

# **NPDB Eligible Users Survey Results FEDCASIC Conference May 3, 2016**

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**Research**

**Bureau of Health Workforce (BHW)**

**Health Resources and Services Administration (HRSA)**



# Background

## History of NPDB Survey Work

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- **1994 – Walcoff & Associates**
  - Title: *NPDB Users Survey*
- **2001 – Combined Effort**
  - Title: *NPDB User and Non-user Survey*
  - The Institute for Health Services Research & Policy Studies – Northwestern University
  - The Health Policy Center, Survey Research Laboratory – University of Illinois at Chicago
- **2008 – Gallup**
  - Title: *NPDB – HIPDB User Survey*

### **2014 – Cherry Tree BSC**

- Title: *Survey of Eligible Users of the NPDB*  
(Eligible Users include potential NPDB users who are not currently utilizing the Data Bank)



# Background

## Current Survey Accomplishments

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- **Census Survey of Data Bank Entities**
- **Internet Based Survey Administration**
- **Link to Administrative Data Bank Information**
- **Data Bank Survey included Self-Queriers**



# Survey Administration Timeline & Response Rate

- **Start Date: January 21, 2014**  
(Staggered implementation)
- **End Date: May 17, 2014**
  - ▶ Each group received an initial invitation to the survey via IQRS
    - Each group received Invitation, 4 follow-up emails, follow-up calls
  - ▶ Census based on time frame
    - Registered entities querying and/or reporting to Data Bank between 01/01/2010 and 12/31/2012
- **Entity Response Rate = 68.13%**



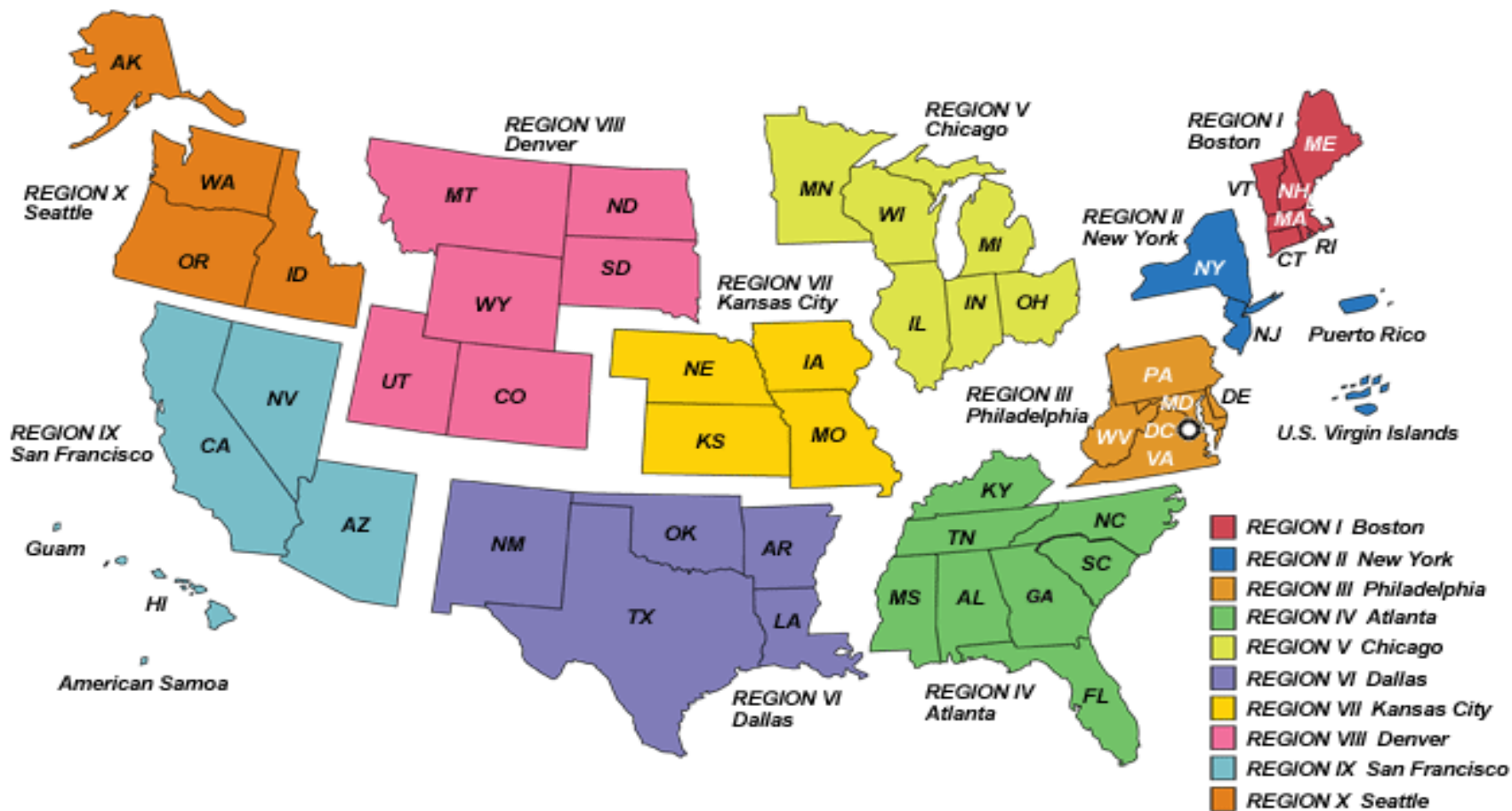
# Survey Issues/Survey Methodology

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- **OMB clearance**
- **Respondent Burden**
- **Subject matter expertise**
- **Small Business burden**
- **Number of questions**
- **Purpose of the questions**
- **Merge issues**
- **Response Bias**
- **Comparison between groups**
- **Comparison between previous surveys**



