

Crosswalk for Changes to  
 Evaluation of the CMS Network of Quality Improvement and Innovation Contractors Program (NQIIC) (CMS-10769)  
 Appendix B Hospital Survey Questions

| #   | Question Used in Pretest   | Recommendation/Decision   | Reason  | Recommended Revised Question  |
|-----|--|---|---|---|
| 1   | <p>Over the last 12 months, did your facility work on improving processes or protocols used to increase the quality and safety of patient care with any of these aims?</p> <p><i>Select all that apply</i></p> <ul style="list-style-type: none"> <li>a. Responding to the opioid crisis, including increasing stewardship of opioid use</li> <li>b. Reducing hospital acquired conditions (HACs) or adverse events, such as infections caused by urinary catheters or central lines</li> <li>c. Neither of these</li> </ul> | <ul style="list-style-type: none"> <li>• Change timeframe to last 6 months</li> <li>• Recommend: underline “your facility”</li> <li>• Change “any of these” to “either of the two items”</li> <li>• A – Revise to just say “Responding to the opioid crisis”</li> <li>• B- Remove “HACs” and include “infections” after “conditions”</li> </ul>   | <ul style="list-style-type: none"> <li>• Overlap with HQIC Period of Performance</li> <li>• Some interviewees didn’t recognize the term “stewardship” and/or “HACs”</li> </ul>                              | <p>Over the last 6 months, did <u>your facility</u> work on improving processes or protocols used to increase the quality and safety of patient care with either of these two aims?</p> <p><i>Select all that apply</i></p> <ul style="list-style-type: none"> <li>a. Responding to the opioid crisis</li> <li>b. Reducing hospital acquired conditions, infections, or adverse events, such as infections caused by urinary catheters or central lines</li> <li>c. Neither of these</li> </ul> |
| 1.1 | <p>Did you work on other quality improvements for your hospital? [Open ended]</p> <p>[DO NOT READ]</p> <ul style="list-style-type: none"> <li>a. COVID-19</li> <li>NA. No other quality improvements were worked on</li> </ul>   | <ul style="list-style-type: none"> <li>• Add “Over the last 6 months” to the beginning of the sentence</li> <li>• Ask as an open-ended question, but interviewer will have access to a close ended list of response items and should record responses, including typing in any items that are not on the list. The interviewer should also note anything that is a HAC and follow skip pattern [as if they said yes to 1B]</li> </ul> | As suggested by pretest   | <p>Over the last 6 months, did you work on other quality improvements for your hospital? [Open ended]</p> <p>[DO NOT READ BUT RECORD RESPONSES, INCLUDING ANY RESPONSES THAT ARE NOT INCLUDED IN THE LIST. ANY RESPONSES THAT ARE CONSIDERED A HAC SHOULD FOLLOW THE SKIP PATTERN FOR 1B]</p> <ul style="list-style-type: none"> <li>a. COVID-19</li> <li>NA. No other quality improvements were worked on</li> </ul>   |
| 2   | <p>Does your hospital publicly report on its website its patient safety record, or the number of patients who experience harmful events or HACS [pronounced hacks]?</p> <ul style="list-style-type: none"> <li>a. Yes</li> <li>b. No</li> </ul>  | <ul style="list-style-type: none"> <li>• Remove “publicly report”</li> <li>• Remove “HACS”</li> <li>• Revise to read, “Does your hospital post its patient safety record or the number of patients who experience harmful events on its website?”</li> </ul>  | <ul style="list-style-type: none"> <li>• Some respondents commented that “Publicly report” means reporting to a government agency</li> <li>• Some respondents did not understand the term “HACs”</li> </ul> | <p>Does your hospital post its patient safety record or the number of patients who experience harmful events on its website?</p> <ul style="list-style-type: none"> <li>a. Yes</li> <li>b. No</li> </ul>  |

