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 Qlsupport@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.



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/l'm not sure



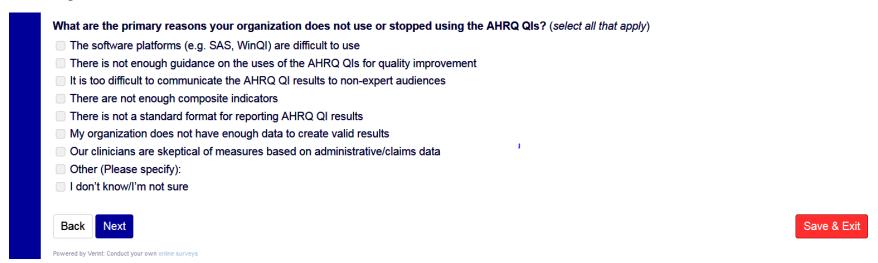
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M.2 (Respondent: Users)

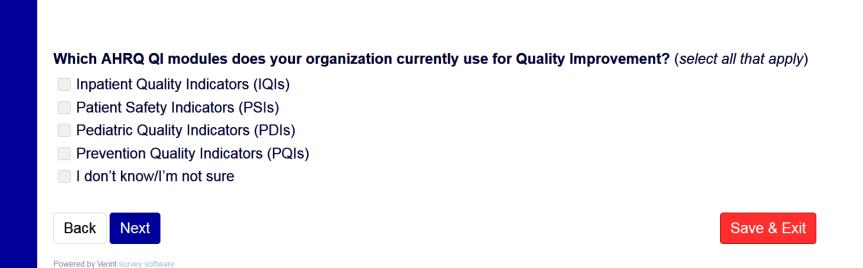


AHRQ measures p	ovide a national benchmark	standard for comparis	on	
AHRQ QIs are scie	ntifically sound			
AHRQ QIs are avai	lable at no charge for public	use		
AHRQ QIs include	measures for a broad range	of clinical areas		
AHRQ QIs can be	eliably constructed from hos	pital administrative da	ta	
AHRQ QIs are eas	to use			
There are a high le	vel of resources and support	for the AHRQ QI prog	ram	
The technical spec	fications are clearly defined			
The availability of the	ne free SAS QI or WinQI soft	ware		
Other (Please spec	ify):			
I don't know/l'm no	sure			

M.4 (Respondent: Potential Users)



M.5 (Respondent: Users)



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	
My organization uses all 25 IQIs	
IQI 01 Esophageal Resection Volume	
IQI 02 Pancreatic Resection Volume	
IQI 04 Abdominal Aortic Aneurysm (AAA) Repair Volume	
IQI 05 Coronary Artery Bypass Graft (CABG)	
IQI 06 Percutaneous Coronary Intervention (PCI) Volume	
IQI 07 Carotid Endarterectomy Volume.	
IQI 08 Esophageal Resection Mortality Rate	

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	



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	
My organization uses all 19 PSIs	
PSI 02 Death Rate in Low-Mortality Diagnosis Related Groups (DRGs)	
PSI 03 Pressure Ulcer Rate	
PSI 04 Death Rate among Surgical Inpatients with Serious Treatable Conditions	
PSI 05 Retained Surgical Item or Unretrieved Device Fragment Count	
PSI 06 latrogenic Pneumothorax Rate	
PSI 07 Central Venous Catheter-Related Blood Stream Infection Rate	
PSI 08 In Hospital Fall with Hip Fracture Rate	
PSI 09 Perioperative Hemorrhage or Hematoma Rate	
PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis	
PSI 11 Postoperative Respiratory Failure Rate	•

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	
My organization uses all 24 PDIs	
NQI 01 Neonatal latrogenic Pneumothorax Rate	
NQI 02 Neonatal Mortality Rate	
NQI 03 Neonatal Blood Stream Infection Rate	
PDI 01 Accidental Puncture or Laceration Rate	•
PDI 02 Pressure Ulcer Rate	
PDI 03 Retained Surgical Item or Unretrieved Device Fragment Count	
PDI 05 latrogenic Pneumothorax Rate	
PDI 06 RACHS-1 Pediatric Heart Surgery Mortality Rate	•
PDI 07 RACHS-1 Pediatric Heart Surgery Volume	
PDI 08 Perioperative Hemorrhage or Hematoma Rate	
PDI 09 Postoperative Respiratory Failure Rate	

