NPDB Individual Subjects Query

1. **Which of the following best describes the organization on whose behalf you query the NPDB?**
   a. Hospital or Hospital System
   b. State Licensing Board or State Certification Agency
   c. Health Plan or Insurer
   d. Authorized Agent for NPDB Registered Healthcare Entities
   e. Other Health Care Entity *(e.g., Group Practice, Community Health Center, Clinic, Urgent Care or Ambulatory Healthcare Facility or another healthcare organization that is not a hospital)* (Please explain): _____

2. **Have you ever queried the NPDB (either One-Time Query or Continuous Query)?**
   a. Yes
   b. No
   c. Other (Please explain): _____

(If answer to Question #2 = NO, end survey)

3. **When was the last time you conducted an NPDB query?**
   a. In the last month
   b. Between 1 to 12 months ago
   c. Between 1 to 2 years ago
   d. Between 2 to 3 years ago
   e. Between 3 to 4 years ago
   f. More than 4 years ago

4. **How long have your work responsibilities included querying the NPDB on behalf of your organization?**
   a. Less than 6 months
   b. 6 months to 1 year
   c. 1 year to 2 years
   d. More than 2 years

5. **Which of the following best describes your understanding of the scope of information in the NPDB?**
   a. It encompasses data on the entire universe of health care practitioners I query.
   b. It only includes information on health care practitioners who have been reported to the NPDB.
   c. Other (Please explain): _____

6. **What type(s) of health care practitioner(s) does your organization query? (Select All that Apply)**
   a. MDs and DOs

b. Dentists
c. Advanced Practice Registered Nurses
d. Registered Nurses
e. Physician Assistants
f. Other Health Care Practitioners (Please explain): _____

7. **Organizations can request a query online through the NPDB's secure website or through external systems using the NPDB's Querying and Reporting XML Service (QRXS). Which method best describes how you most frequently conduct queries from the NPDB on behalf of your organization? (Select one option.)**

   a. <u>NPDB Website</u>: querying online through NPDB's secure website. The NPDB's secure website is used for individual (not batch) queries or reports.
   b. <u>External Systems:</u> querying through QRXS. QRXS can be used by users who store and manage practitioner data within their own information technology (IT) or credentialing systems or submit a large number of queries to the NPDB. The QRXS is typically used for querying or submitting reports in batches. *(Skip to #14)*
   c. Both

8. **How does your organization obtain NPDB information about health care practitioner applicants? (Select all that apply.)**
   a. One-Time Query
   b. Continuous Query
   c. Applicant provides a copy of Self-Query *(Skip to #10 if "c" is only selection)*
   d. Other (Please Explain): _____ *(Skip to #10 if "d" is only selection)*

9. **On average, how much time does it take you to complete a <u>one-time query or continuous query enrollment?</u> Please provide estimated time (in minutes) for the following aspects of the query process:**
   Minutes spent collecting information about the query _____
   Minutes spent conducting the query on the NPDB system _____

10. **Do you use the Subject Database to create and maintain practitioner profiles?**
    a. Yes *(Skip to #12)*
    b. No
    c. I'm unfamiliar with the Subject Database *(Skip to #14)*

11. **What are your reasons for not using the Subject Database?**
    a. Unaware of its existence or purpose *(Skip to #14)*
    b. No need for its use *(Skip to #14)*
    c. Not easy to use *(Skip to #13)*
    d. d. Other, please explain: _____ *(Skip to #14)*

12. **Using the scale provided, please rate your experience using NPDB's Subject Database.**
    <u>Rating Scale</u>

Extremely Easy / Easy / Neutral / Difficult / Extremely Difficult / Not Applicable

Adding individual practitioners to your Subject Database
Importing list of multiple practitioners to your Subject Database
Updating practitioner profiles in your Subject Database
Generating queries from your Subject Database
Other (Please explain) _____
(If answers to any of #12 are: Difficult or Extremely Difficult – ask question #13, otherwise skip to #14)

13. **What suggestions do you have to make the Subject Database easier to use?**
    (Text Field)

14. **When submitting a query request, how often do you provide the following information:**
    Rating Scale

    Never / Rarely / Sometimes / Most of the Time / Always
    a. Practitioner's Home Address
    b. Practitioner's Work Address
    c. State License Number
    d. SSN (Social Security Number)
    e. NPI (National Provider Identifier)
    f. DEA Number
    g. ITIN (Individual Taxpayer Identification Number)
    h. UPIN (Unique Physician Identification Number)
    i. Professional School(s) Attended

