

Medication Safety and ADE Prevention Survey Screenshots

Intro

5%

Respondent Serial: 19. Current question: QQINFQ_1

The Centers for Medicare and Medicaid Services, or CMS, is conducting this survey to learn about the resources that you find to be helpful for medication safety and preventing adverse drug events. This survey is voluntary, you may stop participating in the survey at any time, and you do not have to answer every question. Neither your name nor the name of your business will ever appear in any reports from the findings. Your responses will remain private and will not in any way affect your business's relationship with CMS.

PRA Disclosure Statement

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Screeners

S1. In what industry do you currently work? Please select one.

7%

Respondent Serial: 16. Current question: QS1

In what industry do you currently work? Please select one.


- ☐ Education
- ☐ Energy Industry
- ☐ Financial Services
- ☐ Government
- ☐ Health Care Services
- ☐ Housing & Real Estate
- ☐ Social Services
- ☐ Other

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S2. Which of the following best describes your specific occupation within a medical practice/ pharmacy/nursing home or long-term care? Please select one.

10% 


Respondent Serial: 16. Current question: QS2

Which of the following best describes your specific occupation within a medical practice/ pharmacy/nursing home or long-term care? Please select one.

- ☐ Medical Doctor (MD, DO, DPM; including PCPs and Specialists)
- ☐ Behavioral Health Clinician (e.g. therapist, clinical psychologist, counselor, social worker)
- ☐ Nurse Practitioner or Physician Assistant
- ☐ Registered Nurse
- ☐ Pharmacist
- ☐ Technician
- ☐ Office/Practice Manager
- ☐ Nursing Home Administrator
- ☐ Director of Nursing
- ☐ Other

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S3. In what setting do you primarily work? Please select one.

12% 


Respondent Serial: 16. Current question: QS3

In what setting do you primarily work? Please select one.

- ☐ Acute-care hospital or general hospital
- ☐ Specialty care hospital
- ☐ Physician's office or group practice
- ☐ Nursing home or long-term care facility
- ☐ Urgent care center
- ☐ Home health agency
- ☐ Pharmacy
- ☐ Rehabilitation center
- ☐ Other

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S4. Approximately how many staff are employed at your [INSERT “practice”, “pharmacy”, or “facility” depending on participant’s setting]?

15% 


Respondent Serial: 16. Current question: QS4

Approximately how many staff are employed at your practice?

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S5. Is the [INSERT “practice” “pharmacy”, or “facility” depending on participant’s setting] where you primarily work part of a corporate chain [IF physician’s office or group practice INSERT “or a network of practices”]?

17% 

Respondent Serial: 16. Current question: QS5


Is the practice where you primarily work part of a corporate chain?

☐ Yes

☐ No

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S6. Does your [INSERT “practice”, “pharmacy” or “facility” depending on participant’s setting] have any programs or protocols in place to reduce or prevent adverse drug events among your patients/customers?

20% 

Respondent Serial: 16. Current question: QS6


Does your practice have any programs or protocols in place to reduce or prevent adverse drug events among your patients/customers?

☐ Yes

☐ No

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S7. How familiar are you with your [INSERT “practice”, “pharmacy”, or “facility”] programs or protocols to reduce or prevent adverse drug events?

22% 

Respondent Serial: 16. Current question: QS7

How familiar are you with your practice programs or protocols to reduce or prevent adverse drug events?

☐ Very familiar

☐ Somewhat familiar


☐ Not very familiar

☐ Not familiar at all

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S8. Has your [INSERT “practice” “pharmacy” or “facility”] ever worked with or received assistance from any of the following organizations to develop programs or protocols to reduce or prevent adverse drug events?

25% 


Respondent Serial: 16. Current question: QS8

Has your practice worked with or received assistance from any of the following organizations to develop programs or protocols to reduce or prevent adverse drug events?

- ☐ An external consultant
- ☐ A government agency
- ☐ Telligen, the Quality Improvement Organization (QIO) in Colorado

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S9. How long have you worked in the field of healthcare?

