

Appendix: AHRQ QI Customer Survey Screen Shots

Enclosed are screen shots of the web survey. All items are labeled and indicate the intended respondent(s) based on survey skip patterns. Note that in some cases the image of one screen carries over multiple pages of this document.

Introduction page

2018 AHRQ QI Survey

Welcome to the Agency for Healthcare Research and Quality (AHRQ) Quality Indicator (QI) Survey. We value feedback from both current AHRQ QI users and those who may use the AHRQ QIs in the future. Your responses to this survey will be used to make improvements to the AHRQ QI program.

About the AHRQ Quality Indicators

AHRQ is a government agency whose mission is to produce evidence to help improve the quality of health care. The AHRQ QIs are standardized, evidence-based quality measures that can be used with readily available hospital inpatient administrative data to measure and track clinical performance and outcomes, including inpatient mortality, surgical complications, and certain hospital-acquired infections. The AHRQ QIs include four sets of measures—Patient Safety Indicators (PSI), Inpatient Quality Indicators (IQI), Prevention Quality Indicators (PQI), and Pediatric Quality Indicators (PDI). The AHRQ QIs address quality of care for patients hospitalized for a broad range of procedures or conditions that are high risk, problem prone, and/or high volume. Software to calculate the AHRQ QIs is publicly available at no cost.

About the survey

The survey will take no more than 10 minutes to complete. The survey asks you to describe your organization's current experience with AHRQ QIs, if any, and with measures to support quality improvement in general. You will also have an opportunity to offer suggestions for improving your experience with the QIs.

Participation in this survey is voluntary. You can decide not to complete the survey. If you start the survey, you don't have to answer any questions you don't want to, or you can stop completing the survey at any time. By taking this survey you are agreeing that your answers will be included anonymously in this effort. If you click the "Save" button, your responses to the survey will be saved. You will be provided with a link on a separate screen and when you click on that link you can continue the survey where you left off.

The survey is being administered by the American Institutes for Research (AIR), a subcontractor of Pantheon, on behalf of the AHRQ. If you have any questions or concerns about your rights as a participant in this survey, you can contact AIR's Institutional Review Board (which is responsible for the protection of participants) at IRB@air.org or toll free at 1-800-634-0797. For questions, concerns, or follow-up on the survey, contact the AHRQ QI Team at QIsupport@ahrq.hhs.gov or 919-918-4507.

To begin the survey questions, please click on the "Next" button below. At the end of the survey, please click "Submit Survey" on the final page.

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AHRQ QUALITY INDICATORS

Does your organization currently use the AHRQ QIs for health care quality improvement? *Quality improvement initiatives are those that seek to: (1) improve clinical practice (e.g., adherence to guidelines, coordination of care); (2) improve patient safety or reduce harm; (3) address disparities in health or care; (4) improve prevention practices; or (5) collaborate with community groups to improve health or care.*

- Yes, my organization currently uses the AHRQ QIs
- No, my organization does not currently use the AHRQ QIs, but we have in the past
- No, my organization has never used the AHRQ QIs
- I don't know/I'm not sure

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M.2 (Respondent: Users)

How is your organization using the AHRQ QIs for health care quality improvement? *(select all that apply)*

- Identifying coding/documentation issues
- Identifying clinical/quality of care areas in need of improvement
- Monitoring to identify potential/emerging quality of care issues
- Measure impact of a quality improvement activity
- Benchmarking performance against peers
- Other (Please specify):
- I don't know/I'm not sure

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Why did your organization choose to use the AHRQ QIs for health care quality improvement? *(select all that apply)*

- AHRQ measures provide a national benchmark/standard for comparison
- AHRQ QIs are scientifically sound
- AHRQ QIs are available at no charge for public use
- AHRQ QIs include measures for a broad range of clinical areas
- AHRQ QIs can be reliably constructed from hospital administrative data
- AHRQ QIs are easy to use
- There are a high level of resources and support for the AHRQ QI program
- The technical specifications are clearly defined
- The availability of the free SAS QI or WinQI software
- Other (Please specify):
- I don't know/I'm not sure