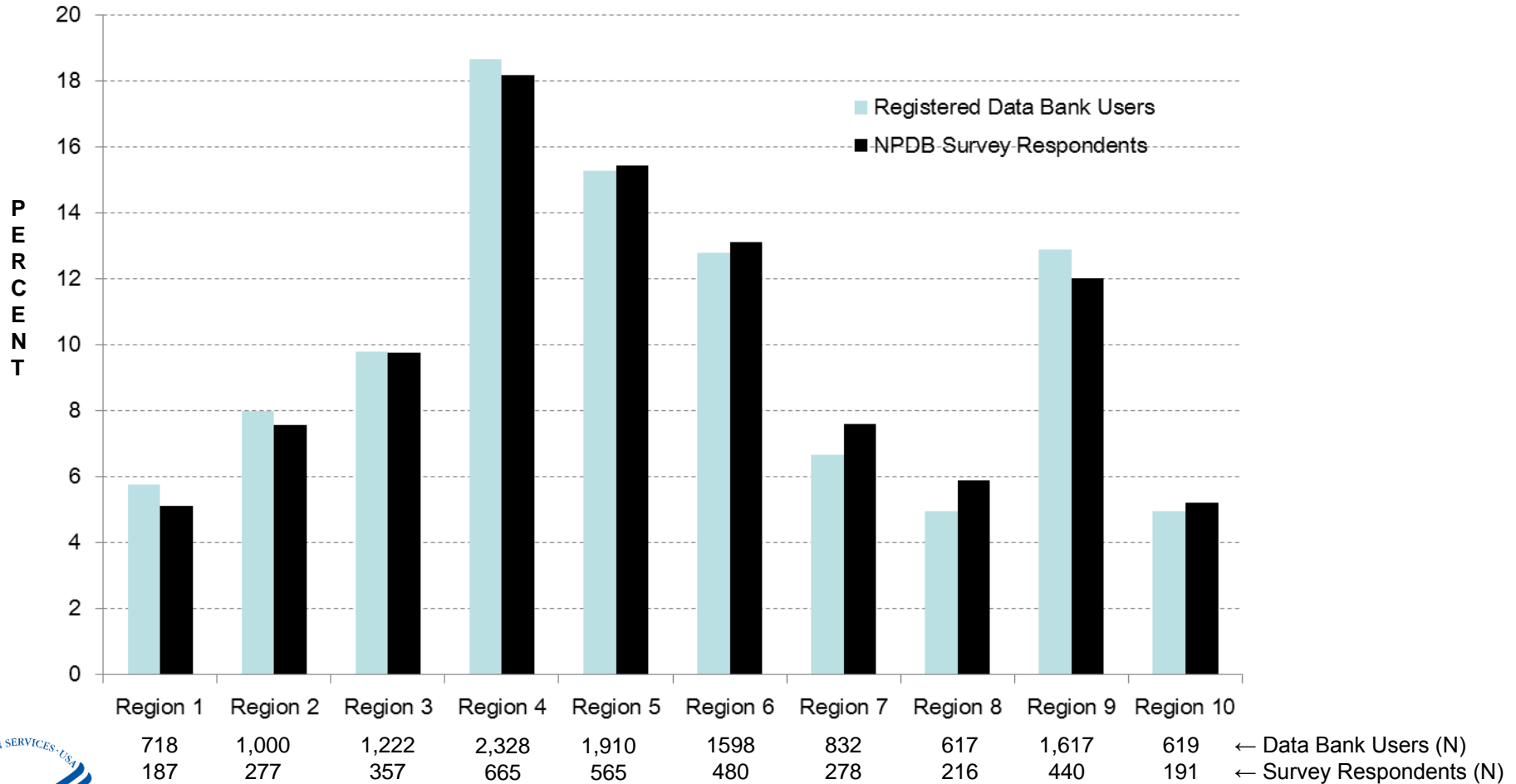
# NPDB Survey Regions



# Regional Distribution Regional Distribution Comparison

In what region of the country is your organization located?

