

# QUESTIONS FOR ONLINE PROVIDER SURVEY

## General

1. Which discharge data do you submit?
  - a. Inpatient data
  - b. Ambulatory service data
  - c. Emergency department data
2. How many years have you been submitting discharge data to AHCA?
  - a. <2 years
  - b. >2 but <5 years
  - c. >5 but <10 years
  - d. >10 years
3. On average, when do you initially submit your discharge data?
  - a. Immediately at the end of the quarter
  - b. After the end of the quarter but before the due date
  - c. On the due date
  - d. After the due date
4. On average, when do you certify your discharge data?
  - a. Within 30 days of submitting the initial data
  - b. Within 60 days of submitting the initial data
  - c. Within 90 days of submitting the initial data
  - d. After the due date
5. Over the course of the last 5 years, how many times have you had to resubmit previously certified data?
  - a. Never
  - b. Between 1 and 5 times
  - c. More than 5 times
  - d. I have been submitting data less than 5 years
6. For anytime you have had to resubmit previously certified data over the last 5 years, what was the primary reason(s)? (You may select more than one response.)
  - a. Vendor change close to reporting date which interfered with the reporting process
  - b. Vendor change that resulted in incorrect mapping
  - c. Changes to reporting requirements that resulted in incorrect mapping
  - d. Changes in internal personnel that resulted in incorrect data
  - e. Other: \_\_\_\_\_

## Data Submission Questions

7. Who at your facility is responsible for creating the XML file for submission to AHCA?
  - a. Internal IT department
  - b. Outside vendor; if so, who: \_\_\_\_\_
  - c. Administrative staff
  - d. Other: \_\_\_\_\_
8. If known, briefly describe how you create the XML file: \_\_\_\_\_
9. If known, what software/IT system(s) do you use to create the XML file: \_\_\_\_\_

10. Have you used AHCA's training aids on the data collection website to help with the data submission process?
  - a. Yes
  - b. No
11. If yes, what it helpful?
  - a. Yes
  - b. No
12. Have you used AHCA's XML test website?
  - a. Yes
  - b. No
13. If yes, was it helpful?
  - a. Yes
  - b. No
14. Have you contacted AHCA staff for assistance with uploading the XML file?
  - a. Yes
  - b. No
15. If yes, how many times over the last year?
  - a. 1
  - b. 2-5
  - c. +5
16. If yes, was the AHCA staff able to provide you adequate assistance?
  - a. Yes
  - b. No
17. Overall, is the online submission process easy to use?
  - a. Yes
  - b. No
18. When you submit your XML file online, how frequently is the upload successful?
  - a. Over 90% of the time
  - b. Between 75%-90% of the time
  - c. Between 50%-75% of the time
  - d. Between 25%-50% of the time
  - e. Less than 25% of the time
  - f. Never
19. If your upload is unsuccessful, you are directed to an error page containing a list of errors and a brief description of the XML formatting error. Are these descriptions easy for you to understand?
  - a. Yes
  - b. No
20. Are you able to easily resolve the formatting errors?
  - a. Yes
  - b. No

#### **Auditing/Reporting Question**

21. Once your data file passes the submission process, AHCA runs various auditing reports to check the data. How frequently are you requested to correct and resubmit the data?
  - a. Over 90% of the time
  - b. Between 75%-90% of the time
  - c. Between 50%-75% of the time

- d. Between 25%-50% of the time
  - e. Less than 25% of the time
  - f. Never
22. Are the explanations of the data errors easy for you to understand?
- a. Yes
  - b. No
23. Are you able to easily resolve data errors?
- a. Yes
  - b. No
24. Have you contacted AHCA staff for assistance in resolving data errors?
- a. Yes
  - b. No
25. If yes, how many times over the last year?
- a. 1
  - b. 2-5
  - c. +5
26. If yes, was the AHCA staff able to provide you adequate assistance?
- a. Yes
  - b. No

**Resource Questions**

27. On average, how many work hours per year are spent creating the XML file, submitting the file, and resolving any errors?
- a. Minimal time - less than 750 hours per year
  - b. Halftime - Around 750 hours per year (or about 0.5 FTE)
  - c. Fulltime - Around 1500 hours per year (or about 1 FTE)
  - d. If more than 1 FTE, specify approximately the number of annual work hours: \_\_\_\_\_
28. On average, are there additional yearly costs for the discharge data submission process? Costs may include:
- a. Software/Licenses: \$ \_\_\_\_\_
  - b. Vendor Contracts: \$ \_\_\_\_\_
  - c. Additional Personnel: \$ \_\_\_\_\_
  - d. Other: \_\_\_\_\_ \$ \_\_\_\_\_
29. Please list any other costs associated with the reporting process not captured above:
- a. Type of cost: \_\_\_\_\_
  - b. Yearly amount: \$ \_\_\_\_\_

**Customer Satisfaction Questions**

1. What are the biggest challenges you face in providing timely submissions?
- a. Conflicts with other processes
  - b. Difficulty submitting specific data elements
  - c. Technology limitations or issues
  - d. Other: \_\_\_\_\_ -
2. If you face process or procedural challenges, please list and describe the specific process, procedure, or policy requirements that are causing the most challenges.
- \_\_\_\_\_

3. Do you face challenges with certain types of data elements?
  - a. Yes
  - b. No
4. If yes, which type(s) of data elements are causing the most challenges? (Select all that apply.)
  - a. Demographic/patient data
  - b. Diagnosis codes/data
  - c. Practitioner data
  - d. Cost or billing data
  - e. Other: \_\_\_\_\_
5. Are there are specific data elements that are causing challenges?
  - a. Yes
  - b. No
6. If yes, please provide the exact data element(s) that is causing the most challenges:  
\_\_\_\_\_
7. Do you face technology challenges with the data submission process?
  - a. Yes
  - b. No
8. If yes, please describe the specific technology issues:
  - a. Compiling or transforming data into the required format
  - b. Access to the submission website
  - c. The file submission process
  - d. Error notification
  - e. File resubmission
  - f. Other: \_\_\_\_\_
9. When changes are made to the patient discharge data submission process (including potential changes to timelines, file formats, data elements, or technology capabilities) what are the primary challenges your facility faces?  
\_\_\_\_\_
10. When changes are made to the patient discharge data submission process, how long does it take to modify your current submission timeline, data elements, file formats, or technologies?  
\_\_\_\_\_
11. What if anything would you like to see changed about the data submission process?  
\_\_\_\_\_
12. What do you like about the data submission process?  
\_\_\_\_\_
13. Do you have any other feedback you would like to provide?  
\_\_\_\_\_