27% 


Respondent Serial: 16. Current question: QS9

How long have you worked in the field of healthcare?

- ☐ Less than 1 year
- ☐ 1 - 3 years
- ☐ 4 - 6 years
- ☐ 7 - 10 years
- ☐ More than 10 years

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S10. How many years have you been at your current position?

30% 

Respondent Serial: 16. Current question: QS10

How many years have you been at your current position?


- ☐ Less than 1 year
- ☐ 1 - 3 years
- ☐ 4 - 6 years
- ☐ 7 - 10 years
- ☐ More than 10 years

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Survey Questions

I. Quality Improvement Initiatives

1. Since [for practices or nursing homes] January 2015, [for pharmacies] September 2016, has your facility worked on any quality improvement activities with the goal of reducing or preventing adverse drug events related to the following medications?

32% 


Respondent Serial: 16. Current question: GRID_Q1

Since January 2015, has your facility worked on any quality improvement activities with the goal of reducing or preventing adverse drug events related to the following medications?

	Yes	No
Opioids	<input type="radio"/>	<input type="radio"/>
Anticoagulants	<input type="radio"/>	<input type="radio"/>
Diabetes medications	<input type="radio"/>	<input type="radio"/>

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2. How effective would you say your organization has been in reducing or preventing adverse drug events related to these medications?

35% 

Respondent Serial: 16. Current question: GRID_Q2


How effective would you say your organization has been in reducing or preventing adverse drug events related to these medications?

	Not effective at all (1)	2	3	4	Very effective (5)
Opioids	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anticoagulants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetes medications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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3. Does your [INSERT “practice”, “pharmacy”, or “facility”] use any of these methods or activities for medication safety or prevention of adverse drug events?

37% 


Respondent Serial: 16. Current question: Q3

Does your practice use any of these methods or activities for medication safety or prevention of adverse drug events?

- ☐ Screening or review of screening data for patients/customers at risk to adverse drug events
- ☐ Medication reconciliation
- ☐ Medication Bag reviews
- ☐ Medication Take-Back events or appointments
- ☐ Medication therapy management (MTM) coordination across health care settings
- ☐ Risk assessment for substance use disorders
- ☐ Opiate or opioid agreements
- ☐ Collaboration with a coalition or learning group in your community
- ☐ of medical records against pharmacy orders
- ☐ Increasing access to Naloxone
- ☐ Training patients on ADE-related topics
- ☐ Involving patients or their family members in your efforts to improve medication safety?
- ☐ Other (Specify)

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4. *How would you gauge the extent to which you involve [INSERT “patients”, “customers” or “residents”] or their family members in your efforts to improve medication safety?

40% 

Respondent Serial: 16. Current question: Q4

How would you gauge the extent to which you involve patients or their family members in your efforts to improve medication safety?

- ☐ Do not involve recipients or family at all (1)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ Highly involve recipients or family (5)

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5. To the best of your knowledge, was your [INSERT “practice”, “pharmacy”, or “facility”] working in each of the following methods or activities before [for practices and nursing homes] January 2015 [for pharmacies “Pharmacy”] September 2016?

42%

Respondent Serial: 16. Current question: GRID_Q5

To the best of your knowledge, was your practice working in each of the following methods or activities before January 2015?

	Yes	No
Screening or review of screening data for patients/customers at risk to adverse drug events	<input type="radio"/>	<input type="radio"/>
Medication reconciliation	<input type="radio"/>	<input type="radio"/>
Medication Bag reviews	<input type="radio"/>	<input type="radio"/>
Medication Take-Back events or appointments	<input type="radio"/>	<input type="radio"/>
Medication therapy management (MTM) coordination across health care settings	<input type="radio"/>	<input type="radio"/>
Risk assessment for substance use disorders	<input type="radio"/>	<input type="radio"/>
Opiate or opioid agreements	<input type="radio"/>	<input type="radio"/>
Collaboration with a coalition or learning group in your community	<input type="radio"/>	<input type="radio"/>
Audits of medical records against pharmacy orders	<input type="radio"/>	<input type="radio"/>
Increasing access to Naloxone	<input type="radio"/>	<input type="radio"/>
Training patients on ADE-related topics	<input type="radio"/>	<input type="radio"/>
Involving patients or their family members in your efforts to improve medication safety?	<input type="radio"/>	<input type="radio"/>


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II. Outcome Attribution to QIO

6. Please select the programs below that your [INSERT “practice”, “pharmacy”, or “facility”] has used to promote medication safety or prevent adverse drug events.