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M.4 (Respondent: Potential Users)

What are the primary reasons your organization does not use or stopped using the AHRQ QIs? *(select all that apply)*

- The software platforms (e.g. SAS, WinQI) are difficult to use
- There is not enough guidance on the uses of the AHRQ QIs for quality improvement
- It is too difficult to communicate the AHRQ QI results to non-expert audiences
- There are not enough composite indicators
- There is not a standard format for reporting AHRQ QI results
- My organization does not have enough data to create valid results
- Our clinicians are skeptical of measures based on administrative/claims data
- Other (Please specify):
- I don't know/I'm not sure

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M.5 (Respondent: Users)

Which AHRQ QI modules does your organization currently use for Quality Improvement? *(select all that apply)*

- Inpatient Quality Indicators (IQIs)
- Patient Safety Indicators (PSIs)
- Pediatric Quality Indicators (PDIs)
- Prevention Quality Indicators (PQIs)
- I don't know/I'm not sure

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M.6a (Respondent: Users who indicated they use the IQIs in M.5)

Please select which Inpatient Quality Indicators (IQIs) your organization currently uses. (select all that apply)

If you select 'I don't know/I'm not sure' or 'My organization uses all 25 IQIs', you do not need to select individual indicators.

IQI	Yes, currently use
I don't know/I'm not sure	<input type="radio"/>
My organization uses all 25 IQIs	<input checked="" type="radio"/>
IQI 01 Esophageal Resection Volume	<input type="radio"/>
IQI 02 Pancreatic Resection Volume	<input checked="" type="radio"/>
IQI 04 Abdominal Aortic Aneurysm (AAA) Repair Volume	<input type="radio"/>
IQI 05 Coronary Artery Bypass Graft (CABG)	<input checked="" type="radio"/>
IQI 06 Percutaneous Coronary Intervention (PCI) Volume	<input type="radio"/>
IQI 07 Carotid Endarterectomy Volume.	<input checked="" type="radio"/>
IQI 08 Esophageal Resection Mortality Rate	<input type="radio"/>

IQI 09 Pancreatic Resection Mortality Rate



IQI 11 Abdominal Aortic Aneurysm (AAA) Repair Mortality Rate



IQI 12 Coronary Artery Bypass Graft (CABG) Mortality Rate



IQI 13 Craniotomy Mortality Rate



IQI 14 Hip Replacement Mortality Rate



IQI 15 Acute Myocardial Infarction (AMI) Mortality Rate



IQI 16 Heart Failure Mortality Rate



IQI 17 Acute Stroke Mortality Rate



IQI 18 Gastrointestinal Hemorrhage Mortality Rate



IQI 19 Hip Fracture Mortality Rate



IQI 20 Pneumonia Mortality Rate



IQI 21 Cesarean Delivery Rate, Uncomplicated



IQI 22 Vaginal Birth After Cesarean (VBAC) Delivery Rate, Uncomplicated



IQI 30 Percutaneous Coronary Intervention (PCI) Mortality Rate



IQI 31 Carotid Endarterectomy Mortality Rate



IQI 32 Acute Myocardial Infarction (AMI) Mortality Rate, Without Transfer Cases



IQI 33 Primary Cesarean Delivery Rate, Uncomplicated



IQI 34 Vaginal Birth After Cesarean (VBAC) Rate, All



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M.6b (Respondent: Users who indicated they use the PSIs in M.5)

Please select which Patient Safety Indicators (PSIs) your organization currently uses. (select all that apply)

If you select 'I don't know/I'm not sure' or 'My organization uses all 19 PSIs', you do not need to select individual indicators.

