

## Self Querier Survey Codebook

<i>ID</i>	<i>Name</i>	<i>Label</i>	<i>Values</i>	<i>Value Labels</i>
1	StartDate	Start Date		
2	EndDate	End Date		
3	Status	Response Type	0 1 2 4 8 9 12 16 17 32 40 48	IP Address Survey Preview Survey Test Imported Spam Survey Preview Spam Imported Spam Offline Offline Survey Preview EX EX Spam EX Offline
4	IPAddress	IP Address		<output omitted>
5	Progress	Progress		<i>range: 0-100</i>
6	Duration__in_seconds__	Duration (in seconds)		<i>range: 11-5962176</i>
7	Finished	Finished	0 1	False True
8	RecordedDate	Recorded Date		
9	ResponseId	Response ID		<output omitted>
10	RecipientLastName	Recipient Last Name		<output omitted>
11	RecipientFirstName	Recipient First Name		<output omitted>
12	RecipientEmail	Recipient Email		<output omitted>
13	ExternalReference	External Data Reference		
14	LocationLatitude	Location Latitude		<output omitted>
15	LocationLongitude	Location Longitude		<output omitted>
16	DistributionChannel	Distribution Channel		<output omitted>
17	UserLanguage	User Language		<output omitted>
18	Q3	In what capacity did you self-query the NPDB?	1 2 3	On My Own Behalf as an Individual Health Care Practitioner On My Own Behalf as an Individual Health Care Provider, or Supplier On Behalf of an Organization (Health Care Provider, Supplier, or Entity)
19	Q5_1	Which category best	1	Full-time practice

		describes your status in the health care industry? Select all that apply. Full-time practice		
20	Q5_2	Which category best describes your status in the health care industry? Select all that apply. Part-time practice	1	Part-time practice
21	Q5_3	Which category best describes your status in the health care industry? Select all that apply. Locum tenens	1	Locum tenens
22	Q5_4	Which category best describes your status in the health care industry? Select all that apply. Undergoing training to be a health care practitioner	1	Undergoing training to be a health care practitioner
24	Q5_6	Which category best describes your status in the health care industry? Select all that apply. Retired and not practicing	1	Retired and not practicing
26	Q6	Please select your current primary practicing position held as a health care practitioner. - Selected Choice	1 2 3 4 6 7 8 9 10 11 12 13 14 15 16 <...>	Physician (Doctor of Medicine) Physician (Doctor of Osteopathy) Chiropractor Dental Hygienist Advanced Practice Registered Nurse Registered Nurse Licensed Practical or Vocational Nurse Nursing Para-Professional Optometrist Pharmacist Physician Assistant Podiatrist Psychologist Social Worker Other Behavioural Health Provider (e.g., Pastoral Counselor, Mental Health Counselor, etc.) <... truncated>

27	Q6_18_TEXT	Please select your current primary practicing position held as a health care practitioner. - Other (Please Explain) - Text		
28	Q7	Do you currently practice at more than one facility? - Selected Choice	1 2 3 4	Yes No Other (Please Explain) Not Applicable
29	Q7_3_TEXT	Do you currently practice at more than one facility? - Other (Please Explain) - Text		
30	Q8	If you currently practice at more than one facility, how many?	2 3 4 5 6	2 3 4 5 or more Not Applicable
92	Q12_2	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Alaska	1	Alaska
94	Q12_4	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Arizona	1	Arizona
97	Q12_7	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Colorado	1	Colorado
100	Q12_10	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. District of Columbia	1	District of Columbia
106	Q12_16	Please select the	1	Illinois

		jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Illinois		
110	Q12_20	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Kentucky	1	Kentucky
113	Q12_23	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Maryland	1	Maryland
114	Q12_24	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Massachusetts	1	Massachusetts
115	Q12_25	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Michigan	1	Michigan
119	Q12_29	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Montana	1	Montana
124	Q12_34	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. New Mexico	1	New Mexico
131	Q12_41	Please select the	1	Oregon

		jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Oregon		
132	Q12_42	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Pennsylvania	1	Pennsylvania
133	Q12_43	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Puerto Rico	1	Puerto Rico
135	Q12_45	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. South Carolina	1	South Carolina
139	Q12_49	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Utah	1	Utah
142	Q12_52	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Virginia	1	Virginia
146	Q12_56	Please select the jurisdiction(s) in which you are currently licensed or certified to practice. Select all that apply. Wyoming	1	Wyoming
149	Q12_57	Please select the jurisdiction(s) in which	1	Not Applicable

you are currently licensed or certified to practice. Select all that apply. Not Applicable

150	Q65_1	For how long have you been working as a health care practitioner? (Select the numbers of months and years from the dropdown options.) - Years	1 15 29 43 57 71 85 99 113 127 141 155 169 183 197 <...>	0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 <... truncated>
152	Q14	Do you intend to continue to work as a health care practitioner in the foreseeable future?	1 2	Yes No
153	Q16	When do you intend to stop working as a health care practitioner?		
154	Q168	What are your reasons for wanting to stop working as a health care practitioner?		
155	Q19	Have you ever self-queried the NPDB? - Selected Choice	1 2 3	Yes No Other (Please Explain)
156	Q19_3_TEXT	Have you ever self-queried the NPDB? - Other (Please Explain) - Text		
158	Q66_3_TEXT	How did you access the self-query interface on the NPDB website? - Other (please specify) - Text		
171	Q71_11_TEXT	In the past 5 years, whenever you have self-queried, what was/were your reason(s)?		

- (Please select all that apply.) - Other (Please Explain) - Text
- 173 Q72\_3\_TEXT Have you ever requested multiple copies of the results from a self-query? - Other (Please Explain) - Text
- 183 Q73\_10\_TEXT For each of the following items, please select the reasons that you requested multiple copies of the self-query results. - Other - Text
- 186 Q75\_1\_TEXT Were there any difficulties in receiving a mailed response? - Yes (Please Explain) - Text
- 187 Q75\_3\_TEXT Were there any difficulties in receiving a mailed response? - Other (Please Explain) - Text
- 189 Q76\_4\_TEXT What were your reasons for requesting a copy to be mailed? - Other (Please Explain) - Text
- 191 Q77\_2\_TEXT Would a digitally signed PDF copy of the report be sufficient instead of a mailed hard copy? - No (Please Explain) - Text
- 192 Q77\_4\_TEXT Would a digitally signed PDF copy of the report be sufficient instead of a mailed hard copy? - Other (Please Explain) - Text
- 194 Q78\_4\_TEXT Have you ever left the process of self-query unfinished? - Other (Please Explain) - Text
- 201 Q79\_6\_TEXT What were your reasons for not finishing self-query? (Please select all that apply.) - Other reason (please explain) - Text

- 213 Q88 Please share any comments regarding your experiences with self-querying the NPDB.
- 214 Q23 Have you ever been the subject of a report in the NPDB? - Selected Choice
- |   |                        |
|---|------------------------|
| 1 | Yes                    |
| 2 | No                     |
| 3 | Other (Please Explain) |
- 215 Q23\_3\_TEXT Have you ever been the subject of a report in the NPDB? - Other (Please Explain) - Text
- 227 Q89\_13\_TEXT What types of reports does the NPDB contain in which you are a subject? (Please select all that apply.) - Other (Please Explain) - Text
- 230 Q91\_5\_TEXT Have you suffered loss of certification, licensing, credentialing, clinical privileges, or employment due to having a NPDB report? - Other (Please Explain) - Text
- 232 Q92\_3\_TEXT Have you been able to return to the same position? - Other (Please Explain) - Text
- 234 Q93\_5\_TEXT Have you been able or will you be able to obtain a similar position in the health care industry? - Other (Please Explain) - Text
- 236 Q94\_5\_TEXT Were your career opportunities affected by having a report in the NPDB? - Other (Please Explain) - Text
- 238 Q95\_5\_TEXT When you were first notified of being a subject of a report in the NPDB, did you work at or have



clinical privileges at two or more facilities simultaneously? - Other (Please Explain) - Text