45% 

Respondent Serial: 16. Current question: GRID_Q6

Please select the programs below that your practice has used to promote medication safety or prevent adverse drug events.

	Yes	No
QIO Collaborative (also known as QIN-QIO), or Telligen	<input type="radio"/>	<input type="radio"/>
Transforming Clinical Practices Initiative (TCPI)	<input type="radio"/>	<input type="radio"/>
Choosing Wisely Campaign	<input type="radio"/>	<input type="radio"/>
Everyone with Diabetes Counts (EDC)	<input type="radio"/>	<input type="radio"/>

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47% 


Respondent Serial: 16. Current question: Page_Q6A

Please select other national or state agencies/organizations that you use to promote medication safety or prevent adverse drug events.

	Yes	No
State Prescription Drug Monitoring Program	<input type="radio"/>	<input type="radio"/>
Other resources from Colorado Department of Health	<input type="radio"/>	<input type="radio"/>
AHRQ (Agency for Health Research and Quality)	<input type="radio"/>	<input type="radio"/>
Substance Abuse and Mental Health Services Administration (SAMHSA)	<input type="radio"/>	<input type="radio"/>
National Quality Forum	<input type="radio"/>	<input type="radio"/>
Other federal/state agency 1. <input type="text"/>	<input type="radio"/>	<input type="radio"/>
Other federal/state agency 2. <input type="text"/>	<input type="radio"/>	<input type="radio"/>

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50% 

Respondent Serial: 16. Current question: Page_Q6B

Did your practice use information and resources from any of these organizations?

	Yes	No
American Diabetes Association	<input type="radio"/>	<input type="radio"/>
American Heart Association	<input type="radio"/>	<input type="radio"/>
American Medical Association or American College of Physicians	<input type="radio"/>	<input type="radio"/>
The American Medical Group Association (AMGA)	<input type="radio"/>	<input type="radio"/>
Other organization/resource 1 <input type="text"/>	<input type="radio"/>	<input type="radio"/>
Other organization/resource 2 <input type="text"/>	<input type="radio"/>	<input type="radio"/>

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52% 

Respondent Serial: 16. Current question: Page_Q6C

Here are some other resources that may have been used when working on reducing ADEs. Please check if your organization uses any of the following.

	Yes	No
Corporate office	<input type="radio"/>	<input type="radio"/>
External consultant	<input type="radio"/>	<input type="radio"/>
Academic or trade journal/conference	<input type="radio"/>	<input type="radio"/>
No outside help—your staff's own initiative	<input type="radio"/>	<input type="radio"/>
Other source 1 <input type="text"/>	<input type="radio"/>	<input type="radio"/>
Other source 2 <input type="text"/>	<input type="radio"/>	<input type="radio"/>

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7. You indicated that the sources of information below helped with your efforts to reduce adverse drug events. On the next screen, please allocate percentages out of a total of 100% to each to indicate how helpful you found each resource. In other words, how much would you say each program contributed to your organization's ability to promote medication safety or

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prevent adverse drug events over the last 12 months? The computer will assist you to ensure that the percentages that you provide add up to 100%.

55%

Respondent Serial: 16. Current question: GRID_Q7

You indicated that the sources of information below helped with your efforts to reduce adverse drug events. Please allocate percentages out of a total of 100% to each to indicate how helpful you found each resource. In other words, how much would you say each program contributed to your organization's ability to promote medication safety or prevent adverse drug events over the last 12 months? The computer will assist you to ensure that the percentages that you provide add up to 100%.