PSI	Yes, currently use
I don't know/I'm not sure	<input type="radio"/>
My organization uses all 19 PSIs	<input checked="" type="radio"/>
PSI 02 Death Rate in Low-Mortality Diagnosis Related Groups (DRGs)	<input type="radio"/>
PSI 03 Pressure Ulcer Rate	<input checked="" type="radio"/>
PSI 04 Death Rate among Surgical Inpatients with Serious Treatable Conditions	<input type="radio"/>
PSI 05 Retained Surgical Item or Unretrieved Device Fragment Count	<input checked="" type="radio"/>
PSI 06 Iatrogenic Pneumothorax Rate	<input type="radio"/>
PSI 07 Central Venous Catheter-Related Blood Stream Infection Rate	<input checked="" type="radio"/>
PSI 08 In Hospital Fall with Hip Fracture Rate	<input type="radio"/>
PSI 09 Perioperative Hemorrhage or Hematoma Rate	<input checked="" type="radio"/>
PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis	<input type="radio"/>
PSI 11 Postoperative Respiratory Failure Rate	<input checked="" type="radio"/>

PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate

PSI 13 Postoperative Sepsis Rate

PSI 14 Postoperative Wound Dehiscence Rate

PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate

PSI 16 Transfusion Reaction Count

PSI 17 Birth Trauma Rate – Injury to Neonate

PSI 18 Obstetric Trauma Rate – Vaginal Delivery With Instrument

PSI 19 Obstetric Trauma Rate-Vaginal Delivery Without Instrument

PSI 90 Patient Safety for Selected Indicators

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M.6c (Respondent: Users who indicated they use the PDIs in M.5)

Please select which Pediatric Quality Indicators (PDIs) your organization currently uses. (select all that apply)

If you select 'I don't know/I'm not sure' or 'My organization uses all 24 PDIs', you do not need to select individual indicators.

PDI	Yes, currently use
I don't know/I'm not sure	<input type="radio"/>
My organization uses all 24 PDIs	<input checked="" type="radio"/>
NQI 01 Neonatal Iatrogenic Pneumothorax Rate	<input type="radio"/>
NQI 02 Neonatal Mortality Rate	<input checked="" type="radio"/>
NQI 03 Neonatal Blood Stream Infection Rate	<input type="radio"/>
PDI 01 Accidental Puncture or Laceration Rate	<input checked="" type="radio"/>
PDI 02 Pressure Ulcer Rate	<input type="radio"/>
PDI 03 Retained Surgical Item or Unretrieved Device Fragment Count	<input checked="" type="radio"/>
PDI 05 Iatrogenic Pneumothorax Rate	<input type="radio"/>
PDI 06 RACHS-1 Pediatric Heart Surgery Mortality Rate	<input checked="" type="radio"/>
PDI 07 RACHS-1 Pediatric Heart Surgery Volume	<input type="radio"/>
PDI 08 Perioperative Hemorrhage or Hematoma Rate	<input checked="" type="radio"/>
PDI 09 Postoperative Respiratory Failure Rate	<input type="radio"/>

PDI 10 Postoperative Sepsis Rate	<input type="radio"/>
PDI 11 Postoperative Wound Dehiscence Rate	<input type="radio"/>
PDI 12 Central Venous Catheter-Related Blood Stream Infection Rate	<input type="radio"/>
PDI 13 Transfusion Reaction Count	<input type="radio"/>
PDI 14 Asthma Admission Rate	<input type="radio"/>
PDI 15 Diabetes Short-term Complications Admission Rate	<input type="radio"/>
PDI 16 Gastroenteritis Admission Rate	<input type="radio"/>
PDI 17 Perforated Appendix Admission Rate	<input type="radio"/>
PDI 18 Urinary Tract Infection Admission Rate	<input type="radio"/>
PDI 19 Pediatric Safety for Selected Indicators	<input type="radio"/>
PDI 90 Pediatric Quality Overall Composite	<input type="radio"/>
PDI 91 Pediatric Quality Acute Composite	<input type="radio"/>
PDI 92 Pediatric Quality Chronic Composite	<input type="radio"/>

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M.6d (Respondent: Users who indicated they use the PQIs in M.5)

Please select which Prevention Quality Indicators (PQIs) your organization currently uses. (select all that apply)

If you select 'I don't know/I'm not sure' or 'My organization uses all 17 PQIs', you do not need to select individual indicators.