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| 3   | <p>Now I'm going to read a list of programs, policies, agencies, or sources that you may have used in improving the quality of care at your facility. As I read each one, please tell me if you recall working with or using this resource.</p> <p><i>Select all that apply</i></p> <ul style="list-style-type: none"> <li>a. Resources from the Hospital Quality Improvement Contractor Program or [INSERT HQIC NAME FOR HOSPITAL]</li> <li>b. CMS COVID-19 StAT (Standards, Approaches and Tactics) Learning Series</li> <li>c. Reporting to NHSN or HHS Protect</li> <li>d. State hospital association-sponsored effort</li> <li>e. NAPH-NPSF Patient Safety Initiative</li> <li>f. Other regional, state, or local initiative (specify)</li> <li>g. Hospital system-level initiative</li> </ul> | <ul style="list-style-type: none"> <li>• Include time frame “over the last 6 months” at the end of the sentence</li> <li>• Change “sources” to “resources”</li> <li>• B- use “COVID-19 StAT Learning Series for Hospitals” to refer to the training provided by CMS.</li> <li>• C - Remove “reporting”, and separate into two separate response items <ul style="list-style-type: none"> <li>- NHSN Report</li> <li>- HHS Protect Reports</li> </ul> </li> <li>• D – Type in name of the state</li> <li>• E – Add new name of organization</li> <li>• G – Change “hospital system-level initiative” to “Programs, policies, and resources from your own hospital system”</li> <li>• Add “peers and/or other hospitals” as a response item</li> </ul> | As suggested by pretest | <p>Now I'm going to read a list of programs, policies, agencies, or resources that you may have used in improving the quality of care at your facility. As I read each one, please tell me if you recall working with or using this resource over the last 6 months.</p> <p><i>Select all that apply</i></p> <ul style="list-style-type: none"> <li>a. Resources from the Hospital Quality Improvement Contractor Program or [INSERT HQIC NAME FOR HOSPITAL]</li> <li>b. COVID-19 StAT Learning Series for Hospitals</li> <li>c. NHSN Report</li> <li>d. HHS Protect</li> <li>e. [TYPE IN NAME OF STATE] hospital association-sponsored effort</li> <li>f. National Association of Public Hospitals (NAPH) or America’s Essential Hospitals (AEH)</li> <li>g. Other regional, state, or local initiative (specify)</li> <li>h. Programs, policies, and resources from your own hospital system</li> <li>i. Peers and/or other hospitals</li> </ul> |
| 3.1 | <p>Are there any other sources of information you used when working on improving the quality of care at your facility?</p> <p>Record answer choice #1<br/>Record answer choice #2<br/>Record answer choice #3<br/>NA. There are no other sources of information</p>   | <ul style="list-style-type: none"> <li>• Underline “sources”</li> <li>• If interviewee responds with a “source” interviewer should probe to see what resources were used/what specifically did they use?</li> </ul>  | As suggested by pretest | <p>Are there any other <u>sources</u> of information you used when working on improving the quality of care at your facility? [PROBE TO SEE WHAT SPECIFIC RESOURCES WERE USED FOR EACH SOURCE]</p> <p>Record answer choice #1<br/>Record answer choice #2<br/>Record answer choice #3<br/>NA. There are no other sources of information</p>  |
| 5   | <p>Have you ever heard of [HQIC Name or HQIC contact person]?</p> <ul style="list-style-type: none"> <li>a. Yes</li> <li>b. No</li> </ul>   | Interviewer should confirm that the contact person is included in the list   | As suggested by pretest | <p>Have you ever heard of [HQIC Name or HQIC contact person]? [CONFIRM CONTACT PERSON IS INCLUDED IN CONTACT LIST]</p> <ul style="list-style-type: none"> <li>a. Yes</li> <li>b. No</li> </ul>   |