Please allocate all 100% of the helpfulness for promoting medication safety or reducing adverse drug events to the sources of information below.

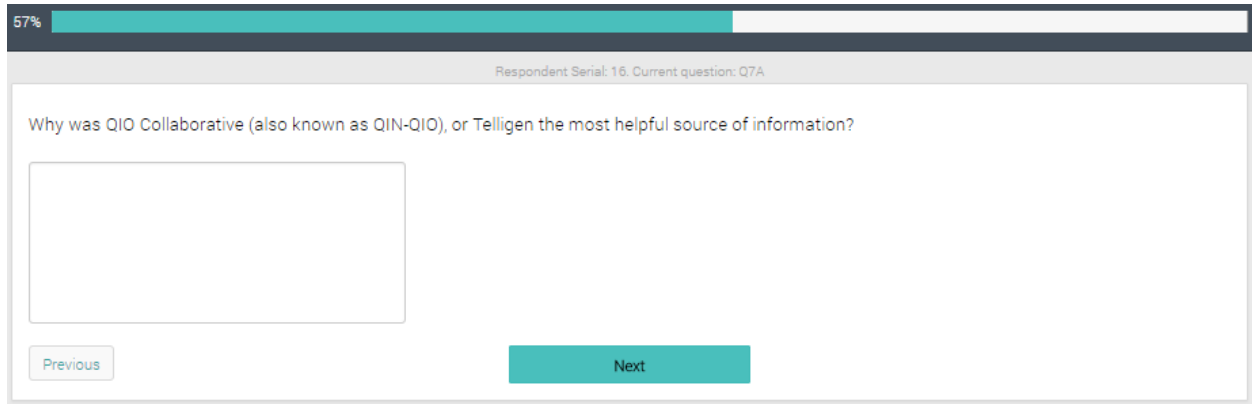
QIO Collaborative (also known as QIN-QIO), or Telligen	<input type="text"/>
Transforming Clinical Practices Initiative (TCPI)	<input type="text"/>
Choosing Wisely Campaign	<input type="text"/>
Everyone with Diabetes Counts (EDC)	<input type="text"/>
State Prescription Drug Monitoring Program	<input type="text"/>
Other resources from Colorado Department of Health	<input type="text"/>
AHRQ (Agency for Health Research and Quality)	<input type="text"/>
Substance Abuse and Mental Health Services Administration (SAMHSA)	<input type="text"/>
National Quality Forum	<input type="text"/>
American Diabetes Association	<input type="text"/>
American Heart Association	<input type="text"/>
American Medical Association or American College of Physicians	<input type="text"/>
The American Medical Group Association (AMGA)	<input type="text"/>
Corporate office	<input type="text"/>
External consultant	<input type="text"/>
Academic or trade journal/conference	<input type="text"/>
No outside help—your staff's own initiative	<input type="text"/>
TOTAL:	0

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7a. Why was [INSERT SOURCE WITH HIGHEST PERCENTAGE] the most helpful source of information?”



57%

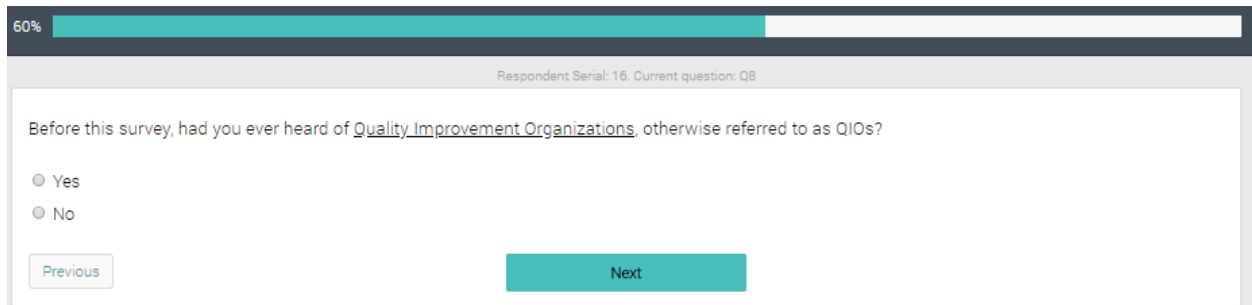
Respondent Serial: 16. Current question: Q7A

Why was QIO Collaborative (also known as QIN-QIO), or Telligen the most helpful source of information?