PQI	Yes, currently use
I don't know/I'm not sure	<input type="radio"/>
My organization uses all 17 PQIs	<input checked="" type="radio"/>
PQI 01 Diabetes Short-termComplications Admission Rate	<input type="radio"/>
PQI 02 Perforated Appendix AdmissionRate	<input checked="" type="radio"/>
PQI 03 Diabetes Long-termComplications Admission Rate	<input type="radio"/>
PQI 05 Chronic Obstructive PulmonaryDisease (COPD) or Asthma in Older Adults Admission Rate	<input checked="" type="radio"/>
PQI 07 Hypertension Admission Rate	<input type="radio"/>
PQI 08 Heart Failure Admission Rate	<input checked="" type="radio"/>
PQI 09 Low Birth Weight Rate	<input type="radio"/>
PQI 10 Dehydration Admission Rate	<input checked="" type="radio"/>
PQI 11 Community Acquired PneumoniaAdmission Rate	<input type="radio"/>
PQI 12 Urinary Tract InfectionAdmission Rate	<input checked="" type="radio"/>
PQI 14 Uncontrolled Diabetes AdmissionRate	<input type="radio"/>
PQI 15 Asthma in Younger AdultsAdmission Rate	<input checked="" type="radio"/>

- PQI 16 Lower-Extremity Amputationamong Patients with Diabetes Rate
- PQI 90 Prevention Quality OverallComposite
- PQI 91 Prevention Quality AcuteComposite
- PQI 92 Prevention Quality ChronicComposite
- PQI 93 Prevention Quality DiabetesComposite

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M.7 (Respondent: Users and Potential Users)

Does your organization use other measures for health care quality improvement?

- Yes
- No
- I don't know/I'm not sure

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Which quality measures other than the AHRQ QIs does your organization use for health care quality improvement? *(select all that apply)*

- Measures associated with federal programs or reporting requirements
- Measures associated with state programs or reporting requirements
- Measures associated with local or regional programs or reporting requirements
- Measures developed or selected internally within my organization
- Other (Please specify):
- I don't know/I'm not sure

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AHRQ QI TOOLKIT

Has your organization ever used the Toolkit for Using the AHRQ Quality Indicators (QI Toolkit)? *The QI Toolkit is a free and easy-to-use resource for hospitals planning to use the AHRQ Quality Indicators (QIs) to track and improve inpatient quality and patient safety. The QI Toolkit also may serve as a general guide to applying improvement methods in a hospital setting.*

- Yes
- No
- I don't know/I'm not sure

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T.2 (Respondent: Users who indicated they used the Toolkit in T.1)

How useful are each of the following sections of the QI Toolkit as a resource for quality improvement?

	Not at all useful	Slightly useful	Somewhat useful	Moderately useful	Extremely useful	I don't know/I'm not sure
Assessing Readiness to Change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying QIs to Your Hospital's Data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying Priorities for Quality Improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing Evidence-based Strategies to Improve Clinical Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring Progress and Sustainability of Improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analyzing Return on Investment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Quality Improvement Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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T.3a (Respondent: Users)

What other resources would help your organization to use the AHRQ QIs for quality improvement? *(select all that apply)*

- Additional toolkits (Please specify):
- Alternative software platforms (Please specify):
- Other (Please specify):
- I don't know/I'm not sure

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T3.b (Respondent: Potential Users)

What other resources might encourage your organization to use the AHRQ QIs for quality improvement? *(select all that apply)*