## Total Distribution of Entities by Region

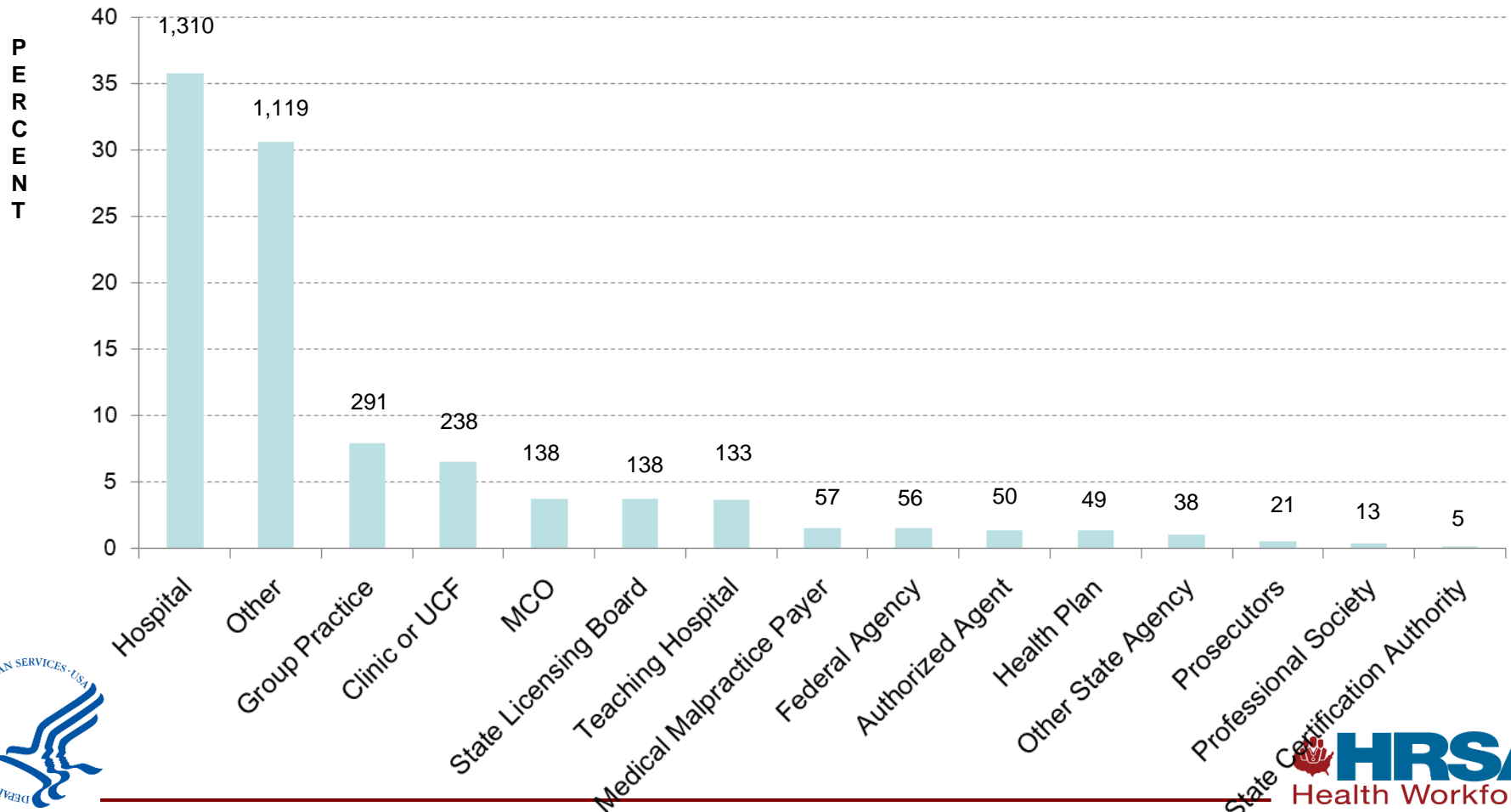


Note: 18 entities exist outside of the regions presented in the survey



# Entity Profile:

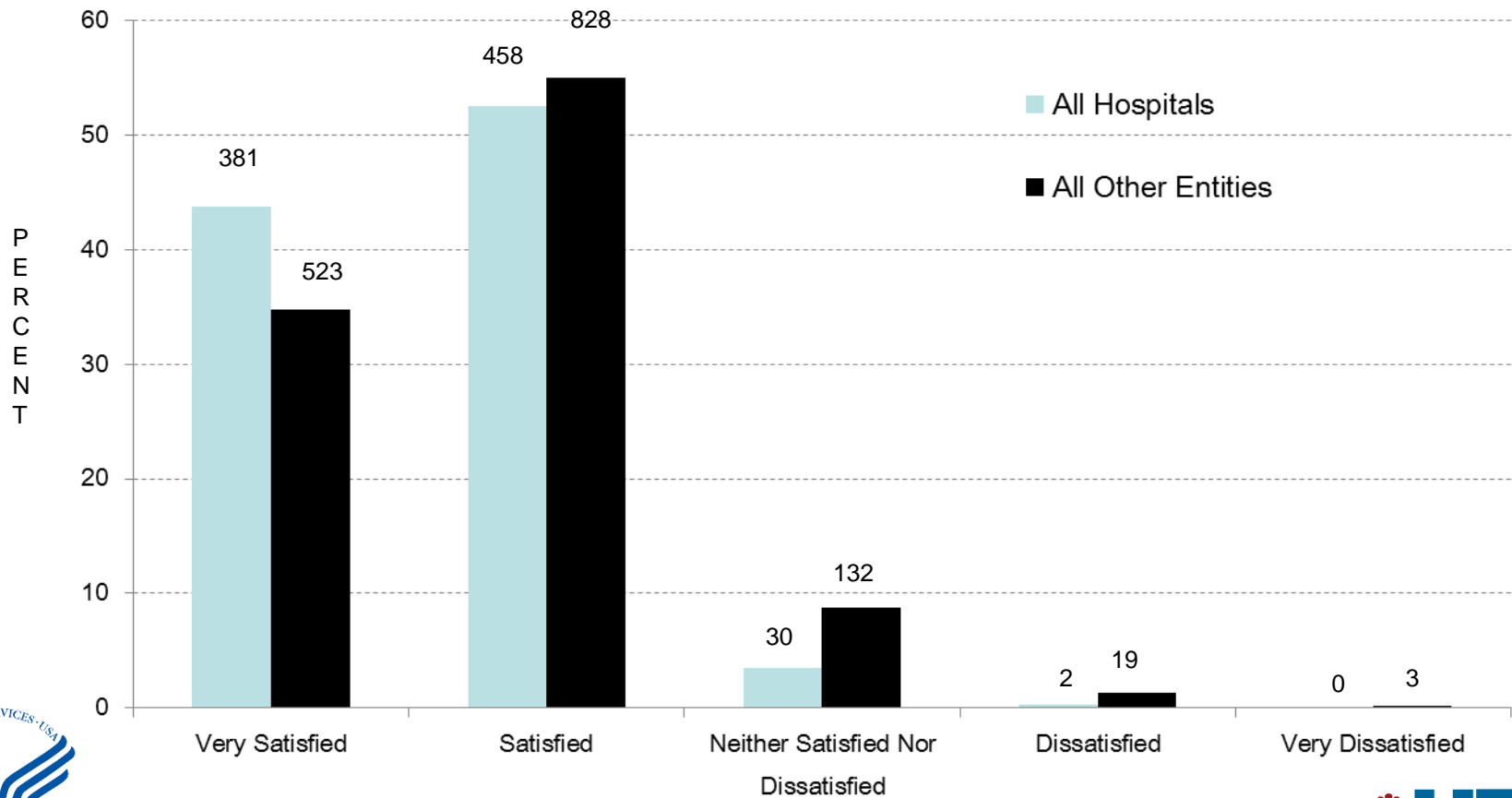
Which of the following best represents your organization?



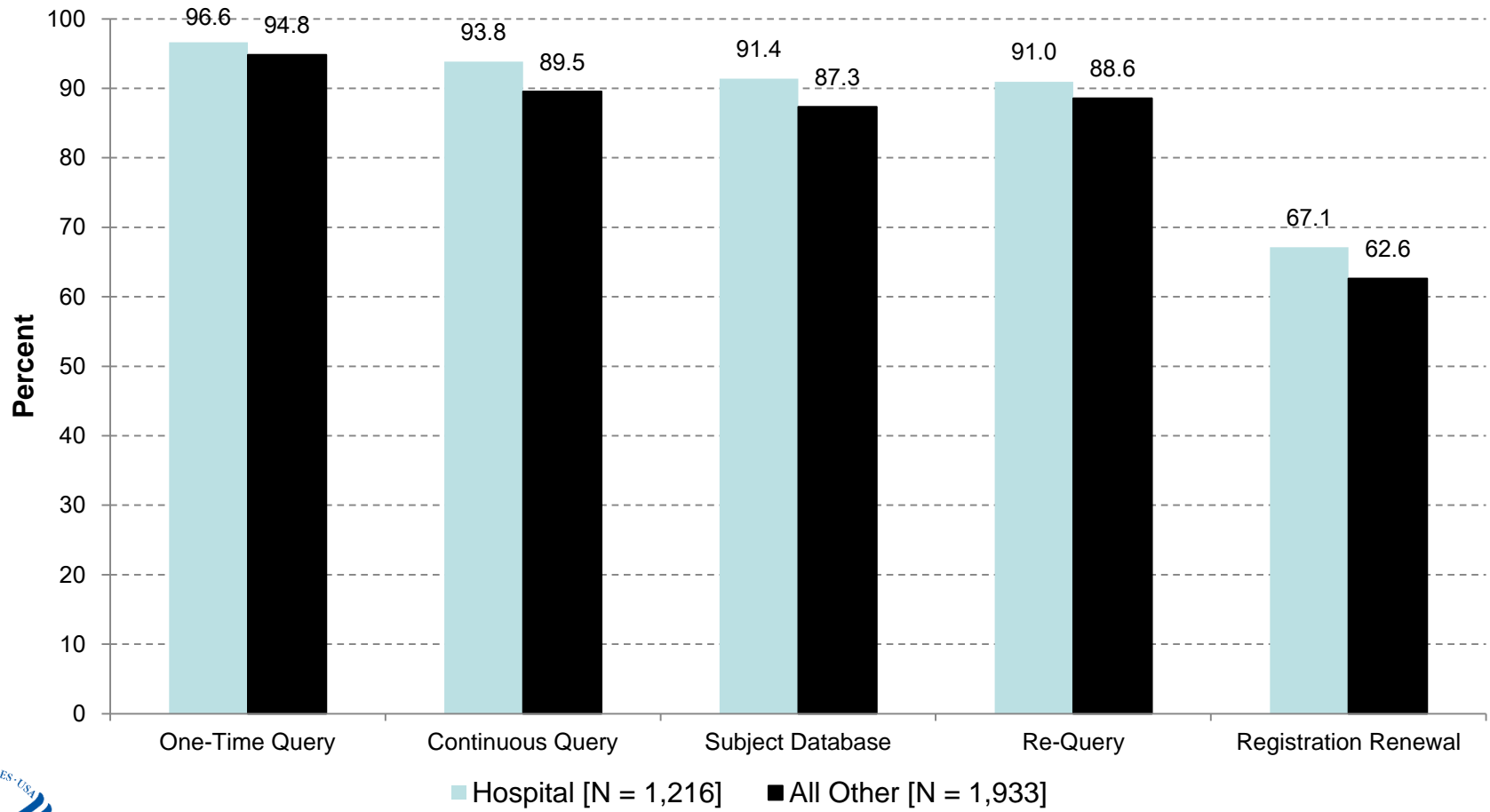


# Overall Satisfaction

Please rate your organization's level of overall satisfaction with the Data Bank.