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III. Participation in QIN-QIO activities for non-QIO Practice/Facilities/Pharmacies

8. [ASK ALL] Before this survey, had you ever heard of Quality Improvement Organizations, otherwise referred to as QIOs?



60%

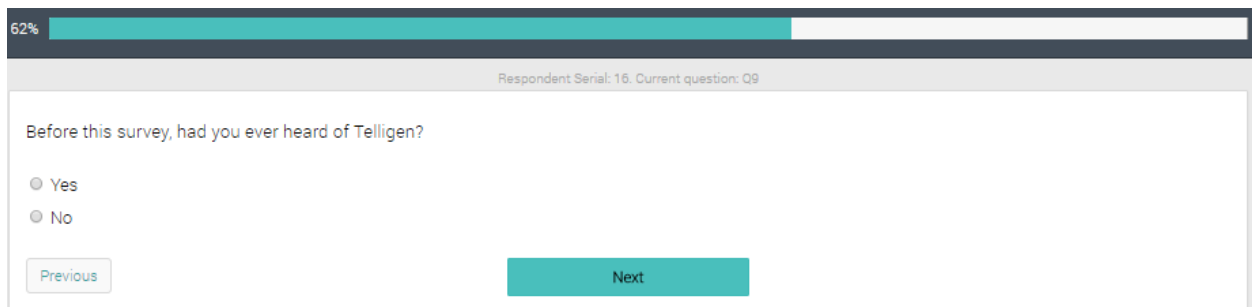
Respondent Serial: 16. Current question: Q8

Before this survey, had you ever heard of Quality Improvement Organizations, otherwise referred to as QIOs?

☐ Yes
☐ No

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9. Before this survey, had you ever heard of [INSERT NAME OF LOCAL QIO]?



62%

Respondent Serial: 16. Current question: Q9


Before this survey, had you ever heard of Telligen?

☐ Yes
☐ No

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10. Has your organization participated in any activities with [INSERT NAME OF LOCAL QIO], the Quality Improvement Organization in [INSERT STATE] (such as technical assistance using data, Learning and Action Networks or webinars)?

65% 

Respondent Serial: 16. Current question: Q10


Has your organization participated in any activities with Telligen, the Quality Improvement Organization in Colorado (such as technical assistance using data, Learning and Action Networks or webinars)?

☐ Yes

☐ No

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IV. Interaction with the QIN-QIO

67% 

Respondent Serial: 16. Current question: QQINFO_2

These questions are about your interaction with the QIO that serves your area.

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11. How long has your [INSERT “practice”, “pharmacy”, or “facility”] worked with [INSERT NAME OF LOCAL QIO]?

70% 

Respondent Serial: 16. Current question: Q11

How long has your practice worked with Telligen?

☐ Before January 2015

☐ Since January 2015

☐ Prior to 2015

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12. How much do you agree or disagree with the following statement?

72% 

Respondent Serial: 16. Current question: Q12

How much do you agree or disagree with the following statement?
My organization benefits from participating with Telligen

☐ Strongly disagree

☐ Somewhat disagree


☐ Neither agree nor disagree

☐ Somewhat agree

☐ Strongly agree

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12a. *Please explain why you disagree with this statement


75% 

Respondent Serial: 16. Current question: Q12A

Please explain why you disagree with this statement

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13. Do you know whom to contact at [INSERT NAME OF LOCAL QIO], if you wanted help or advice from them on improving medical safety, or preventing ADEs?

77% 

Respondent Serial: 16. Current question: Q13

Do you know whom to contact at Telligen, if you wanted help or advice from them on improving medical safety, or preventing ADEs?


