

**Self-Queriers Survey: Module 11**  
**Number of questions: 11**

**Satisfaction with NPDB Products & Services**

**Q 11.1.** Please rate your level of satisfaction with each of the following resources. (Only one answer per row.)

**Rating Scale For Each Item**

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied / Unfamiliar with this resource

Webinars/Webcasts  
Insights (NPDB Newsletter)  
Infographics  
Guidebook  
Data Analysis Tool  
Public Use Data File  
Compliance Results Map  
NPDB Website (npdb.hrsa.gov)  
Customer Service Center Phone Number: 800-767-6732  
Customer Service Center Email: help@npdb.hrsa.gov  
Other (Please Explain) \_\_\_\_\_

**Survey Page Break**

**Q 11.2.** Customer Service Center hours are: Monday – Thursday 8:30am – 6:00pm EST, Friday 8:30am – 5:30pm EST. Are the customer service hours sufficient?

Yes  
No → **If yes, show the next question; otherwise skip the next question.**  
Other (Please Explain)

**Q 11.3.** What NPDB customer service hours would be sufficient for you? (Please indicate your response in EST.)

**Text box**

**Q 11.4.** Have you ever contacted the Customer Service Center?

Yes  
No → **Skip to 11.7**

**Q 11.5.** 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.

**Text box**

**Q 11.6.** When you contact the Customer Service Center, how often are the customer service personnel able to answer your questions?

- All the time
- Most of the time
- More than half the time
- About half the time
- Less than half the time
- Rarely
- Never
- Not Applicable
- Other (Please Explain)

**Survey Page Break**

**Q 11.7.** 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?

- Extremely Likely
- Likely
- Neutral
- Unlikely
- Extremely Unlikely

**Q 11.8.** 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?

- Extremely Likely
- Likely
- Neutral
- Unlikely
- Extremely Unlikely

**Q 11.9.** How much would you be willing to pay annually for the following subscription features?

- Report monitoring alone: \_\_\_\_\_
- Query monitoring alone: \_\_\_\_\_
- Both report and query monitoring: \_\_\_\_\_

Survey Page Break

**Q 11.10.** Please rate your level of agreement with the following statements concerning the NPDB website. (Only one answer per row.)

Rating Scale

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

The NPDB website is easy to navigate.

The NPDB website is well organized.

I am able to quickly find what I need on the NPDB website.

The NPDB website content is easy to understand.

It is easy to find information about self-query on the NPDB website.

It is hard to find the link to complete a self-query on the NPDB website.

Survey Page Break

**Q 11.11.** Please let us know if you would like to see any other features, products, or services from the NPDB in the future.

Text box

Piping Logic:

Survey will be directed to Module 21.