240 Q97\_11\_TEXT

If you held positions in more than one facility at the same time, how long did it take the second employer to contact you regarding a report in the NPDB that was previously known by the first employer? - Other (Please Explain) - Text

251 Q98\_11\_TEXT

If you held positions in more than one facility at the same time, what type of actions were taken by the second employer as a result of you having a report in the NPDB? (Please select all that apply.) - Other (Please Explain) - Text

253 Q99\_5\_TEXT

Have you provided a copy of a report containing adverse action information from a self-query that ultimately resulted in an organization denying licensure, certification, credentialing, clinical privileges, or employment? - Other (Please Explain) - Text

255 Q100\_5\_TEXT

Have you provided a copy of a report containing medical malpractice payment information from a self-query that ultimately resulted in an organization denying licensure, certification, credentialing, clinical privileges, or employment?

- Other (Please Explain) -  
Text

257 Q101\_5\_TEXT

Have you provided a copy of a report containing medical malpractice payment information from a self-query to an insurance provider? - Other (Please Explain) - Text

259 Q102\_7\_TEXT

What did the insurance provider do? - Other (Please Explain) - Text

261 Q104

What impact has adding your own statement made?

262 Q105

Please share any other thoughts about your experience of being the subject of a report in the NPDB.

263 Q28

Were you ever involved in the NPDB's Dispute Resolution Process? (Previously known as Secretarial Review) - Selected Choice

1 Yes  
2 No  
3 Other (Please Explain)

264 Q28\_3\_TEXT

Were you ever involved in the NPDB's Dispute Resolution Process? (Previously known as Secretarial Review) - Other (Please Explain) - Text

276 Q106\_13\_TEXT

You have indicated that you had/have been involved in the NPDB's Dispute Resolution Process (previously known as Secretarial Review). What type of report(s) did you dispute? (Select all that apply.) - Other (Please Explain) - Text

286 Q107\_9\_TEXT

Why did you dispute the NPDB report(s)? (Select all that apply.) - Wrong

		action included in the report (Please Explain) - Text		
287	Q107_10_TEXT	Why did you dispute the NPDB report(s)? (Select all that apply.) - Other (Please Explain) - Text		
294	Q108_5_TEXT	Before you initiated your dispute process with the NPDB, what other actions were taken? (Select all that apply.) - Other (Please Explain) - Text		
297	Q110_6_TEXT	Based on your dispute, what happened to your report? - Other (please explain) - Text		
305	Q112_7_TEXT	Why did you file for re-consideration with NPDB? (Select all that apply.) - Other (Please Explain) - Text		
317	Q113_11_TEXT	What do you think are health care organizations' perceptions of health care practitioners with any of the following reports in the NPDB? (Please select from the rating scale for each of the items.) - Other Report (Please Specify) - Text		
329	Q114_11_TEXT	How often does receiving the following kinds of reports from the NPDB impact a health care practitioner's ability to obtain certification, licensing, credentialing, clinical privileges, or employment? (Please select from the rating scale for each of the items.) - Other Report (Please Explain) - Text		
337	Q117_1	Please rate the impact on a health care	1 2	Neutral Slightly Negative

practitioner's ability to obtain certification, licensing, credentialing, clinical privileges, or employment, if they have 1 or more medical malpractice payment reports in the NPDB. (Please select from the rating scale for each of the items.) - 1 report

3  
4  
5

Somewhat Negative  
Moderately Negative  
Extremely Negative

338 Q117\_2

Please rate the impact on a health care practitioner's ability to obtain certification, licensing, credentialing, clinical privileges, or employment, if they have 1 or more medical malpractice payment reports in the NPDB. (Please select from the rating scale for each of the items.) - 2 reports

