

NPDB Survey Announcement

The National Practitioner Data Bank (NPDB) is announcing the launch of a satisfaction survey of eligible Data Bank users. This web based survey will allow the Data Bank to improve future user experiences. Additional [information](#) about the survey is available.

Attention ITP Users: ITP Sunset to Occur in July 2014

Entities that use the National Practitioner Data Bank's (NPDB's) Interface Control Document Transfer Program (ITP) system to perform large batch uploads through custom or commercial software need to prepare for the official replacement of ITP with the Querying and Reporting XML Service (QRXS) – a similar system – on **July 31, 2014**, and should use QRXS instead. ITP and the QRXS perform the same function, though QRXS offers added benefits and is now used by most entities that use custom or commercial software products or services to electronically



query and report to the Data Bank. QRXS has a web service interface, and the QRXS Quality Assurance (QA) environment allows you to test your code.

Vendors and entities that use ITP should be aware of the following milestones:

- Starting September 30, 2013, entities will no longer be permitted to submit reports via ITP
- Starting January 7, 2014, entities will no longer be permitted to sign up for ITP
- Starting July 31, 2014, entities will no longer be able to use ITP for querying

ITP is typically used by organizations with an in-house credentialing system to transmit large-volume batch queries and manage and store practitioner data. **This transition will only affect users of the ITP system**, and not those who have already switched to QRXS, or those who query and/or report directly through the Data Bank website.

If you use ITP, or are unsure of whether you use ITP or QRXS, contact your software vendor (the provider of your querying or reporting tool) well in advance of the sunset date to ensure the vendor is modifying its ITP code to interact with the

Benefits of QRXS include:

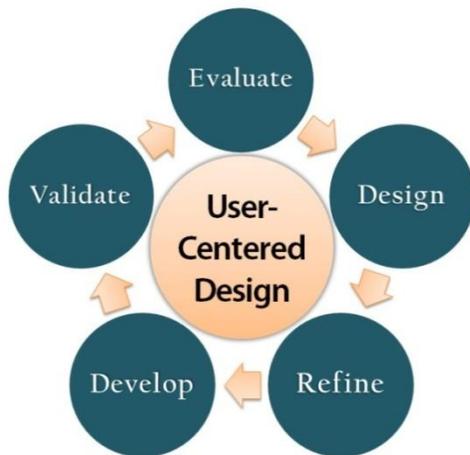
- ✓ QA environment for testing codes and files
- ✓ Web service interface for easier integration and communication
- ✓ Future QRXS enhancements

QRXS, if it has not done so already. The Data Bank has prepared resources to assist vendors in the switch to QRXS, including:

- The [ITP Sunset Fact Sheet](#), which includes sunset-specific FAQs and vendor-targeted instructions.
- The [About Software](#) page for general QRXS information.
- Software [downloads](#) necessary to implement QRXS.
- The [QRXS Client Program User Guide](#) as a comprehensive manual.
- ITP and QRXS [Software FAQs](#) for technical questions.

Entities and software vendors may contact the [NPDB Customer Service Center](#) if they need further assistance during this process. The Data Bank looks forward to assisting entities and vendors during the transition to this improved service. It is important that your organization does not delay and begins the QRXS transition today.

Improving the Data Bank User Experience



Have you noticed changes in the functionality or appearance of the Data Bank website? You might be surprised to learn that many of the changes were designed by Data Bank users like you. Over the last year, changes have included improvements to query, reporting, registration pages and enhancements to the report response service pages. For example, organizations now see report results in real-time and identify practitioners and organizations by name, instead of by the Document Control Number, on the *Reporting Activity* page.

The Data Bank is committed to continually improving the user experience through User-Centered Design (UCD). The UCD process focuses on the needs, limitations, and preferences of people who actually use the system. As the name implies, the user is always at the center of the design process.

UCD starts by having individuals who use the Data Bank’s website regularly evaluate the current website and give feedback on their site experience. Usability has three basic elements:

- Effectiveness – Can users achieve what they want by using the system?
- Efficiency – How long does it take users to finish a task?

- Satisfaction – Do users like using the system?

The goal is to make the website more focused on users and how they interact with the system by incorporating the above elements into the system design.

How Do We Measure Usability?

Data Bank staff and contractors observe users who volunteer to participate in a usability study.

1. Participants perform a series of typical tasks and “think aloud.” Participants say exactly what they are thinking as they are completing a task.
2. Observations are evaluated and combined with additional user feedback to develop ideas for improvements.
3. Ideas are incorporated into a model or prototype of a new design.
4. Volunteer participants evaluate the prototype so the final design can be refined.
5. The new design is programmed, tested, and implemented on the website, but that is not the end of the UCD process.

The new design is re-evaluated to see if it is indeed better.

Endless Cycle?

Does this process sound like an endless cycle? Absolutely, and it is by design! UCD is a commitment to continually improve the website experience. Keep an eye on your inbox. Periodically, the Data Bank sends emails to users asking for volunteer participants.

Be on the lookout for the next round of new and improved designs to make your Data Bank work faster and easier.

Helpful Hints from the Data Bank

State Licensing Boards: Update Self-Query Instructions and Fees for Practitioners

Since the May 2013 merger of the NPDB and the Healthcare Integrity and Protection Data Bank (HIPDB) into a single Data Bank, all report information is now maintained under the NPDB. The fee for a practitioner self-query, previously \$16.00 (\$8.00 for the NPDB and \$8.00 for the HIPDB), is now only \$8.00. The practitioner still receives all reports concerning himself or herself (reports from the NPDB and the former HIPDB) that are now contained in the merged NPDB.



If your entity is a State Board, please remember to update your self-query instructions to reflect post-merger changes and direct practitioners to the NPDB [website](#) for current information and fees. We appreciate your help in spreading the word to all practitioners.

New Professions Added to School Name Auto-complete

On October 21, the Data Bank will add the auto-complete feature on report and query forms for the professions listed below. The auto-complete feature suggests names of schools as the user types to help ensure data is entered accurately and completely. Schools will be added for the following professions:

- Acupuncturist
- Audiology, Speech & Language Therapist
- Counselor, Mental Health
- Dietitian
- Marriage and Family Therapist
- Massage Therapist
- Midwife, Lay (Non-Nurse)
- Nuclear Medical Technologist
- Nurse Midwife
- Nutritionist
- Physical Therapist
- Physical Therapy Assistant
- Podiatric Assistant
- Podiatrist
- Psychological Assistant, Associate Examiner
- Psychologist
- Psychologist, Clinical
- Radiation Therapy Technologist
- Radiologic Technologist
- Social Worker

Complete and accurate information in all data fields is critical for report and query forms, and the auto-complete feature is just another way the Data Bank is trying to make the process better. If you have additional suggestions, contact the NPDB Customer Service Center via [email](#) or phone at 1-800-767-6732.