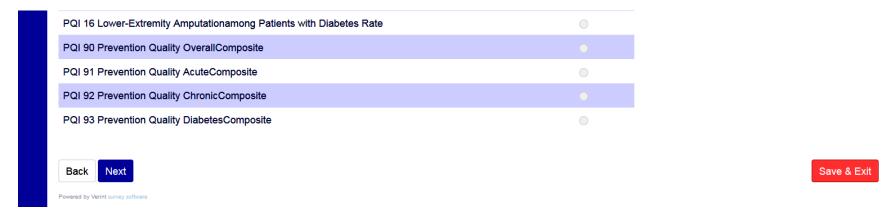
PDI 10 Postoperative Sepsis Rate	
PDI 11 Postoperative Wound Dehiscence Rate	
PDI 12 Central Venous Catheter-Related Blood Stream Infection Rate	
PDI 13 Transfusion Reaction Count	
PDI 14 Asthma Admission Rate	
PDI 15 Diabetes Short-term Complications Admission Rate	
PDI 16 Gastroenteritis Admission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



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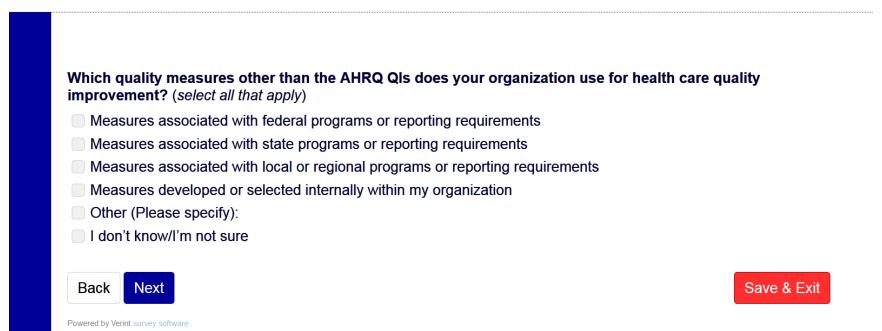
M.6d (Respondent: Users who indicated they use the PQIs in M.5)

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



M.7 (Respondent: Users and Potential Users)





T.1 (Respondent: Users)

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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

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

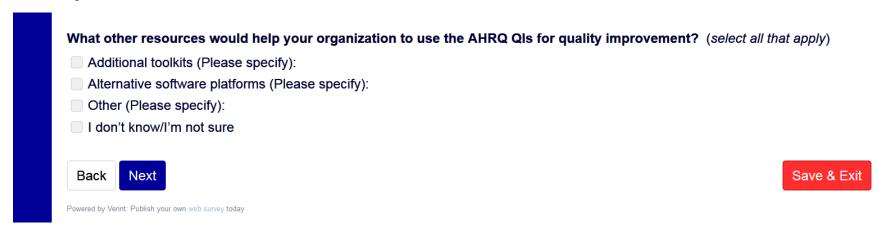
How useful are each of the following sections of the QI Toolkit as a resource for quality improvement?

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

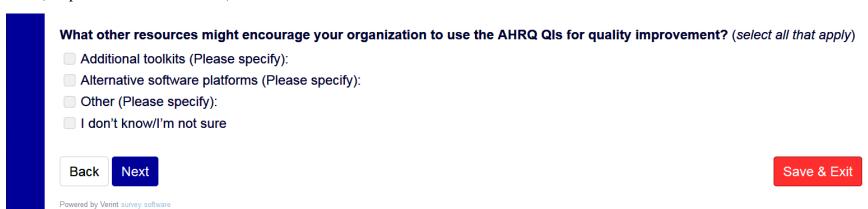
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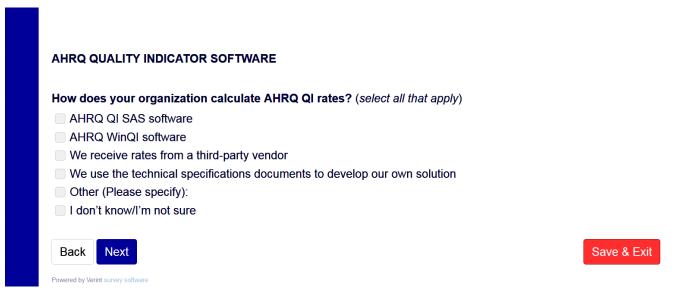
T.3a (Respondent: Users)