# Assess User's Overall Satisfaction with Querying and Reporting Systems



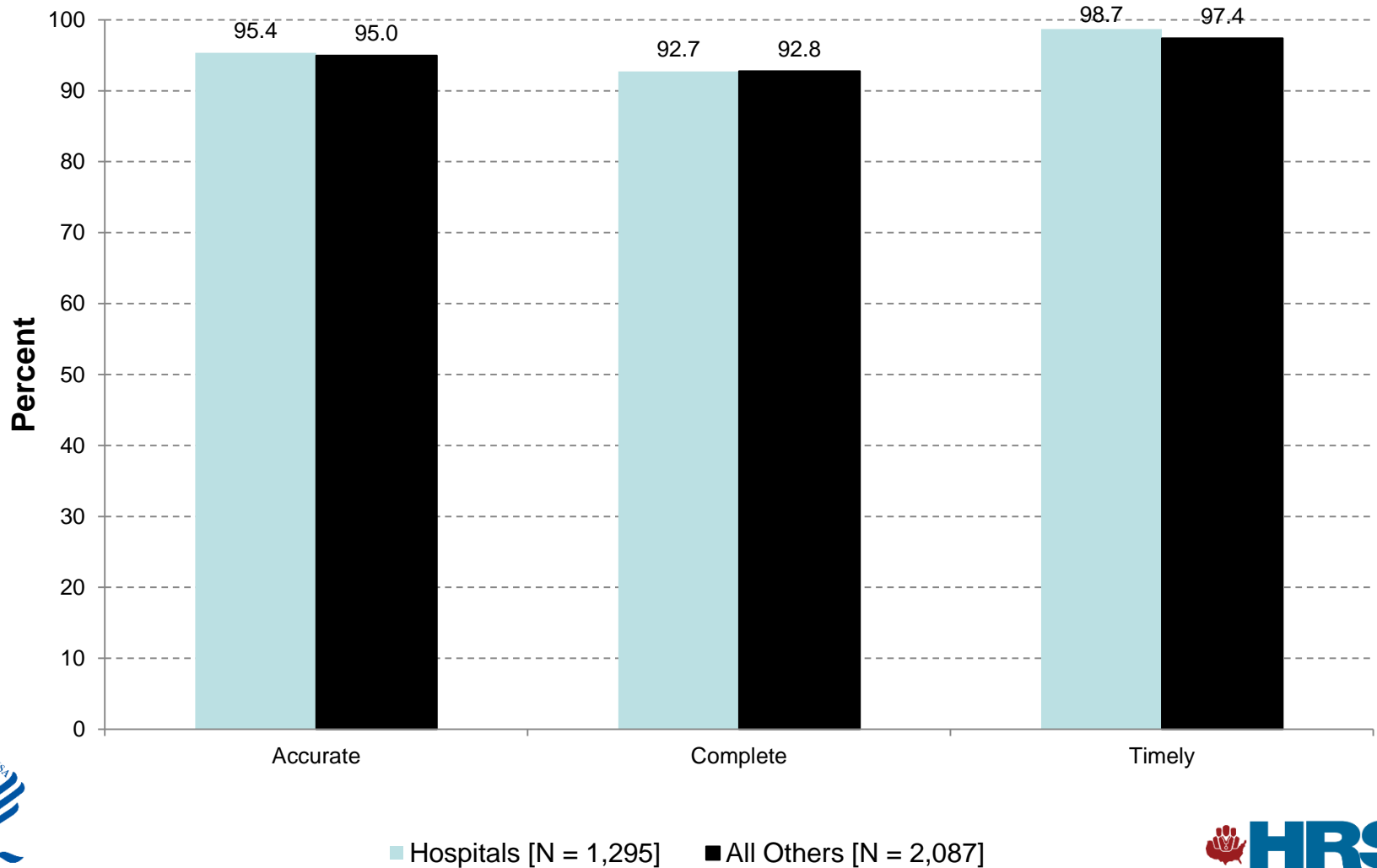
## Evaluate the Data Bank as Information Source

### NPDB Selected as Source of Information by Organization Type

Organization	Total Sample Size	Percent Selecting NPDB
Teaching Hospitals	130	99.2
Other Hospitals	1,231	99.0
Managed Care Organizations	112	91.1
Group Practices	271	94.5
Clinics or Urgent Care Facilities	265	97.7
Health Care Plans	36	86.1
State Licensing Boards*	151	39.7

\*Included Board of Medical/Dental Examiners, State Licensing Boards, State Healthcare Practitioner Licensing, and State Certification Authorities.

# Evaluate the Data Bank Information



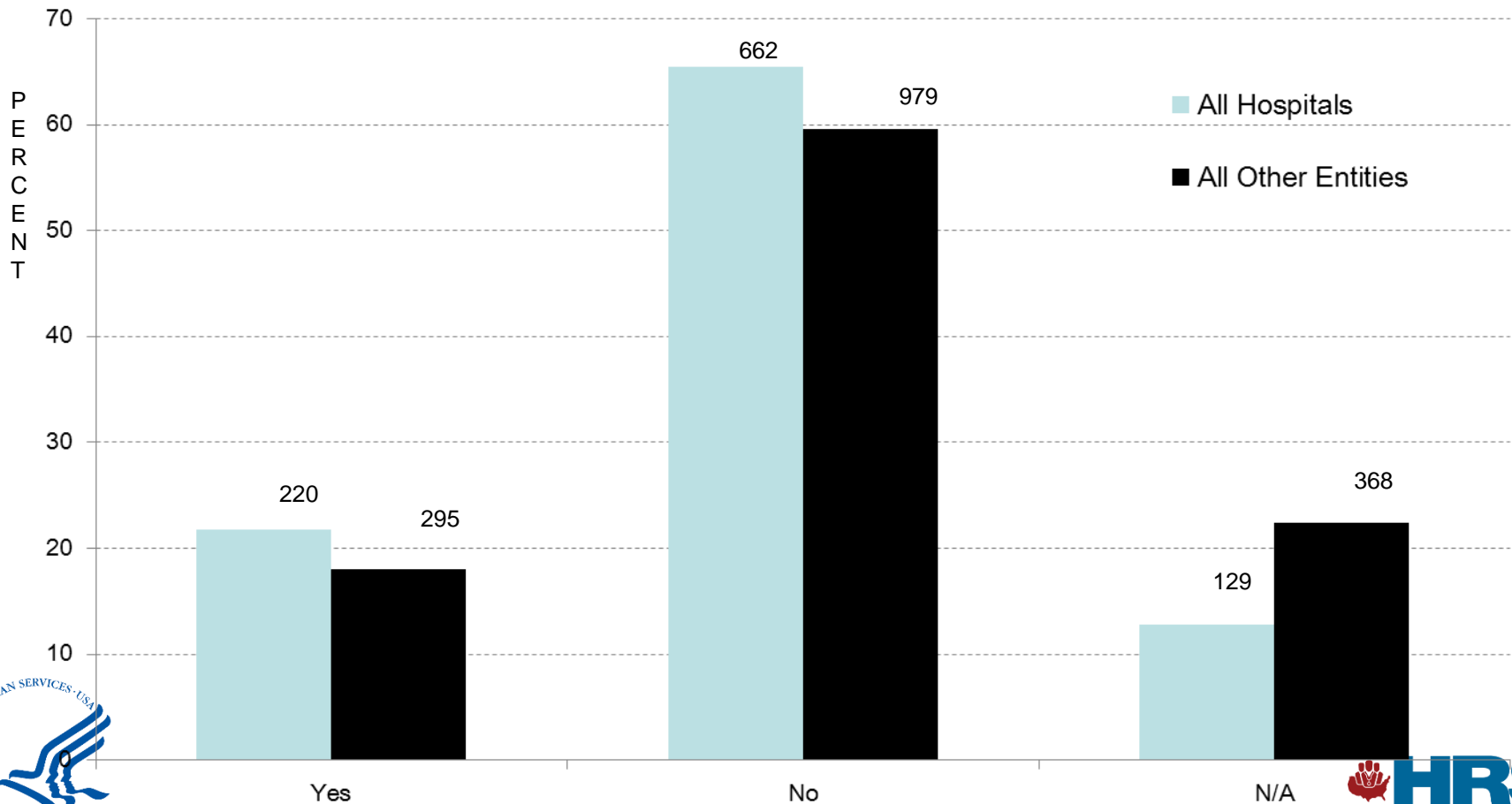
# Evaluate the Data Bank as Information Source