1  
2  
3  
4  
5

Neutral  
Slightly Negative  
Somewhat Negative  
Moderately Negative  
Extremely Negative

354 Q118\_11\_TEXT

How likely is it that health care organizations will reject an application with any of the following reports in the NPDB? - Other Report (Please Specify) - Text

366 Q119\_11\_TEXT

How does having the following kinds of reports in the NPDB impact on health care practitioners' ability to obtain certification, licensing, credentialing, clinical privileges, or employment above and beyond the impact of the original action that resulted in the report? That is, what kind of an impact an NPDB report has, not the action itself? - Other Report (Please Specify) - Text

- 378 Q120\_11\_TEXT Please rate your level of satisfaction with each of the following resources. (Only one answer per row.) - Other Resource (Please Specify) - Text
- 379 Q121 Customer Service Center hours are: Monday – Thursday 8:30am – 6:00pm EST, Friday 8:30am – 5:30pm EST. Are the customer service hours sufficient? - Selected Choice
- |   |                        |
|---|------------------------|
| 1 | Yes                    |
| 2 | No                     |
| 3 | Other (Please Explain) |
- 380 Q121\_3\_TEXT Customer Service Center hours are: Monday – Thursday 8:30am – 6:00pm EST, Friday 8:30am – 5:30pm EST. Are the customer service hours sufficient? - Other (Please Explain) - Text
- 381 Q122 What NPDB customer service hours would be sufficient for you? (Please indicate your response in EST.)
- 382 Q123 Have you ever contacted the Customer Service Center?
- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |
- 383 Q124 What is the typical wait time when you call the Customer Service Center? If you have never called the Customer Service Center, type NA in the textbox.
- 384 Q125 When you contact the Customer Service Center, how often are the customer service personnel able to answer your questions? - Selected Choice
- |    |                         |
|----|-------------------------|
| 1  | All the time            |
| 4  | Most of the time        |
| 5  | More than half the time |
| 6  | About half the time     |
| 7  | Less than half the time |
| 8  | Rarely                  |
| 9  | Never                   |
| 10 | Not Applicable          |
| 11 | Other (Please Explain)  |

- 385 Q125\_11\_TEXT When you contact the Customer Service Center, how often are the customer service personnel able to answer your questions? - Other (Please Explain) - Text
- 386 Q126 The NPDB is considering introducing a new feature that will allow health care practitioners to sign up to receive an electronic notification whenever a new report regarding them is sent to the NPDB. How likely is it that you will sign up for such a feature to monitor reports regarding you?
- |   |                    |
|---|--------------------|
| 1 | Extremely Likely   |
| 4 | Likely             |
| 5 | Neutral            |
| 6 | Unlikely           |
| 7 | Extremely Unlikely |
- 387 Q127 The NPDB is also considering a similar feature for queries that will allow health care practitioners to sign up to receive an electronic notification whenever a new query is performed regarding them. How likely is it that you will sign up for such a feature to monitor entities' queries regarding you?
- |   |                    |
|---|--------------------|
| 1 | Extremely Likely   |
| 4 | Likely             |
| 5 | Neutral            |
| 6 | Unlikely           |
| 7 | Extremely Unlikely |
- 388 Q128\_1 How much would you be willing to pay annually for the following subscription features? Please enter numbers (dollar values) in all three boxes below. - Report monitoring alone: *range: 50-50*
- 389 Q128\_4 How much would you be willing to pay annually for the following subscription features? Please enter numbers (dollar values) in *range: 50-50*

all three boxes below.  
- Query monitoring alone:

