

**Self-Queriers Survey: Module 18**  
**Number of questions: 7**

**Experience with the NPDB Dispute Process**

**Q 18.1.** 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.)

- State Licensure Action
- Clinical Privileges / Panel Membership Action
- Health Plan Other Adjudicated Action (e.g., contract termination)
- Professional Society Membership Action
- Federal Licensure (including DEA)
- Government Administrative Action
- Federal or State Exclusion or Debarment
- Private Accreditation / Peer Review Organization Action
- Judgment or Conviction
- Other (Please Explain) \_\_\_\_\_

**Survey Page Break**

**Q 18.2.** Why did your organization dispute the NPDB report(s)? (Select all that apply.)

- Information in the report was incorrect
- Report was submitted for reasons other than health care related professional competence or professional conduct of the organization
- My organization was treated unfairly by reporter
- The action was not reportable to the NPDB
- Court advised to go through the NPDB administrative process
- Legal counsel advised to dispute
- Wrong organization reported
- Wrong action included in the report (Please Explain) \_\_\_\_\_
- Other (Please Explain) \_\_\_\_\_

**Survey Page Break**

**Q 18.3.** Before your organization initiated a dispute process with the NPDB, what other actions were taken? (Select all that apply.)

- Tried to resolve the issue directly with the entity that submitted the report to the NPDB
- Tried to contact the entity but the entity did not respond or refused further communication

Could not engage with the entity that submitted the report because it no longer exists

Hired legal counsel to try to resolve the issue with the entity that submitted the report to the NPDB

Filed a legal case in the Federal court system

Other (Please Explain) \_\_\_\_\_

### Survey Page Break

**Q 18.4.** Please rate your level of satisfaction with the NPDB's Disputes Resolution Process (as opposed to the decision that was rendered).

### Rating Scale

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

### Survey Page Break

**Q 18.5.** Based on your organization's dispute, what happened to the report?

No change was made to the report.

Some of the details in the report regarding the action were changed.

The report was voided. → Skip the next question.

Other (please explain) \_\_\_\_\_

**Q 18.6.** Did your organization file for re-consideration with the NPDB?

Yes

No

**Q 18.7.** Why did your organization file for re-consideration with the NPDB? (Select all that apply.)

Had new evidence not submitted previously

Did not agree with NPDB's decision

Believed other dispute resolution manager would decide differently

Lawyer recommended filing for re-consideration

Court advised to first exhaust all of the NPDB's administrative processes

Other (Please Explain) \_\_\_\_\_

Piping logic:

Survey will be directed to Module 19.