☐ Yes

☐ No

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14. Approximately how many times did you or someone at your organization participate in one-on-one or small group meetings with someone from [INSERT NAME OF LOCAL QIO] on the phone, through email exchanges, or in-person in the past twelve months?

80% 

Respondent Serial: 16. Current question: Q14


Approximately how many times did you or someone at your organization participate in one-on-one or small group meetings with someone from Telligen on the phone, through email exchanges, or in-person in the past twelve months?

☐ DON'T KNOW

☐ REF

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15. Apart from one-on-one exchanges, did your organization take part in meetings led by [INSERT NAME OF LOCAL QIO] with other healthcare providers and pharmacists in the community, such as those working in hospitals, nursing homes, home health agencies or other types of healthcare providers?

82% 

Respondent Serial: 16. Current question: Q15


Apart from one-on-one exchanges, did your organization take part in meetings led by Telligen with other healthcare providers and pharmacists in the community, such as those working in hospitals, nursing homes, home health agencies or other types of healthcare providers?

☐ Yes

☐ No

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16. [IF YES] Approximately how many times did you or someone from your organization participate in meetings with these other healthcare providers or pharmacists in the past twelve months?

85% 

Respondent Serial: 16. Current question: Q16

Approximately how many times did you or someone from your organization participate in meetings with these other healthcare providers or pharmacists in the past twelve months?

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17. *How much do you agree or disagree with the following statements about these meetings organized by [INSERT NAME OF LOCAL QIO]?

87%

Respondent Serial: 16. Current question: GRID_Q17

How much do you agree or disagree with the following statements about these meetings organized by Telligen?

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Participants in these meetings act as a collaborative or coalition to increase coordination of care and/or reduce ADEs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Members actively participate in the meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If tasks need to be completed before the next meeting, members assume lead responsibility for tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Members actively plan, implement, and evaluate activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Members commit a sufficient amount of time to achieve goals and nurture the collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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18. *How much do you agree or disagree with the following statement?

90%

Respondent Serial: 16. Current question: Q18

How much do you agree or disagree with the following statement?

Since working with Telligen I have experienced improved relationships with prescribers

☐ Strongly disagree

☐ Somewhat disagree

☐ Neither agree nor disagree

☐ Somewhat agree

☐ Strongly agree

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V. Activities and Resources Provided By QIN-QIO

19. Please indicate to the best of your knowledge whether your [INSERT “practice”, “pharmacy”, or “facility”] has used any of the following resources that may be provided by your QIO:

97%

Respondent Serial: 20. Current question: Page_Q19

Please indicate to the best of your knowledge whether your practice has used any of the following resources that may be provided by your QIO:

	Yes	No	Don't Know	Refuse
Data on adverse drug event-related hospitalizations or readmissions in your area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource materials such as tool kits on preventing ADEs from anticoagulants, diabetes agents, or opioids, or links to information online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical assistance with collecting data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical assistance on using data to monitor potential ADEs or occurrence of ADEs with patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings or webinars on a specific topic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Resource 1: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any other general engagement or information resources?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Resource 2: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Resource 3: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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20. Overall, please mark the response that best describes your organization’s level of engagement in medication safety technical assistance and resources provided by [INSERT NAME OF LOCAL QIO] since [for practices and nursing homes] January 2015 [for pharmacies] September 2016.

95%

Respondent Serial: 16. Current question: Q20

Overall, please mark the response that best describes your organization's level of engagement in medication safety technical assistance and resources provided by Telligen since January 2015.

☐ Fully engaged
☐ Moderately engaged
☐ Minimally engaged
☐ Not at all engaged

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21. *What quality improvement areas related to medication safety or adverse drug events is your [INSERT “practice”, “pharmacy”, or “facility”] most in need of additional assistance?

100%

Respondent Serial: 20. Current question: Q21

What quality improvement areas related to medication safety or adverse drug events is your practice most in need of for additional assistance?

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End

100%

Respondent Serial: 20. Current question: AnswerSummary

Thank you for taking part in this survey.
These are all the questions we have for you today.