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- **New Information Provided by Data Bank**
  - How often does your query from the Data Bank provide you with new information that you did not receive from other sources?
  - 31.46% of all entities selected “All of the Time,” “Most of the Time,” or “More than Half the Time”
  - Medical Malpractice Reports was the type selected most frequently by the entities (53.0%)

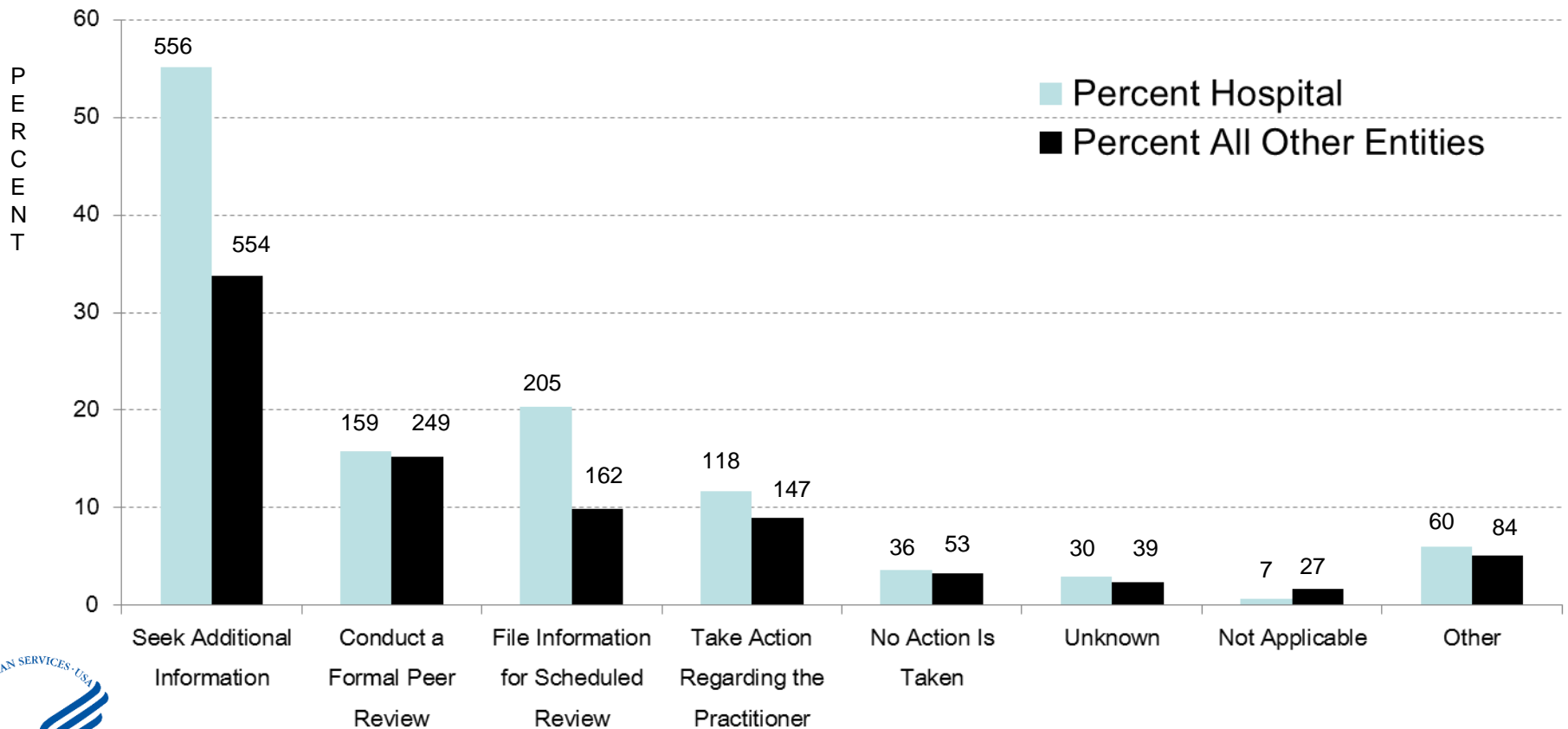
# Results

Has your organization ever rejected an applicant because the applicant had a report in the Data Bank?



