

## Faster Electronic Results Now Available for Self-Queriers

Practitioners or organizations submit Data Bank self-queries to obtain information that may have been reported on them. For identity verification purposes, a notary public is required to affix his or her seal to a printed copy of each completed self-query form. The self-querier then mails the notarized form to the Data Bank for processing, and receives the self-query results (via electronic access, as well as a mailed paper copy) in 3 to 10 days.



To facilitate self-query form submission (and access the electronic Self-Query results), on August 30, 2013, the Data Bank introduced a self-query enhancement that allows a practitioner to:

- **Verify his or her identity online** by answering selected identity-proofing questions instead of submitting a notarized form;
- **Submit his or her self-query online** instead of mailing in the notarized form; and
- **Receive his or her electronic self-query results within one business day** (most within a few minutes), which includes any reports on file about him or her in the Data Bank. The practitioner will later receive the mailed paper copy of the results as well.

The in-person notary process remains in place for cases in which the practitioner's identity cannot be verified online, and for organizations that wish to self-query. Both the notary method and the electronic submission method have the same fee (\$8.00), and both include one paper copy and electronic access to the self-query results.

Please note that due to the merger of the Healthcare Integrity and Protection Data Bank (HIPDB) with the National Practitioner Data Bank (NPDB), all Data Bank information is now collected and disclosed through the NPDB. The HIPDB information was incorporated into the NPDB. As such, all Data Bank information will appear in a single self-query response. Because there is only one Data Bank, there is only a single fee of \$8.00 instead of \$16.00 for self-query results from each Data Bank.

If your organization requests that practitioners submit their self-query results, please share this information with them so that they can take advantage of the new, easy-to-use process. Practitioners and organizations can begin the self-query process on the Data Bank [website](#).

## Meet Lorraine, a Data Bank Compliance Officer



*We asked Lorraine, a Compliance Officer of three and a half years, a few questions about her role at the Data Bank. Her responses are shared below.*

**Q: What does being a Data Bank Compliance Officer entail?**

Our work involves a lot of detail-oriented fact checking and analysis to provide the best information to our Data Bank users. Currently, we are reaching out to Licensing Boards in 13 states to request data on their adverse actions for the Data Bank’s October 2013 Compliance posting. This effort is part of the Compliance team’s review of the completeness and accuracy of reports on the 12 most-queried professions, which are: Physicians, Nurses, Podiatrists, Psychologists, Dentists, Physical Therapists, Pharmacists, Optometrists, Physician Assistants, Chiropractors, Social Workers, and Behavioral Health Professionals. The review also includes the analysis of support professions such as Dental Assistants, Nursing Assistants, and Pharmacy Technicians, for the years 2010 and 2011. For those boards not covered by this “Top 12” effort, we are asking each of them to attest every two years to their compliance with Data Bank reporting obligations.

**Q: What do you enjoy most about your work as it relates to the Data Bank’s mission?**

I enjoy the fact that I have the opportunity to work with people who are actively contributing to the improvement of patient safety and quality health care in the U.S.

**Q: What are some positive outcomes of the work that you can share?**

Our interaction with the State Licensing Boards is a really positive aspect because we are working toward the same mission of protecting the health of the public. We educate State Licensing Boards about Data Bank requirements and explain what it means to be compliant – when all state licensing actions required to be reported to the Data Bank have been successfully submitted. The boards feel a sense of accomplishment when they become compliant, so it is rewarding to assist them in getting there.

**Q: Approximately how many entities do you work with? Approximately how many compliance cases do you have at one time?**

During this round of reviews, I am working with 91 entities in 4 states across the U.S., but the Compliance team effort as a whole is focused across all U.S. states and territories.

**Q: How do you and the other Compliance team members contribute to the integrity of NPDB data?**

Compliance is the backbone of the Data Bank's data integrity efforts and involves helping reporters to not only report the information required of them, but to report it accurately. We look at all of the information available on a State Licensing Board's website, examine the regulations for that state, and verify that an action should be reported to the Data Bank. We first check to see if an action has been reported, and if it has not been reported, we follow up with the board to make sure it is reported.

