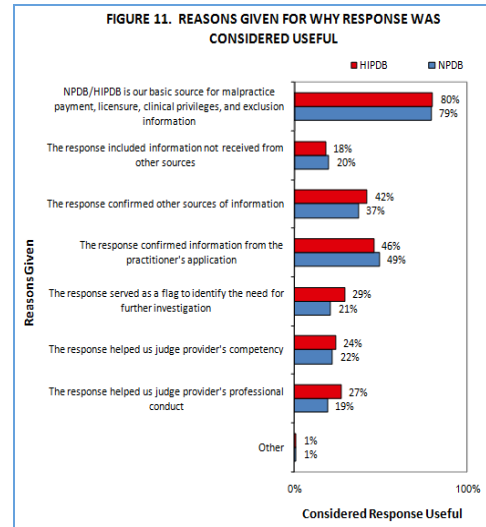


National Practitioner Data Bank / Healthcare Integrity and Protection Data Bank Customer Satisfaction Surveys

Client: U.S. Department of Health and Human Services, Health Resources and Services Administration

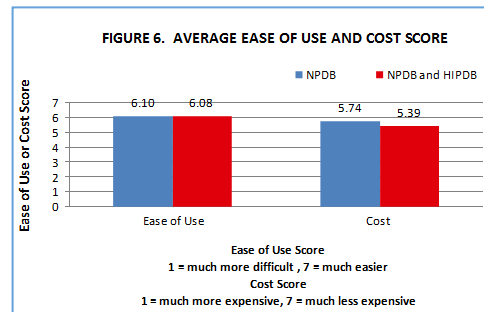
Project Overview

These surveys were conducted to evaluate 2 national databanks that are used to prevent fraud and malpractice within the health care system: the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB). The HIPDB contains national information on health care-related adverse actions from a variety of providers, suppliers, and entities. The NPDB is intended primarily to help State licensing boards, hospitals, other health care entities, and professional societies identify practitioners who engage in unprofessional behavior. It is intended also to restrict the ability of incompetent practitioners to move from State to State without disclosure or discovery of previous medical malpractice payment and adverse actions. The goal of this analysis was to make the 2 databanks more useful, effective, and influential on decisions made by hospitals, managed care organizations, and other entities.



Data collection included focus groups and surveys of both users and non-users. As a subcontractor to Gallup, Insight conducted focus groups, tabulated data, and authored the final findings report, which provided:

- The overall experience and satisfaction of NPDB and HIPDB users with the reporting and querying processes
- User perception of the usefulness of the information in licensing and credentialing decisions
- Methods for improving these processes



Insight also led a longitudinal analysis to compare results to prior surveys.

Core Activities

Literature Reviews and Environmental Scans; Survey Design and Implementation; Complex Survey Data Analysis; Secondary Data Analysis and Simulations; Policy Analysis and Assessment; Report Development and Presentation

Products

The final report is entitled "National Practitioner Data Bank and Healthcare Integrity and Protection Data Bank: Results of User Surveys." (June 2010)