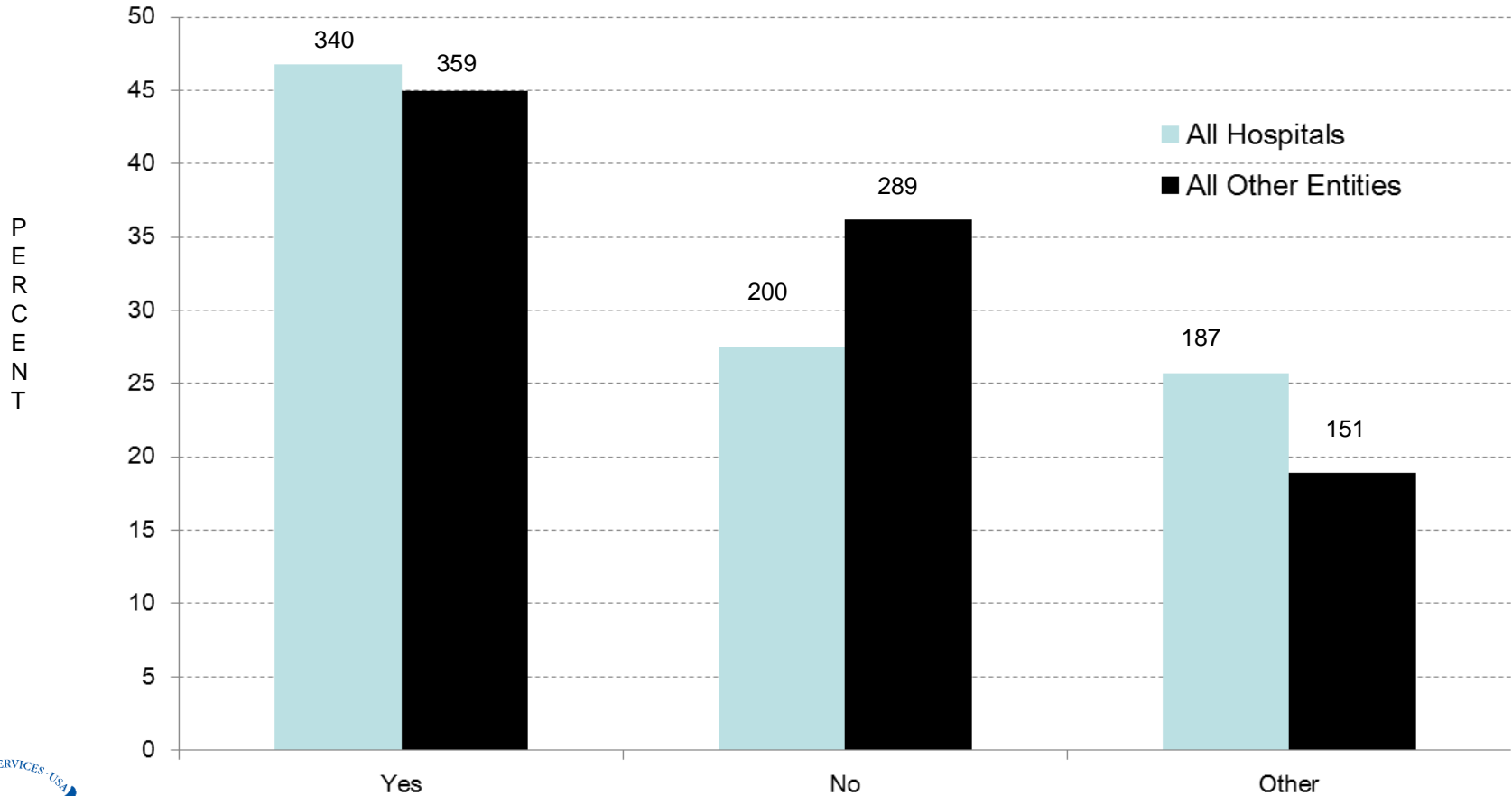
# Results

What types of actions does your organization take when receiving a report on practitioners?



# Results

Would your decisions regarding practitioner have been different if you had not received the Data Bank response?



