

Entities Survey: Module 29
Number of questions: 14

Authorized Agents' Experiences with Reporting to the NPDB

Q 29.1. Below we describe the two methods used for reporting to the NPDB. Which of these two methods best describes how you report to the NPDB? Select one option if you use only one of these options, or both if you use both.

Web-based reporting: 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 29.4. If they select QRXS, show all questions but skip Q 29.4. If they select both, they will not skip any question.

Survey Page Break

Q 29.2. The QRXS client program provides feedback about successful and unsuccessful transactions. Which of the following issues have you encountered while reporting to 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 29.3. What are the major hurdles that you have experienced when submitting batch reports to the NPDB?

Text box

Survey Page Break

Q 29.4. Please rate your level of agreement with the following statements concerning reporting to the NPDB. (Only one answer per row.)

Rating Scale

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

The first time that I reported to the NPDB, I found it easy to do.
I feel confident that I can teach a fellow coworker how to report to the NPDB.
I have difficulties in completing all of the tasks of reporting to the NPDB.

I usually have to ask for help when I report to the NPDB.
I needed to learn a lot of things before I could get going with reporting to the NPDB.

Survey Page Break

Q 29.5. Using the scale provided, please rate your experience regarding each of the following aspects of reporting to 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
Interfacing with the Dropdown Menu
Knowing What to Report to the NPDB
Uploading the Narratives in Different Fields
Other (Please Explain) _____

Q 29.6. Overall, how satisfied are you with your experience of reporting to the NPDB?

Rating Scale

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

Survey Page Break

Q 29.7. We are interested in learning about the time it takes your organization to complete a typical Adverse Action Report. Please provide estimated time (in minutes) for the following aspects of the reporting process:

Minutes spent collecting information about the report _____

Minutes spent filing the report to the NPDB _____
Not applicable (please explain) _____

Survey Page Break

Q 29.8. In an Adverse Action Report, the NPDB requires at least one, and up to five, Adverse Action Classification responses (e.g., “Revocation of License” or “Reduction of Clinical Privileges”). How difficult is it for you to work with these codes in the QRXS?

Rating Scale

Very easy / easy / neutral / difficult / very difficult

Q 29.9. Have any of the entities that you represent ever provided you with an Adverse Action Classification response that did not correspond to the classifications in the NPDB system?

Yes (please specify) _____

No

Survey Page Break

Q 29.10. In an Adverse Action Report, the NPDB requires at least one, and up to five, Basis for Action (e.g., “Practicing without a License” or “Failure to Obtain Informed Consent”). How difficult is it for you to work with these codes in the QRXS?

Rating Scale

Very easy / easy / neutral / difficult / very difficult

Q 29.11. While filing an adverse action report, if the Basis for Action response provided by the entities you represent do not correspond to the Basic for Actions listed in the NPDB system, what do you typically do?

We request the entity to change the Basis for Action.

We manually select the “Other” option in the NPDB system.

The “Other” option is automatically selected.

Other (please specify) _____

Survey Page Break

Q 29.12. If you have any other comments about the information reported to the NPDB for adverse actions, please provide them here:

Text box

Survey Page Break

Q 29.13. Is there anything that the NPDB can do to improve your experience of reporting as an agent?

Textbox

Survey Page Break

Q 29.14. If there is anything else about your reporting experience that you would like to share with us, please enter it here:

Textbox

Piping Logic:

Survey will be directed to Module 21 regarding satisfaction with NPDB products and services, then Module 22 about NPDB-HIPDB merger, then Module 30 about authorized agent related attestation questions, then Module 34 about COVID-19, and then the last module of end comments.