

Entities Survey: Module 34
Number of questions: 10

All entities will receive this module at the end of the survey. We will know the details of the entities (e.g., hospital, professional society, authorized agents, etc.) based on their responses in the demographics modules earlier in the survey. Therefore, without asking additional questions in this module about the identity of the respondents' entities, we will be able to compare the responses of different entities to the questions in this module (e.g., the difference in the level of satisfaction with customer service or Q&A teleconference for hospitals vs. authorized agents).

**NPDB Temporary Waiver of User Fees for Eligible Entities
during the COVID-19 Crisis**

The NPDB introduced a temporary waiver of user fees for queries conducted from March 1, 2020 to May 31, 2020 [date to be updated] to support all NPDB eligible entities in making credentialing, hiring, privileging, and licensing decisions in combatting the COVID-19 pandemic. The waiver included all one-time queries and continuous queries during the waiver time period.

The questions in this section pertain to your views about the NPDB temporary fee waiver.

Q 34.1. Were you aware of the NPDB temporary waiver of user fees during the COVID-19 pandemic (before reading about it in the description above)?

Yes

No → Skip to Q 34.9.

Survey Page Break

Q 34.2. Where did you learn about the NPDB fee waiver?

HRSA website

NPDB website

NPDB Q&A Teleconference

NPDB email

Federal Register Notice

Other organizations (e.g., AHA, FSMB, AHLA, etc.)

Media reports

Other (Please explain) _____

Survey Page Break

Q 34.3. Did your organization query the NPDB during March 1, 2020 to May 31, 2020 [date to be updated]?

Yes

No → Skip to Q 34.9.

Q 34.4. To what extent did the NPDB fee waiver facilitate credentialing in your organization during the COVID-19 pandemic?

Rating Scale

Not at all / To a small extent / To some extent / To a moderate extent / To a great extent / To a very great extent

Survey Page Break

Q 34.5. To what extent were you satisfied with the way that the NPDB implemented credits for querying conducted from March 1, 2020, through April 14, 2020, and/or June 1, 2020, through June 30, 2020 [date to be updated] (when the fee waiver took effect)?

Rating Scale

Not at all / To a small extent / To some extent / To a moderate extent / To a great extent / To a very great extent

Not applicable (my organization did not query at times when the NPDB fee waiver was in effect)

Survey Page Break

Q 34.6. If there was any other impact of the NPDB fee waiver on your organization, please explain.

Text box

Survey Page Break

Q 34.7. The NPDB also provided several fee waiver Q&A teleconferences, which were later made available on the NPDB website. How satisfied were you with the answers provided in those teleconferences?

Rating Scale

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied / Not Applicable (I did not attend the NPDB fee waiver Q&A teleconferences.)

Survey Page Break

Q 34.8. How satisfied were you with the answers provided by the NPDB customer service regarding the NPDB fee waiver?

Rating Scale

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied / Not Applicable (I did not contact the NPDB customer service regarding the fee waiver.)

Survey Page Break

Q 34.9. In addition to the fee waiver supporting all eligible entities in disaster credentialing, what else could the NPDB have done during the COVID-19 pandemic?

Text box

Survey Page Break

Q 34.10. What could the NPDB do to help your organization prepare for future pandemics, disasters, and emergencies?

Text box

Piping Logic:

Survey will be directed to the last module (End Comment) next.