- 390 Q128\_5 How much would you be willing to pay annually for the following subscription features? Please enter numbers (dollar values) in all three boxes below.  
- Both report and query monitoring: *range: 50-50*
- 391 Q129\_1 Please rate your level of agreement with the following statements concerning the NPDB website.  
(Only one answer per row.) - The NPDB website is easy to navigate.
- |  |  |   |                           |
|--|--|---|---------------------------|
|  |  | 1 | Completely Agree          |
|  |  | 2 | Agree                     |
|  |  | 3 | Neither Agree or Disagree |
|  |  | 4 | Disagree                  |
|  |  | 5 | Completely Disagree       |
- 392 Q129\_2 Please rate your level of agreement with the following statements concerning the NPDB website.  
(Only one answer per row.) - The NPDB website is well organized.
- |  |  |   |                           |
|--|--|---|---------------------------|
|  |  | 1 | Completely Agree          |
|  |  | 2 | Agree                     |
|  |  | 3 | Neither Agree or Disagree |
|  |  | 4 | Disagree                  |
|  |  | 5 | Completely Disagree       |
- 393 Q129\_3 Please rate your level of agreement with the following statements concerning the NPDB website.  
(Only one answer per row.) - I am able to quickly find what I need on the NPDB website.
- |  |  |   |                           |
|--|--|---|---------------------------|
|  |  | 1 | Completely Agree          |
|  |  | 2 | Agree                     |
|  |  | 3 | Neither Agree or Disagree |
|  |  | 4 | Disagree                  |
|  |  | 5 | Completely Disagree       |
- 394 Q129\_4 Please rate your level of agreement with the following statements concerning the NPDB website.  
(Only one answer per row.) - The NPDB website content is easy to understand.
- |  |  |   |                           |
|--|--|---|---------------------------|
|  |  | 1 | Completely Agree          |
|  |  | 2 | Agree                     |
|  |  | 3 | Neither Agree or Disagree |
|  |  | 4 | Disagree                  |
|  |  | 5 | Completely Disagree       |

395 Q129_5	Please rate your level of agreement with the following statements concerning the NPDB website. (Only one answer per row.) - It is easy to find information about self-query on the NPDB website.	1 2 3 4 5	Completely Agree Agree Neither Agree or Disagree Disagree Completely Disagree
396 Q129_6	Please rate your level of agreement with the following statements concerning the NPDB website. (Only one answer per row.) - It is hard to find the link to complete a self-query on the NPDB website.	1 2 3 4 5	Completely Agree Agree Neither Agree or Disagree Disagree Completely Disagree
397 Q130	Please let us know if you would like to see any other features, products, or services from the NPDB in the future.		
398 Q48	What types of medical services does your organization provide (if applicable)?		<output omitted>
399 Q50	What types of health care products does your organization produce or distribute (if applicable)?		<output omitted>
400 Q51	In which jurisdiction is your organization located? (If your organization is located in more than one state, please list the state in which your organization's headquarters is located.) - Selected Choice	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 <...>	Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho <... truncated>



401 Q51_57_TEXT	In which jurisdiction is your organization located? (If your organization is located in more than one state, please list the state in which your organization's headquarters is located.) - Other (Please Specify) - Text		
402 Q53	Has your organization ever self-queried the NPDB? - Selected Choice	1 2 3	Yes No Other (Please Explain)
403 Q53_3_TEXT	Has your organization ever self-queried the NPDB? - Other (Please Explain) - Text		
405 Q131_5_TEXT	Which of the following links did you use to access the self-query interface on the NPDB? - Other (please specify) - Text		
414 Q134_8_TEXT	What was the purpose of your organization's self-query? (Please select all that apply.) - Other (Please Explain) - Text		
415 Q135	If your organization has requested a response to be mailed, were there any difficulties?	1 2 3	Yes No Unknown
416 Q136	Please explain the difficulties that your organization experienced.		
417 Q137	Has your organization ever left the process of a self-query unfinished? - Selected Choice	1 2 4 5	Yes No Unknown Other (Please Explain)
418 Q137_5_TEXT	Has your organization ever left the process of a self-query unfinished? - Other (Please Explain) - Text		

