing a Practitioner (Subject) Database

Making Payments

Other (Please Explain) \_\_\_\_\_

**Q 26.6.** How does your organization obtain NPDB information about health care practitioner applicants?

One-Time Query

Continuous Query

Both of the above

Other (Please Explain) \_\_\_\_\_

**Survey Page Break**

**Q 26.7.** About how many times in the last 3 years did you receive a response regarding a practitioner other than the one on whom you queried in the NPDB (e.g., a “mismatch”)? Select a number below. If you have never received such responses to your queries, select zero.

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

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

**Q 26.8.** The last time this happened, what action did you take? (Select all that apply.)

- None
- Inform the NPDB
- Inform the entity for which the queries were performed
- Obtained additional identification information and re-queried
- Other (please explain) \_\_\_\_\_

### Survey Page Break

**Q 26.9.** About how many times in the last 3 years did you receive a non-response to a query from the NPDB (e.g., you were expecting a report but there was no disclosure of any report)? Select a number below. If you have never received such responses to your queries, select zero.

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

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

**Q 26.10.** What does your organization do in the event of a non-response to a query (e.g., you were expecting a report but there was no disclosure of any report)? (Select all that apply.)

- Nothing
- Inform the NPDB
- Inform the entity for which the queries were performed
- Obtained additional identification information and re-query
- Other (please explain) \_\_\_\_\_

### Survey Page Break

**Q 26.11.** 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 26.12.** 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 26.13.** Please rate your level of satisfaction with self-service reporting where the agents can receive information about their query history in the NPDB.

Rating Scale

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

**Q 26.14.** What else would you like to see in the NPDB's self-service reports for agents?

Textbox

**Q 26.15.** Please rate your level of satisfaction with the workflow where an agent can query the same practitioner for multiple clients in a single process on the NPDB.

Rating Scale

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

**Q 26.16.** What else would you like to add in the NPDB's workflow process for agents?

Textbox

Survey Page Break

**Q 26.17.** When querying for a practitioner for multiple clients on the NPDB, how easy it is to reconcile billing across those clients?

Rating Scale

Extremely Easy / Easy / Neutral / Difficult / Extremely Difficult

Survey Page Break

**Q 26.18.** Is there anything else that the NPDB can do to improve your experience of querying as an agent?

Textbox

Survey Page Break

**Q 26.19.** 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 27 next.