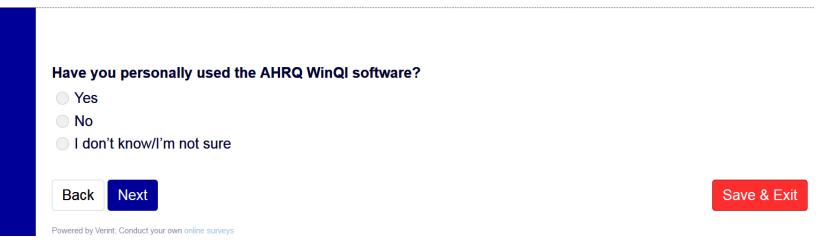
T3.b (Respondent: Potential Users)



S.1 (Respondent: Users)



S.2 (Respondent: Users)



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

WinQl Software Questions How useful do you find each of the following WinQl features to calculate Ql rates? I don't Not at all Moderately know/l'm not Somewhat **Extremely** useful Slightly useful useful useful useful sure Case-level details report to help with troubleshooting Automation capabilities Ability to export reports and raw data as .csv file Save & Exit Back Powered by Verint survey software

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

Indicate how useful you would find each of the following new WinQl features to calculate rates, if they were to be added to the software. I don't know/l'm not Not at all Somewhat Moderately **Extremely** useful Slightly useful useful useful useful sure Ability for multiple users to use the software from different computers Ability for multiple users to use the software at the same time Option for automatic installation of WinQI updates Save & Exit Back

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

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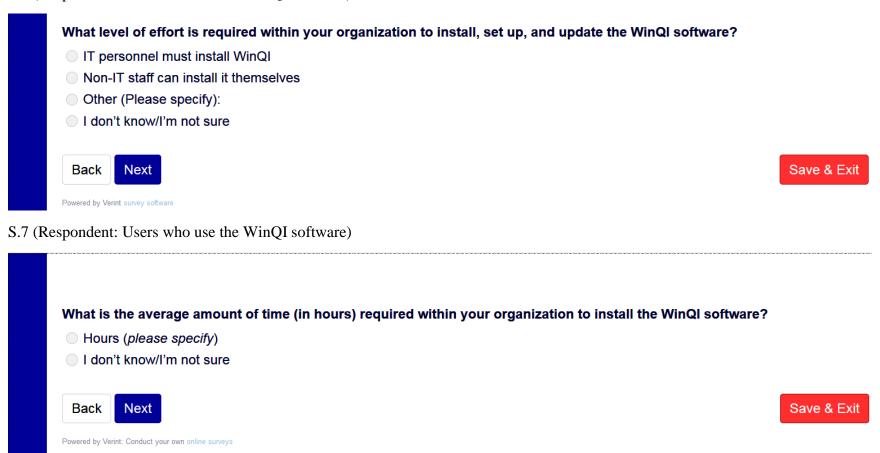
How much of a role does cost play in your organization's decision to use WinQl software (v. SAS Ql software or other software) to calculate AHRQ Ql rates?

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

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

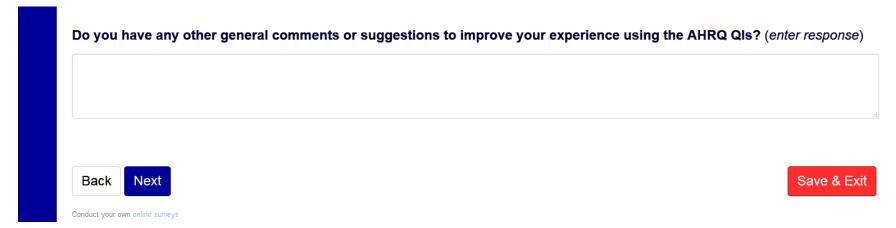


S.8 (Respondent: Users who use the WinQI software) How likely would you be to recommend the WinQI software to other organizations in its current form? Not at all likely Slightly likely Somewhat likely Very likely Extremely likely I don't know/I'm not sure Save & Exit Back Powered by Verint survey software S.9 (Respondent: Users who use the WinQI software) Please share any suggestions you have for improving the usability of the WinQl software. (enter response)

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Conduct your own online surveys

S.10 (Respondent: Users and Potential Users)



A.1 (Respondent: Users and Potential Users)

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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): Back Next

A.2 (Respondent: Users and Potential Users)



Save & Exit

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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