424 Q138_7_TEXT	What were the reasons for your organization for not finishing self-query? (Please select all that apply.) - Other reason (please explain) - Text		
432 Q144	Please share any comments regarding your experiences with self-querying the NPDB.		
433 Q57	Has your organization ever been the subject of a report in the NPDB? - Selected Choice	1 2 3	Yes No Other (Please Explain)
434 Q57_3_TEXT	Has your organization ever been the subject of a report in the NPDB? - Other (Please Explain) - Text		
445 Q145_12_TEXT	What type of report does the NPDB contain regarding your organization? (Please select all that apply.) - Other (Please Explain) - Text		
447 Q147	Has your organization ever added its own statement (also called a subject statement) to the NPDB report?	1 2	Yes No
448 Q148	What impact has adding your organization's own statement made?		
449 Q149	Please explain how having a report in the NPDB impacts your business.		
450 Q61	Has your organization ever been involved in the NPDB Dispute Resolution Process? (Previously known as Secretarial Review) - Selected Choice	1 2 3	Yes No Other (Please Explain)

451 Q61_3_TEXT	Has your organization ever been involved in the NPDB Dispute Resolution Process? (Previously known as Secretarial Review) - Other (Please Explain) - Text		
453 Q150_4	You have indicated that your organization has/had been involved in the NPDB's Dispute Resolution Process (previously known as Secretarial Review). What kind of report(s) did your organization dispute? (Select all that apply.) - Selected Choice Clinical Privileges / Panel Membership Action	1	Clinical Privileges / Panel Membership Action
455 Q150_6	You have indicated that your organization has/had been involved in the NPDB's Dispute Resolution Process (previously known as Secretarial Review). What kind of report(s) did your organization dispute? (Select all that apply.) - Selected Choice Professional Society Membership Action	1	Professional Society Membership Action
462 Q150_12_TEXT	You have indicated that your organization has/had been involved in the NPDB's Dispute Resolution Process (previously known as Secretarial Review). What kind of report(s) did your organization dispute? (Select all that apply.) - Other (Please Explain) - Text		

465	Q151_11	<p>Why did your organization dispute the NPDB report(s)? (Select all that apply.) - Selected Choice My organization was treated unfairly by reporter</p>	1	<p>My organization was treated unfairly by reporter</p>
466	Q151_6	<p>Why did your organization dispute the NPDB report(s)? (Select all that apply.) - Selected Choice The action was not reportable to the NPDB</p>	1	<p>The action was not reportable to the NPDB</p>
472	Q151_9_TEXT	<p>Why did your organization dispute the NPDB report(s)? (Select all that apply.) - Wrong action included in the report (Please Explain) - Text</p>		
473	Q151_10_TEXT	<p>Why did your organization dispute the NPDB report(s)? (Select all that apply.) - Other (Please Explain) - Text</p>		
475	Q152_6	<p>Before your organization initiated a dispute process with the NPDB, what other actions were taken? (Select all that apply.) - Selected Choice Tried to contact the entity but the entity did not respond or refused further communication</p>	1	<p>Tried to contact the entity but the entity did not respond or refused further communication</p>
476	Q152_2	<p>Before your organization initiated a dispute process with the NPDB, what other actions were taken? (Select all that apply.) - Selected Choice Could not engage with the entity that submitted the report because it no longer exists</p>	1	<p>Could not engage with the entity that submitted the report because it no longer exists</p>