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| 6 | <p>How would you describe your facility’s level of engagement with [INSERT HQIC NAME FOR HOSPITAL] for work on [INSERT FOR GOAL 1a ‘addressing the opioid crisis’; FOR GOAL 1b ‘reducing HACs and adverse events’;GOAL 1c ‘Insert open ended answer’]? Would you say you were...</p> <p>a. Fully engaged<br/>b. Moderately engaged<br/>c. Minimally engaged<br/>d. Not at all engaged</p> | <ul style="list-style-type: none"> <li>• Change HQIC name for hospital to Hospital ID [interviewer would have list of Ids to reference]</li> <li>• Spell out HACs and include “infections” after “conditions” so it reads, “Reducing hospital acquired conditions, infections, and adverse events.”</li> </ul> | As suggested by pretest | <p>How would you describe your facility’s level of engagement with [INSERT HQIC ID FOR HOSPITAL] for work on [INSERT FOR GOAL 1a ‘addressing the opioid crisis’; FOR GOAL 1b ‘reducing Hospital Acquired Conditions, infections, and adverse events’; GOAL 1c ‘Insert open ended answer’]? Would you say you were...</p> <p>a. Fully engaged<br/>b. Moderately engaged<br/>c. Minimally engaged<br/>d. Not at all engaged</p> |

| # | Question Used in Pretest  | Recommendation/Decision  | Reason                  | Recommended Revised Question  |
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| 7 | <p>Which of these statements describe the reasons why this hospital was not fully engaged with the [INSERT HQIC NAME FOR HOSPITAL] for work on [INSERT GOAL 1a ‘addressing the opioid crisis; GOAL 1b ‘reducing HACs and adverse events’; GOAL 1c ‘this quality improvement’]?</p> <p><i>Select all that apply.</i></p> <ul style="list-style-type: none"> <li>a. [FOR GOAL 1a] The population served by our hospital did not have issues in opioid misuse</li> <li>b. [FOR GOAL 1a] The hospital did not need to improve opioid stewardship because there were already effective protocols in place</li> <li>c. [FOR GOAL 1b] No improvement was needed because the hospital sustains zero rates of harm</li> <li>d. We were overwhelmed by the COVID-19 pandemic and did not have resources for improvements in other areas [HIDE IF 1.1a=TRUE]</li> <li>e. The hospital did not need the support of [INSERT HQIC NAME FOR HOSPITAL]</li> <li>f. We had all the improvement support needed within this hospital or health system</li> <li>g. We preferred to work with another organization outside the hospital</li> <li>h. Management decision</li> <li>i. Sub-optimal quality of resources or programming by [INSERT HQIC NAME FOR HOSPITAL]</li> <li>j. Inconvenient scheduling of learning events by [INSERT HQIC NAME FOR HOSPITAL]</li> <li>k. My hospital has not been in the program long enough to assess work with [INSERT HQIC NAME FOR HOSPITAL] (SHOW IF enrollment &lt;= 4 months)</li> <li>l. Other [specify]:</li> </ul> | <ul style="list-style-type: none"> <li>• Change HQIC name for hospital to Hospital ID [interviewer would have list of Ids to reference]</li> <li>• Spell out HACs and include “infections” after “conditions” so it reads, “Reducing hospital acquired conditions, infections, and adverse events.”</li> <li>• A – Replace “in” with “with”</li> <li>• B – Remove “stewardship”</li> <li>• Rework H, I, J to be sentences</li> </ul> | As suggested by pretest | <p>Which of these statements describe the reasons why this hospital was not fully engaged with the [INSERT HQIC ID FOR HOSPITAL] for work on [INSERT GOAL 1a ‘addressing the opioid crisis; GOAL 1b ‘reducing hospital acquired conditions, infections, and adverse events’; GOAL 1c ‘this quality improvement’]?</p> <p><i>Select all that apply.</i></p> <ul style="list-style-type: none"> <li>a. {FOR GOAL 1a] The population served by our hospital did not have issues with opioid misuse</li> <li>b. [FOR GOAL 1a] The hospital did not need to improve the way it addressed opioids because there were already effective protocols in place</li> <li>h. My hospital made a management decision not to participate</li> <li>I. The quality of resources or programming provided by [INSERT HQIC NAME FOR HOSPITAL] was sub-optimal</li> <li>j. Learning events scheduled by [INSERT HQIC NAME FOR HOSPITAL] were inconvenient</li> </ul> |