It is also important to note that our work with State Boards is just one part of the overall compliance initiative. We are actively working on several initiatives to educate users and promote compliance with Data Bank reporting and querying requirements for all types of Data Bank entities, including hospitals, medical malpractice payers, and Federal and state government agencies.

**Q: What is the biggest challenge in your job?**

The biggest challenge in my job is occasional staff turnover at the state level, so the people I work with are at various places in the Data Bank learning curve.

**Q: What is the biggest benefit to the Data Bank in having a Compliance team?**

The Compliance team helps to ensure the quality and completeness of Data Bank information, which is critical to the Data Bank fulfilling its mission. State Boards, hospitals, and other entities rely on the Data Bank as a resource when making employment, certification, licensure, clinical privileges, affiliation, or other decisions. Completeness of Data Bank information enables these entities to make more informed decisions.

**Q: What else do you think Data Bank users should know about the Compliance team?**

I work with really great, talented people, and if users should ever have a question or a concern, they can simply send us an email or pick up the phone and call. We also have a lot of resources available such as webinars, fact sheets, and FAQs on the [website](#), so there should never be a question that goes unanswered.

We are really receptive to feedback if users have suggestions for system enhancements or ways that we can improve the Data Bank. We will work with users to try to incorporate their recommendations and suggestions.

## Forgot your Password? Reset it Yourself

Forgetting your password is always an inconvenience, but the Data Bank system provides users with the advantage of a self-service password reset. You can reset your Data Bank password online in minutes by following the tips below.



### Create a New Password

1. From the Data Bank website, click [Sign in](#) under *Health Care Organizations*.
2. Click [Forgot Your Password?](#)
3. Enter your Data Bank Identification Number and User ID.
4. Answer the challenge questions correctly.
5. Enter and confirm a new password. Click **Save Password**. An email will be sent to the user account requesting the password reset. The user must click the link and sign into the Data Bank within one hour with the new password. It is just that simple!

### Reset a Current Password

If you know your current password, you may change it at any time by following the directions on the [User Account Information](#) page. If you know your password has been compromised, reset it immediately.

### Create a New User Account

The Data Bank Administrator must initially set up a user account and password for each new user that will access the Data Bank. The Administrator may also update or delete an established user account. To create the user account and password:

1. Sign into the Data Bank as the Data Bank Administrator.
2. Click **Maintain User Accounts** on the *Administrator Options* page.
3. Click **Create Account** to set up each user name and initial password.
4. Click **Save** to keep the changes.

New users are required to change the system-generated password at their next sign-in, within 3 days. New users must also set up a series of challenge questions and answers when their user account is established in order to access the self-service password reset in the event of a forgotten password.

### Strong Password Creation

Strong passwords are required to protect the sensitive and private Data Bank accounts. Users must change their Data Bank password every 90 days and may not reuse any of their last 24 passwords. To create a strong password, please keep the following password requirements and guidelines in mind. The password must have the following characteristics:

- Be between 8 and 14 characters long.
- Have at least one number included.
- Have at least one uppercase and one lowercase letter included.
- Have at least one of the following special characters included: !@#\$%^&\*()-\_+=[]{}|;:,.<>?.
- Include no words that are found in the dictionary.
- Include no parts of your user ID.
- Is not a common Data Bank phrase (e.g., NPDB, Data Bank).
- Is not a simplistic or systematic sequence (e.g., abcd1234).
- Is not a repeating sequence (e.g., Abcd2\*\*\*\*).

To create a password that is both strong and easy to remember, try combining common words and replacing letters with special characters. For example, “I like spring!” could become “1L1k35pr1ng!”

The easy-to-use self-service password reset capability was developed with your busy schedule in mind, and is a function that many users may find helpful.

Bottom line: you do not need to call the NPDB Customer Service Center to reset your password. You can do it yourself.