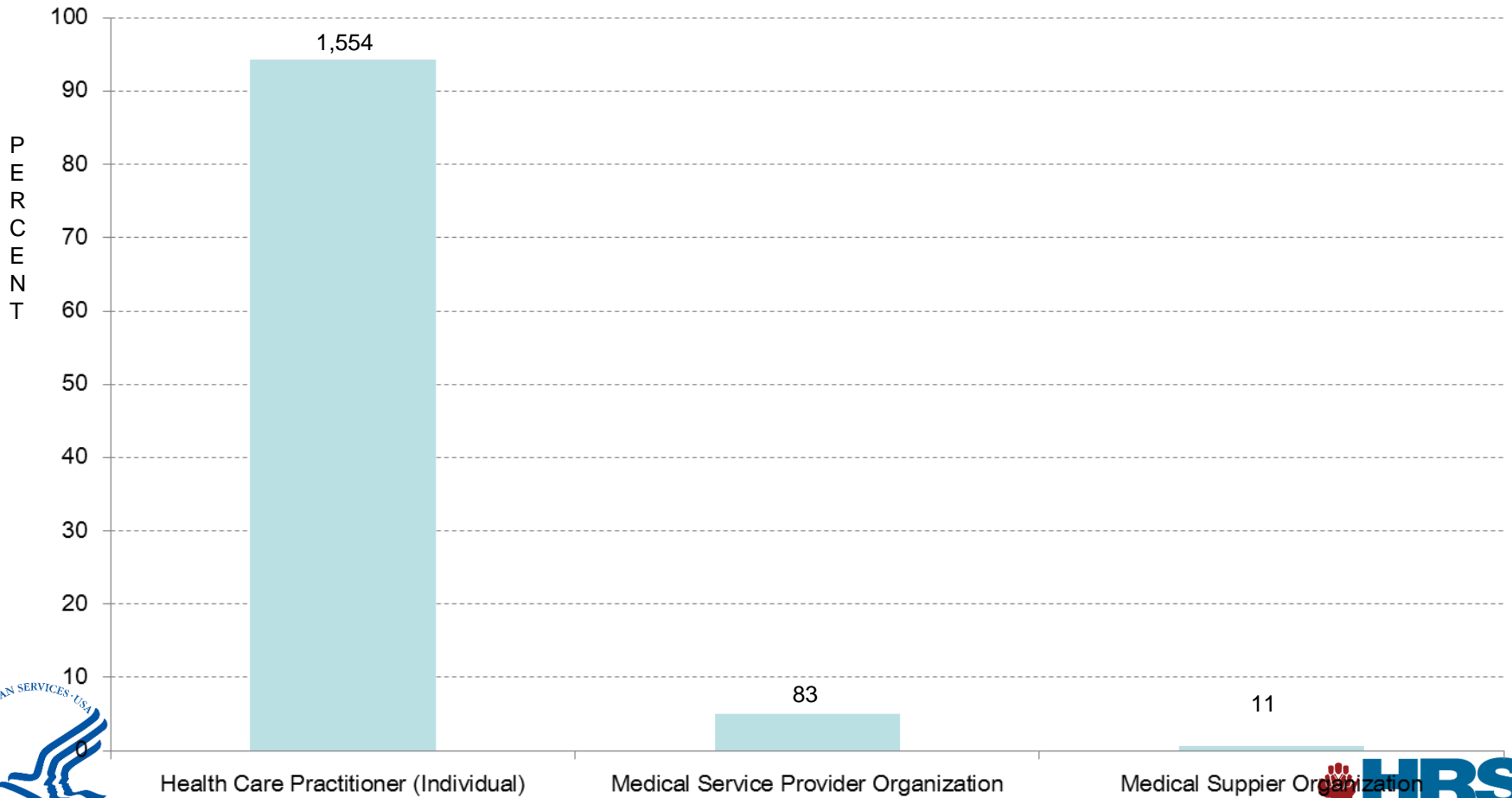


# Self Query



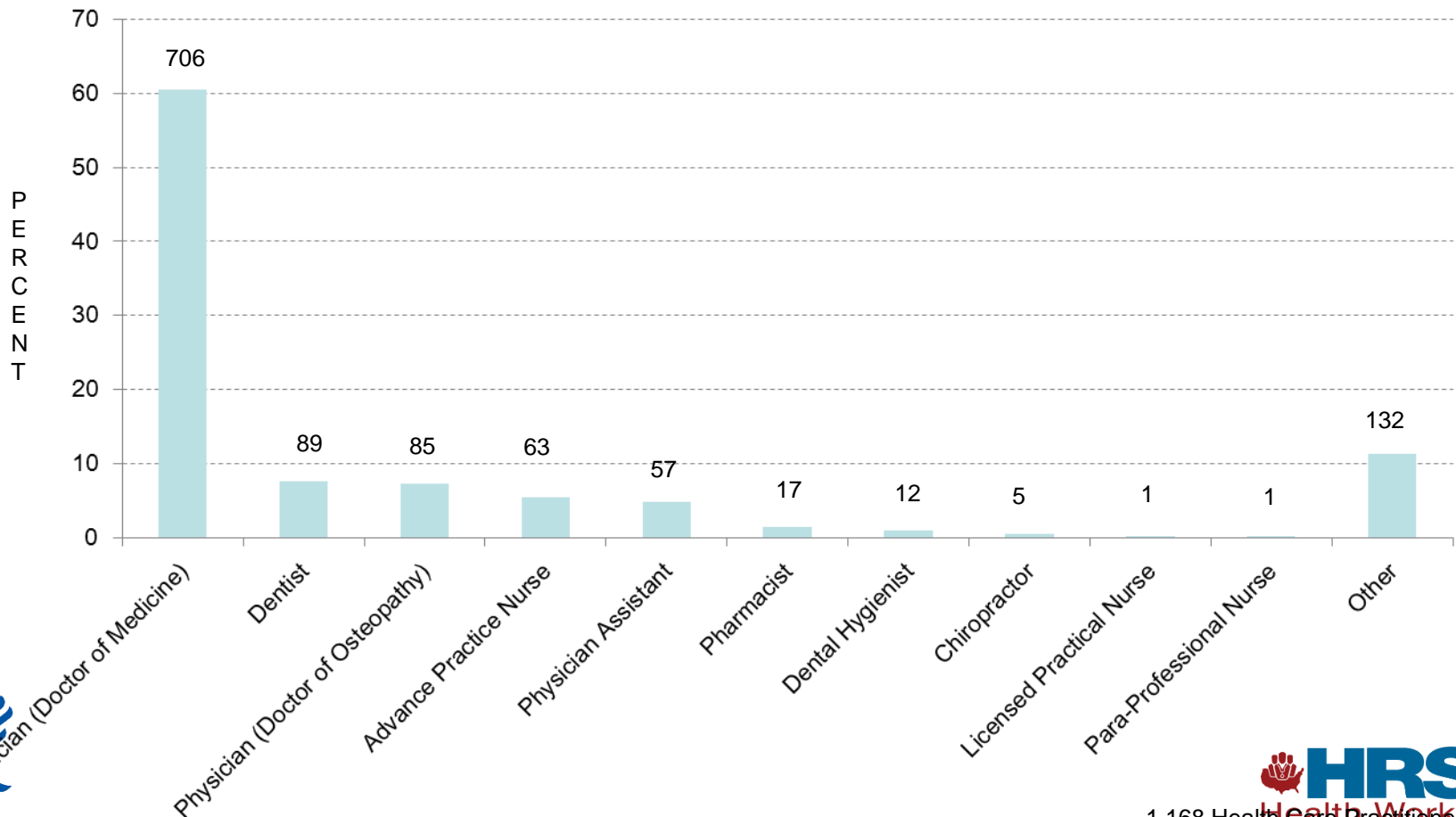
# General Demographics

Which category best describes the work you perform?



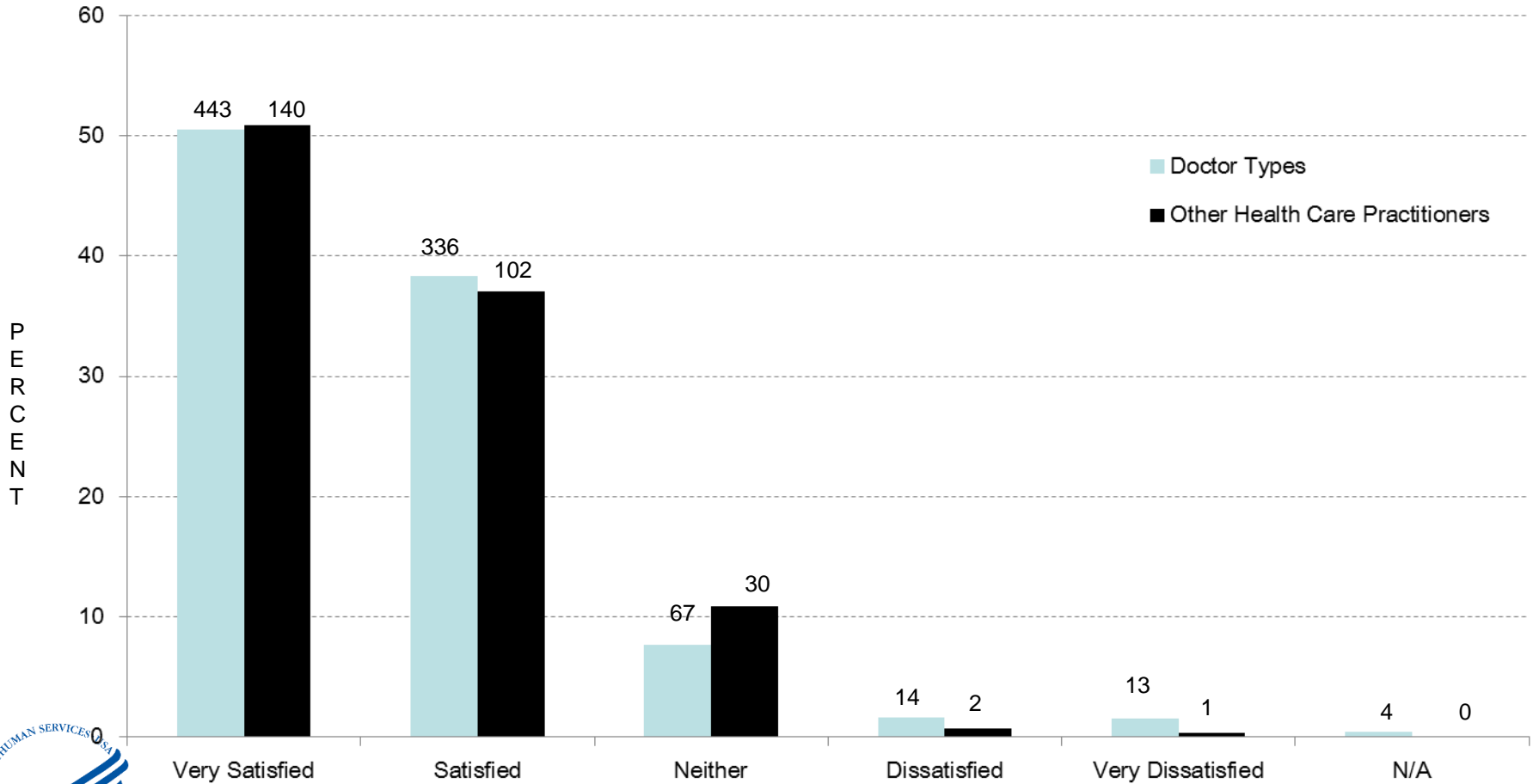
# Health Care Practitioner Profile

Please select your current primary practicing position held as a health care practitioner.



# Overall Satisfaction

Please rate your level of overall satisfaction with self-query.



# Evaluate the Data Bank as Information Source

- **Self-Querier Reasons for Self-Query (N = 1,323)**

- Provide to State Licensing Board 59.33%
- Provide to Potential Employer – Hospital 21.01%
- Voluntary – Resume Purposes 7.86%
- Provide to Potential Employer – Group Practice 7.41%
- Voluntary – Personal Status Check 4.01%