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| 8  | Off the top of your head, what would you consider the sources of information, guidance or assistance that had the most impact on your facility's effort to INSERT GOAL 1a 'address the opioid crisis; GOAL 1b 'reduce HACs and adverse events'; GOAL 1c 'work on this quality improvement' [Open ended]  | <ul style="list-style-type: none"> <li>• Move this question so it follows Q3</li> <li>• Remove "Off the top of your head"</li> <li>• Spell out HAC, include "infections" after "conditions"</li> <li>• If interviewee responds with a "source" interviewer should probe to see what resources were used/what specifically did they use?</li> </ul> | As suggested by pretest | What would you consider the sources of information, guidance or assistance that had the most impact on your facility's effort to INSERT GOAL 1a 'address the opioid crisis; GOAL 1b 'reduce hospital acquired conditions, infections, and adverse events'; GOAL 1c 'work on this quality improvement' [Open ended]  |
| 11 | How satisfied are you with the amount of contact between your facility and [HQIC NAME FOR HOSPITAL]? Would you say the amount of contact is ... <ul style="list-style-type: none"> <li>a. Not enough</li> <li>b. Just about right</li> <li>c. Too much</li> </ul>  | <ul style="list-style-type: none"> <li>• Change question to Likert scale so it reads, "Overall, how satisfied are you with the amount of contact between your facility and [HQIC NAME FOR HOSPITAL]?"</li> <li>• Add: <ul style="list-style-type: none"> <li>- Don't know/not sure</li> <li>- Declined to answer</li> </ul> </li> </ul>            | As suggested by pretest | Overall, how satisfied are you with the amount of contact between your facility and [HQIC NAME FOR HOSPITAL]? Would you say you are... <ul style="list-style-type: none"> <li>a. Very Satisfied</li> <li>b. Somewhat Satisfied</li> <li>c. Neither Satisfied or Dissatisfied</li> <li>d. Somewhat Dissatisfied</li> <li>e. Very Dissatisfied</li> <li>f. Don't know/not sure</li> <li>g. Declined to answer</li> </ul>                            |
| 13 | How satisfied are you with the timeliness of [HQIC NAME FOR HOSPITAL]'s response to your questions or requests for assistance? Would you say you are ... <ul style="list-style-type: none"> <li>a. Very Satisfied</li> <li>b. Somewhat Satisfied</li> <li>c. Neither Satisfied Nor Dissatisfied</li> <li>d. Somewhat Dissatisfied</li> <li>e. Very Dissatisfied</li> </ul> | <ul style="list-style-type: none"> <li>• Move "overall" so it is in front of "how"</li> <li>• Add: <ul style="list-style-type: none"> <li>- Don't know/not sure</li> <li>- Declined to answer</li> </ul> </li> </ul>   | As suggested by pretest | Overall, how satisfied are you with the timeliness of [HQIC NAME FOR HOSPITAL]'s response to your questions or requests for assistance? Would you say you are ... <ul style="list-style-type: none"> <li>a. Very Satisfied</li> <li>b. Somewhat Satisfied</li> <li>c. Neither Satisfied or Dissatisfied</li> <li>d. Somewhat Dissatisfied</li> <li>e. Very Dissatisfied</li> <li>f. Don't know/not sure</li> <li>g. Declined to answer</li> </ul> |

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| 14 | Thinking about all interactions with your HQIC, how satisfied are you with your relationship with your HQIC overall?<br>a. Very Satisfied<br>b. Somewhat Satisfied<br>c. Neither Satisfied Nor Dissatisfied<br>d. Somewhat Dissatisfied<br>e. Very Dissatisfied               | <ul style="list-style-type: none"> <li>• Move “overall” so it is in front of “how”</li> <li>• Add “Would you say you are...” to the end of the sentence</li> <li>• Add: <ul style="list-style-type: none"> <li>- Don’t know/not sure</li> <li>- Declined to answer</li> </ul> </li> </ul>  | As suggested by pretest | Thinking about all interactions with your HQIC, overall how satisfied are you with your relationship with your HQIC? Would you say you are...<br>a. Very Satisfied<br>b. Somewhat Satisfied<br>c. Neither Satisfied or Dissatisfied<br>d. Somewhat Dissatisfied<br>e. Very Dissatisfied<br>f. Don’t know/not sure<br>g. Declined to answer   |