15. **When submitting a query request on an individual, how often do you have <u>access to</u> the following information:**
    Rating Scale

    Never / Rarely / Sometimes / Most of the Time / Always
    a. Home Address
    b. Work Address
    c. State License Number
    d. SSN (Social Security Number)
    e. NPI (National Provider Identifier)
    f. DEA Number
    g. ITIN (Individual Taxpayer Identification Number)
    h. UPIN (Unique Physician Identification Number)
    i. Professional Schools Attended

16. **If provided a way to lookup a practitioner's NPI number while completing the query form, would you use it?**
    a. Yes
    b. No

      c.   I don't know

      d.   I already have access to a practitioner's NPI number

17. **Please rate your level of agreement with the following statements concerning querying the NPDB.**

<u>Rating Scale</u>

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

The NPDB query form requires too much information in order to perform a query.

The Query responses we received from the NPDB are accurate and complete.

18. **How often do your query responses from the NPDB provide you with new information about practitioners that you did not obtain through other query sources?**

      a.   All of the time

      b.   Most of the time

      c.   Sometimes

      d.   Rarely

      e.   Never

      f.   Other (Please explain) _____

19. **Have you ever received a query response on a subject that did not contain an NPDB report that you expected to be available?**

      a.   Yes

      b.   No *(Skip to #21)*

20. **If, based on the information received in a query response, you believed that a reportable action was not submitted to the NPDB, what did you do? (Select All that Apply)**

      a.   Notify the NPDB via the Reporting Compliance Link

      b.   Notify the NPDB via the Customer Service Center

      c.   Query another source to see if a report exists

      d.   Nothing

      e.   Other (Please Explain) _____

21. **What other sources do you use for querying practitioners? (Please select all that apply)**

      a.   Federation of State Medical Boards (FSMB)

      b.   Nursys

      c.   Licensing board(s) in your state

      d.   Licensing board(s) in another state

      e.   Office of Inspector General (OIG) exclusion list

      f.   Drug Enforcement Agency (DEA) exclusion list

      g.   System for Award Management (SAM)/General Services Administration (GSA)

      h.   Professional society(ies) (e.g., AMA, AOA, ANA, etc.)

      i.   Practitioner's peer or professional references

j.   Practitioner's current or previous medical malpractice/liability insurance carrier(s)
k.   Practitioner's current or previous affiliated health plan(s)
l.   Specialty certification organizations (e.g., ABMS)
m.   Medical school(s) or other professional school(s)
n.   I only query practitioners using the NPDB *(skip to # 24)*
o.   Other (Please Explain) _____

22. **How does the ease of querying the NPDB compare to the ease of other query sources you use?**
   a.   NPDB is much easier *(skip to # 24)*
   b.   NPDB is somewhat easier *(skip to # 24)*
   c.   NPDB is as easy as other sources *(skip to # 24)*
   d.   NPDB is somewhat difficult
   e.   NPDB is much more difficult
   f.   Other (Please explain) _____ *(skip to # 24)*

23. **What makes querying other sources you use easier than querying the NPDB?**
   (Text Field)

24. **Do you believe that there is any other registry or repository of judgment or conviction reports, adverse action reports, or medical malpractice payment reports, that is comparable to the NPDB?**
   a.   Yes (Please Provide Details): _____
   b.   No
   c.   Do not know

25. **Are there any additional details or information you would find helpful to receive in a query response?**
   (Text Field)

26. **Using the scale provided, please rate your experience regarding each of the following aspects of querying the NPDB.**
   Rating Scale
   Extremely Easy / Easy / Neutral / Difficult / Extremely Difficult / Not Applicable

   Logging in (DBID, user ID, and password)
   Navigating your account portal
   Finding NPDB's online instructions for querying
   Understanding NPDB's online instructions for querying
   Finding NPDB's online help for querying
   Initiating a Query (One-Time or Continuous Query)
   Collecting All Required Inputs for the Query
   Selecting the practitioner's Profession / Field of Licensure
   Making Payments
   Other (Please explain) _____

27. **What suggestions do you have to make these aspects of querying the NPDB less difficult?**
(Text Field)

28. **On a scale of 1 to 10 (with 10 being the highest rating), rate your overall satisfaction with querying the NPDB.**
(Scale of 1 to 10)

29. **What suggestions do you have to make querying the NPDB better?**
(Text Field)