



Division of Practitioner Data Banks (DPDB)

Integrated Querying and Reporting Service (IQRS) User Review Panel (URP)

Fall Meeting, September 30, 2003



IQRS URP Introduction



- Name and organization.
- How you use the IQRS.
- Any special issue(s) you want the Data Bank to address?



IQRS URP Objective and Mission



OBJECTIVE

- The IQRS URP is a forum in which users of the National Practitioner Data Bank (NPDB) and Healthcare Integrity and Protection Data Bank (HIPDB) can gather to openly discuss and/or express their ideas about past, present, and future IQRS/Data Bank operations.

MISSION

- The primary mission of the IQRS URP is to discuss the IQRS in order to recommend potential IQRS and Data Bank improvements; discuss current IQRS querying and reporting issues; and address NPDB-HIPDB operations.



IQRS URP Ground Rules



- **Rule #1:** IQRS is built for the **collective** not the **specific**.
- **Rule #2:** Be honest and direct.
- **Rule #3:** Be courteous and considerate.
- **Rule #4:** Don't take it personally.
- **Rule #5:** Try to see the other person's viewpoint.
- **Rule #6:** If you get frustrated, see **Rule #1**.



IQRS Recommendations

Source: 2002 URP Meeting



- **Recommendation #1:** A standardized web-based form for requesting a credit.
- **Response:** This is scheduled for a future release.
- **Recommendation #2:** Currently, query responses consist of a query cover sheet, a two-page query response, and any matched reports. Users would like the Data Banks to look for ways to shorten the query response.
- **Response:** The Data Banks are investigating options for reducing the number of pages produced for a query response.



IQRS Recommendations

Source: 2002 URP Meeting



- **Recommendation #3:** Concern over reporting practices as some reporters tend to place name suffixes in the last name field instead of the suffix field. This can potentially cause queries to not match practitioners of interest.
 - The User Group recommended that all currently disclosable reports be screened for placement of name suffixes in the last name field.
- **Response:** The Data Banks are looking at options for reducing erroneous data entry (e.g., common suffixes in the last name fields) by reporters and warning users prior to submitting the report. The Data Banks have included reminders to not include suffixes in the last name field in publications, such as the Data Bank newsletter.



IQRS Recommendations

Source: 2002 URP Meeting



- **Recommendation #4:** Users would like to enter new practitioners in the subject database at the time of submitting a new report or a query, rather than having to first enter the practitioner in the subject database and then submit the report or query.
- **Response:** Completed June 2003.

- **Recommendation #5:** Users would like a report data field that they can use to reference an internal file or claim number.
- **Response:** Planned for implementation February 2004.



IQRS Recommendations

Source: 2002 URP Meeting



- **Recommendation #5:** Expressed concern over the wording in the AAR data field that specifies whether the report was based on the subject's competency or conduct. The wording is different in the output that appears when the user submits the report and the official copy of the report received by the entity, report subject, and any queriers.
- **Response:** Completed June 2003.



IQRS Recommendations

Source: 2003 PDS Meetings



- **Recommendation #7:** Users would like the system to flag duplicate subject database entries so that they can be deleted or corrected.
- **Response:** Planned for implementation in 2004.
- **Recommendation #8:** Users would like to be able to sort their subject database by complete and incomplete subjects.
- **Response:** Planned for implementation in 2004.



IQRS Recommendations

Source: URP Meetings Prior to 2002



- **Recommendation #9:** Users would like to be able to generate, on demand, a historical user summary report that details previously submitted reports or queries to the Data Bank(s).
- **Response:** Scheduled for implementation in 2004.

- **Recommendation #10:** Users would like to save their credit card number within the IQRS for use in querying.
- **Response:** Completed in June 2003.



IQRS Recommendations

Source: URP Meetings Prior to 2002



- **Recommendation #11:** Users would like a more automated method of updating their entity profile.
- **Response :** Completed in April 2003.

- **Recommendation #12:** Agents would like the ability to choose which entity they are acting on behalf of from a drop-down menu of choices, rather than having to type in the entity's DBID each time.
- **Response:** Being considered for future implementation.



IQRS Recommendations

Source: URP Meetings Prior to 2002

- **Recommendation #13:** Agents would like the DBID and entity name of whom they are working on behalf of to be displayed on every IQRS querying and reporting screen.
- **Response:** Being considered for future implementation.

- **Recommendation #14:** Add a note in the IQRS regarding a 20-minute timeout period.
- **Response:** This was added to the general help file on the IQRS Login screen.



IQRS Recommendations

Source: URP Meetings Prior to 2002



- **Recommendation #15:** Users would like query and report certification information to be pre-populated when submitting a query or report.
- **Response:** In April 2003, the certification date was pre-populated to the current date. In 2004, users will be able to save certification information as part of their User ID profile. This certification information will pre-populate when submitting a query or report. This functionality will be available for all User ID's (except the administrator account).



IQRS Recommendations

Source: URP Meetings Prior to 2002

- **Recommendation #16:** Allow entities to choose number of names to bundle in a multi-name query response.
- **Response:** If a multi-name query contains less than 10 names, query output will be displayed individually for each name in the query. If the multi-name query contains 10 or more names, names will be bundled together in output files. While most users find this acceptable, several users have asked to tailor this number. Allowing users to configure this number themselves is scheduled for implementation in 2004.
- **Note:** A number of prior URP recommendations were completed and reported on in prior URP meetings. These items can be made available to interested attendees.



IQRS URP Update Conclusions

- The Data Bank takes recommendations seriously from the IQRS User Group and other sources such as e-mail, Customer Service Center telephone calls, conference participation, and other meetings.
- All recommendations are considered, and many are implemented.
- The next sessions will provide IQRS users with information about recent and future planned improvements to the Data Banks the IQRS.
- We are interested to hear feedback and ideas from users over the course of the day and we will report back at our next meeting and via our information web site (www.npdb-hipdb.com) within approximately 60 days.



Fall 2003 IQRS URP Future Direction and User Feedback



- PDS option to push information to registered entities.
- Other future considerations including Section 1921.
- URP issues/resolution.
- NPDB-HIPDB legislative/regulatory questions.
- What else would users like to see incorporated to improve the Data Banks and make them easier to use?
- URP summations/questions/comments.



Fall 2003 IQRS URP Conclusions



- The Government feels they have a system that's state-of-the-art technology, reliable and cost effective.
 - July 1, 2003 – Decreased NPDB-HIPDB query fees from \$5.00 to \$4.25.
 - Working on decreasing the Self-Query fee.
 - Effective November 2003, American Express will be accepted as a form of payment.
- Outreach through newsletters and the information web site is helping to keep our customers informed.
- User Feedback Mechanisms are in-place: Telephone; E-mail; Customer Support Center; and the IQRS URP.
- Next IQRS URP?