| 15 | The assistance we received from [HQIC NAME FOR HOSPITAL] was key to the efficient implementation of our quality improvement projects. Would you...<br>a. Strongly Agree<br>b. Somewhat Agree<br>c. Neither Agree Nor Disagree<br>d. Somewhat Disagree<br>e. Strongly Disagree | <ul style="list-style-type: none"> <li>• Add to the beginning (to be consistent with NH Survey), “Please indicate your level of agreement with the following statements about the information and assistance provided by the HQIC.”</li> <li>• Underline the word “key”</li> <li>• Revise “Would you...” to “Would you say you...”</li> <li>• Add: <ul style="list-style-type: none"> <li>- Don’t know/not sure</li> <li>- Declined to answer</li> </ul> </li> </ul> | As suggested by pretest | Please indicate your level of agreement with the following statements about the information and assistance provided by the HQIC.<br>The assistance we received from [HQIC NAME FOR HOSPITAL] was <u>key</u> to the efficient implementation of our quality improvement projects. Would you say you...<br>a. Strongly Agree<br>b. Somewhat Agree<br>c. Neither Agree or Disagree<br>d. Somewhat Disagree<br>e. Strongly Disagree<br>f. Don’t know/not sure<br>g. Declined to answer |
| 16 | The service we received from [HQIC NAME FOR HOSPITAL] was worth the time or effort required on the part of our staff. Would you ...<br>a. Strongly Agree<br>b. Somewhat Agree<br>c. Neither Agree Nor Disagree<br>d. Somewhat Disagree<br>e. Strongly Disagree                | <ul style="list-style-type: none"> <li>• Revise “Would you...” to “Would you say you...”</li> <li>• Add: <ul style="list-style-type: none"> <li>- Don’t know/not sure</li> <li>- Declined to answer</li> </ul> </li> </ul>   | As suggested by pretest | The service we received from [HQIC NAME FOR HOSPITAL] was worth the time or effort required on the part of our staff. Would you say...<br>a. Strongly Agree<br>b. Somewhat Agree<br>c. Neither Agree or Disagree<br>d. Somewhat Disagree<br>e. Strongly Disagree<br>f. Don’t know/not sure<br>g. Declined to answer  |

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| 17 | Our organization is better off having received services from [HQIC NAME FOR HOSPITAL]. Would you...<br>a. Strongly Agree<br>b. Somewhat Agree<br>c. Neither Agree Nor Disagree<br>d. Somewhat Disagree<br>e. Strongly Disagree | <ul style="list-style-type: none"> <li>• Change to “Our organization has benefited from having received services from...”</li> <li>• Revise “Would you...” to “Would you say you...”</li> <li>• Add: <ul style="list-style-type: none"> <li>- Don’t know/not sure</li> <li>- Declined to answer</li> </ul> </li> </ul> | As suggested by pretest | Our organization has benefited from having received services from [HQIC NAME FOR HOSPITAL]. Would you say you...<br>a. Strongly Agree<br>b. Somewhat Agree<br>c. Neither Agree or Disagree<br>d. Somewhat Disagree<br>e. Strongly Disagree<br>f. Don’t know/not sure<br>g. Declined to answer |
| 19 | What quality improvement areas are you most in need of for additional assistance? [Open ended]<br>NA. No quality improvement areas are in need of additional assistance  | <ul style="list-style-type: none"> <li>• Add “at this point” at the beginning of the sentence</li> </ul>   | As suggested by pretest | At this point, what quality improvement areas are you most in need of for additional assistance? [Open ended]<br>NA. No quality improvement areas are in need of additional assistance  |