Entities Survey: Module 35
Number of questions: 16

Experiences and Satisfaction with Reporting Judgments or Convictions to the NPDB

Please note that judgment or convection reports will be referred to JOCRs in the subsequent questions.

Q 35.1. How long have your work responsibilities included reporting JOCRs to the NPDB?

> Less than 1 year
> 1 to 3 years
> 3 to 5 years
> More than 5 years

Survey Page Break

Q 35.2. 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 on behalf of your organization? Select one option.

> **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.

Q 35.3. Overall, how satisfied are you with your experience of reporting JOCRs to the NPDB?

Rating Scale
Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied

If the response to Q 35.2 is "Web-based reporting", go to 18.4.
If the response to Q 35.2 is "QRXS", skip to 18.5.

Q 35.4. Using the scale provided, please rate your satisfaction with the NPDB's online instructions for using the web-based reporting of JOCRs through IQRS.

Rating Scale
Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied

Survey Page Break

Q 35.5. Please rate your level of agreement with the following statements concerning reporting JOCRs 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 35.6. Using the scale provided, please rate your experience regarding each of the following aspects of reporting JOCRs 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
Collecting All of the Required Input
Selecting the Right Options from the Dropdown Menus
Knowing What to Report
Providing a Description for JOCR Act or Omission
Other (Please Explain) _____

Survey Page Break

Q 35.7. From the date a reportable action occurs, how much time usually elapses before you file a JOCR to the NPDB?

Fewer than 30 days
30 to 60 days

61 to 120 days
More than 120 days

If the response is "less than 30 days," skip to Q 35.9.

Q 35.8. Explain the reason for your choice about the time elapsed from when a reportable action occurs to the date you file a JOCR to the NPDB.
Textbox

Survey Page Break

Q 35.9. We are interested in learning about the time it takes your organization to complete a typical JOCR. 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) _____

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Q 35.10. While filing a JOCR, the NPDB requires that you select a JOCR Act or Omission from a list of 37 items (e.g., Fraudulent Billing/Cost Reporting, Patient Abuse, Licensed Practitioner Impersonation/Allowing Unlicensed Persons to Practice, Drug Diversion, Theft or Misappropriation of Patient Property, Medical Report Falsification, etc.). How difficult is it for you to assign the correct code for a JOCR from this list?

Rating Scale
Very easy / easy / neutral / difficult / very difficult

Q 35.11. While filing your JOCR, if you selected the "Other Act/Omission" category in your response for JOCR Act or Omission, what were your reasons for doing so? (Select all that apply.)

None of the categories captured the JOCR Act or Omission for that report
Entity officials or management advised to select the "Other" option
Entity's legal counsel advised to select the "Other" option
Practitioner's legal counsel advised to select the "Other" option
It was too hard to find the right code
NPDB system prompted to pick "Other"
Not applicable (I have never selected the "Other Act/Omission" category for JOCR Act or Omission)

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Q 35.12. Should any changes be made to the list of JOCR Act or Omission responses?

Yes, additional responses should be added (please specify) _____
Yes, existing responses should be changed (please specify) _____
No changes are needed (please elaborate) _____

Q 35.13. If you have any other comments about the information reported to the NPDB for <u>JOCR Act or Omission</u> descriptions, please provide them here:
Text box

Survey Page Break

Q 35.14. About how many times in the last 3 years was your JOCR submission to the NPDB rejected due to missing information? Select a number below. If you have never experienced this, select zero.

Select a number: ___ [drop down menu of 0 to 10]

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

Q 35.15. The last time this happened, what action did you take? (Select all that apply.)

None (did not finish the report)
Inform the NPDB
Obtained the missing information and re-submitted the report
Completed the missing information with the "dummy" data option provided by the NPDB
Other (please explain) _____

Q 35.16. If you have any other comments about your experience of filing JOCRs to the NPDB, please provide them here:
Text box

Piping logic:

Survey will be directed to Module 19 (Report Information) next.