- Additional toolkits (Please specify):
- Alternative software platforms (Please specify):
- Other (Please specify):
- I don't know/I'm not sure

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S.1 (Respondent: Users)

AHRQ QUALITY INDICATOR SOFTWARE

How does your organization calculate AHRQ QI rates? *(select all that apply)*

- AHRQ QI SAS software
- AHRQ WinQI software
- We receive rates from a third-party vendor
- We use the technical specifications documents to develop our own solution
- Other (Please specify):
- I don't know/I'm not sure

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S.2 (Respondent: Users)

Have you personally used the AHRQ WinQI software?

- Yes
- No
- I don't know/I'm not sure

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S.3 (Respondent: Users who use the WinQI software)

WinQI Software Questions

How useful do you find each of the following WinQI features to calculate QI rates?

	Not at all useful	Slightly useful	Somewhat useful	Moderately useful	Extremely useful	I don't know/I'm not sure
Case-level details report to help with troubleshooting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automation capabilities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to export reports and raw data as .csv file	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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S.4 (Respondent: Users who use the WinQI software)

Indicate how useful you would find each of the following new WinQI features to calculate rates, if they were to be added to the software.

	Not at all useful	Slightly useful	Somewhat useful	Moderately useful	Extremely useful	I don't know/I'm not sure
Ability for multiple users to use the software from different computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability for multiple users to use the software at the same time	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Option for automatic installation of WinQI updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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S.5 (Respondent: Users who use the WinQI software)

How much of a role does cost play in your organization's decision to use WinQI software (v. SAS QI software or other software) to calculate AHRQ QI rates?

- Not at all significant
- Slightly significant
- Somewhat significant
- Moderately significant
- Extremely significant
- I don't know/I'm not sure

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S.6 (Respondent: Users who use the WinQI software)

What level of effort is required within your organization to install, set up, and update the WinQI software?

- IT personnel must install WinQI
- Non-IT staff can install it themselves
- Other (Please specify):
- I don't know/I'm not sure

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S.7 (Respondent: Users who use the WinQI software)

What is the average amount of time (in hours) required within your organization to install the WinQI software?

- Hours (*please specify*)
- I don't know/I'm not sure

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S.8 (Respondent: Users who use the WinQI software)

How likely would you be to recommend the WinQI software to other organizations in its current form?

- Not at all likely
- Slightly likely
- Somewhat likely
- Very likely
- Extremely likely
- I don't know/I'm not sure

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S.9 (Respondent: Users who use the WinQI software)

Please share any suggestions you have for improving the usability of the WinQI software. *(enter response)*

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S.10 (Respondent: Users and Potential Users)

Do you have any other general comments or suggestions to improve your experience using the AHRQ QIs? *(enter response)*

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A.1 (Respondent: Users and Potential Users)

ABOUT YOU

Which of the following best describes the type of organization you work for?

- Individual hospital
- Health system
- Federal, state, or local government agency
- State, regional, or local hospital association
- Quality Innovation Network (QIN)/Quality Improvement Organization (QIO) or another regional healthcare collaborative State data association
- Other (Please specify):

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A.2 (Respondent: Users and Potential Users)

What is your role at the organization you work for?

- Medical director/chief medical officer
- Vice president of operations or chief operating officer
- Hospital-wide performance/quality improvement director
- Service-specific performance/quality improvement director
- Patient safety officer
- Performance/quality improvement staff
- Quality data analyst
- Front line provider (e.g., physician, nurse)
- Other (Please specify):

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Thank you screen

Thank you for completing the survey!

Please click the "Submit Survey" button below to submit all of your answers.

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Save survey screen

Your responses to the survey have been saved. **You have not completed the survey.**

To continue the survey where you left off or to finish the survey at a later time, use the following link:

<https://websurveyor2.airws.org/EFM/se/251137451D8BED8608D5A6E6AE029C2908>

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