480	Q152_5_TEXT	Before your organization initiated a dispute process with the NPDB, what other actions were taken? (Select all that apply.) - Other (Please Explain) - Text		
482	Q154	Based on your organization's dispute, what happened to the report? - Selected Choice	1 4 5 6	No change was made to the report. Some of the details in the report regarding the action were changed. The report was voided. Other (please explain)
483	Q154_6_TEXT	Based on your organization's dispute, what happened to the report? - Other (please explain) - Text		
491	Q156_7_TEXT	Why did your organization file for re-consideration with NPDB? (Select all that apply.) - Other (Please Explain) - Text		
502	Q157_10_TEXT	Please rate the impact on organizations' ability to obtain licensing or new business, if they have any of the following reports in the NPDB. (Only one answer per row.) - Other Report (Please Specify) - Text		
517	Q160_12_TEXT	Please rate your organization's level of satisfaction with each of the following resources. (Only one answer per row.) - Other Resource (Please Specify) - Text		
518	Q161	Customer Service Center hours are: Monday – Thursday 8:30am – 6:00pm EST, Friday 8:30am – 5:30pm EST. Are these NPDB customer service hours	1 4 5	Yes No Other (Please Explain)

		sufficient? - Selected Choice		
519	Q161_5_TEXT	Customer Service Center hours are: Monday – Thursday 8:30am – 6:00pm EST, Friday 8:30am – 5:30pm EST. Are these NPDB customer service hours sufficient? - Other (Please Explain) - Text		
520	Q162	What NPDB customer service hours would be sufficient for you? (Please indicate your response in EST.)		
521	Q163	Has your organization ever contacted the NPDB Customer Service Center?	1 2	Yes No
522	Q164	What is the typical wait time when you call the Customer Service Center? If you have never called the Customer Service Center, type NA in the textbox.		
524	Q165_11_TEXT	When your organization contacts the NPDB Customer Service Center, how often are the customer service personnel able to answer your questions? - Other (Please Explain) - Text		
526	Q166_2	Please rate your organization's level of agreement with the following statements concerning the NPDB website. (Only one answer per row.) - The NPDB website is well organized.	1 2 3 4 5	Completely Agree Agree Neither Agree or Disagree Disagree Completely Disagree
529	Q166_5	Please rate your organization's level of agreement with the following	1 2 3	Completely Agree Agree Neither Agree or Disagree

		statements concerning the NPDB website. (Only one answer per row.) - It is easy to find information about self-query on the NPDB website.	4 5	Disagree Completely Disagree
530	Q166_6	Please rate your organization's level of agreement with the following statements concerning the NPDB website. (Only one answer per row.) - It is hard to find the link to complete a self-query on the NPDB website.	1 2 3 4 5	Completely Agree Agree Neither Agree or Disagree Disagree Completely Disagree
531	Q167	Please let us know if your organization would like to see any other features, products or services from the NPDB in the future.		
532	Q36	Prior to taking this survey, were you aware of the merger of the National Practitioner Data Bank (NPDB) and the Health Integrity and Protection Data Bank (HIPDB) that occurred in 2013?	1 2	Yes No
533	Q38	Have you experienced any benefits by the merger of the NPDB and the HIPDB? - Selected Choice	1 2	Yes (please explain) No
534	Q38_1_TEXT	Have you experienced any benefits by the merger of the NPDB and the HIPDB? - Yes (please explain) - Text		
535	Q39	Have you experienced	1	Yes (please explain)

		any drawbacks due to the merger of the NPDB and the HIPDB? - Selected Choice	2	No
536	Q39_1_TEXT	Have you experienced any drawbacks due to the merger of the NPDB and the HIPDB? - Yes (please explain) - Text		<output omitted>
537	Q40	After the merger, are you receiving all of the reports you expect to see? - Selected Choice	1 2 3	Yes No (clarify the issues you experienced) Not applicable (explain)
538	Q40_2_TEXT	After the merger, are you receiving all of the reports you expect to see? - No (clarify the issues you experienced) - Text		
539	Q40_3_TEXT	After the merger, are you receiving all of the reports you expect to see? - Not applicable (explain) - Text		
540	Q41	Please share any comments that you have regarding your experiences with the merger of the NPDB and the HIPDB.		<output omitted>
541	Q46	If you have any comments about the NPDB or this survey, please feel free to enter them here. For instance, you might mention aspects of your experiences with the NPDB or your views about the NPDB that you feel that this survey did not capture.		