- ▶ **Self-Querier Percent Favorable Regarding NPDB Information (N = 1,308)**

- Accurate: 92.13%
- Complete: 90.83%
- Timely: 95.72%



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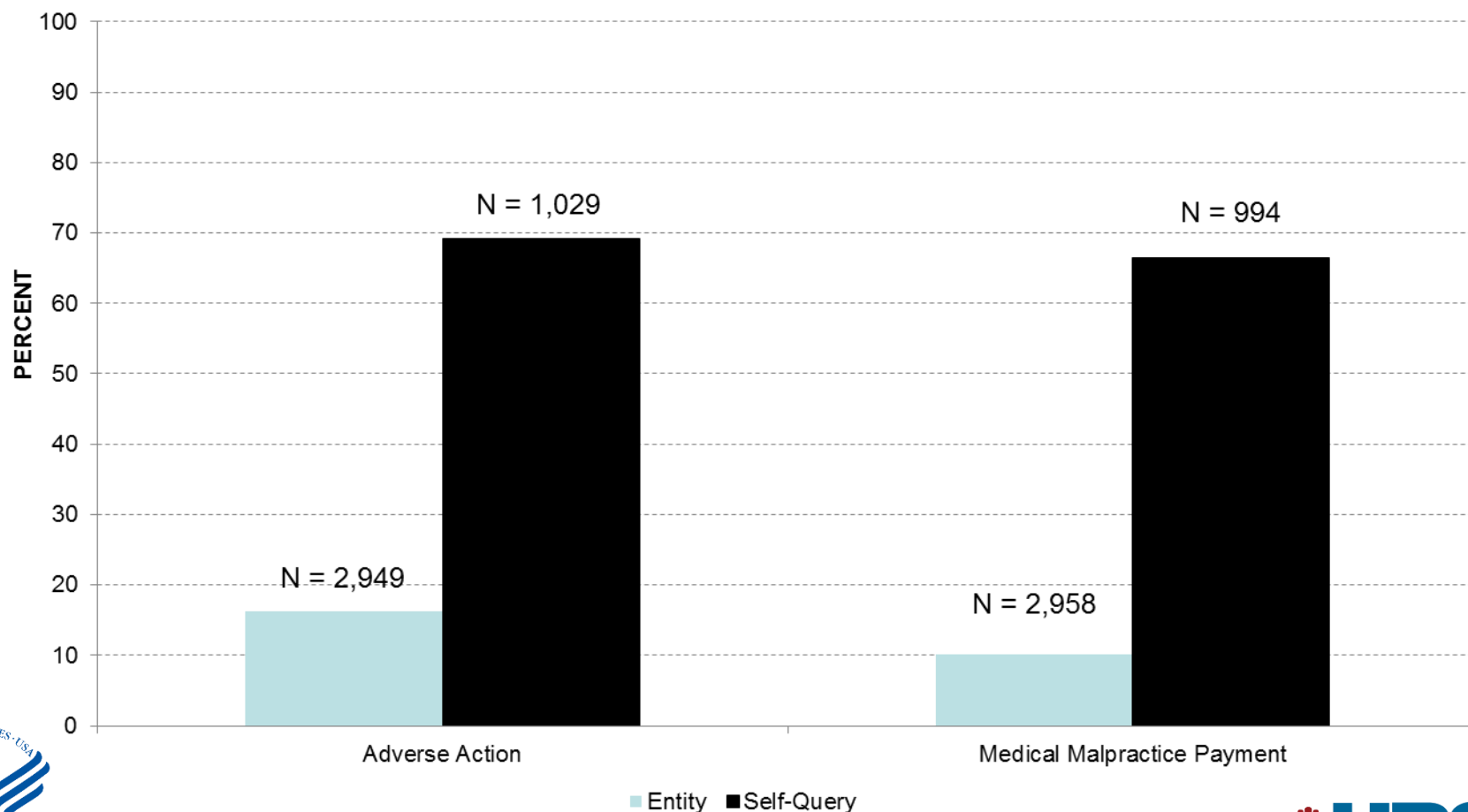
# Perception Comparison

## Entity vs. Healthcare Practitioner



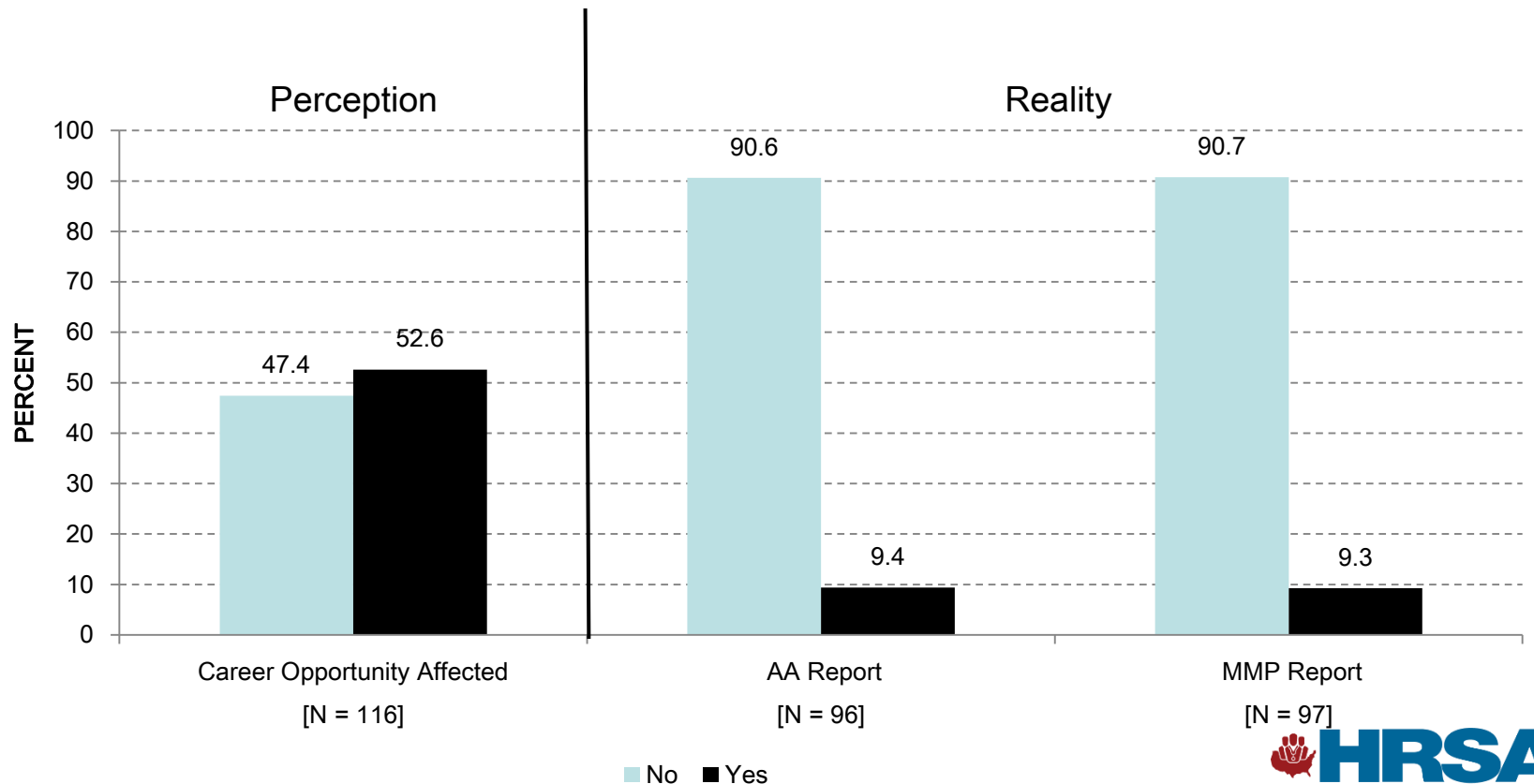
# User's Perceptions of the Impact of Data Bank Information on Health Care Practitioners

## Disparity in Negative Perceptions of Data Bank Reports



# Percent Indicating Effects of Having Report in Data Bank

## Users' perceptions versus reality of the impact of the Data Bank information on health care practitioners





# Connect With Us

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