ANSWERS TO FREQUENTLY ASKED QUESTIONS (FAQs) FOR HOSPITALS

CULTURE OF VALUE AND EFFICIENCY SURVEY
For Hospitals

Westat

If you have questions, contact Amanda Vithidkul or Kate Duffy (1-855-676-8636, HospitalEfficiencySurvey@westat.com)

GENERAL QUESTIONS

1. **Who is sponsoring this project?**
The Agency for Healthcare Research and Quality (AHRQ), under the U.S. Department of Health and Human Services, is sponsoring this project. For more information about AHRQ, see [www.ahrq.gov](http://www.ahrq.gov).

2. **What is the purpose of the study?**
The goal of the study is to pilot test and refine a questionnaire that will be used by health care organizations to assess the extent to which their organization’s culture supports value, efficiency, and waste reduction.

3. **Who is Westat?**
Westat is a survey research firm in the Washington, DC, area. AHRQ has contracted with Westat to conduct the survey and analyze the results of this study. For more information about Westat, visit [www.westat.com](http://www.westat.com).

4. **How will the results be used?**
The results will be used to shorten the questionnaire. The revised questionnaire will be free and publicly available on the AHRQ Web site for hospitals to voluntarily administer to their staff.

HOSPITAL ELIGIBILITY

5. **What types of hospitals can participate?**
A hospital is an acute inpatient facility in a specific location. Participating hospitals must have at least 50 licensed beds.

TIME AND HOSPITAL RESPONSIBILITY

6. **How long will it take for employees to complete the survey?**
Most people will be able to complete the survey in about 10 minutes.

7. **When does the survey begin?**
Data collection will begin in January 2014 and continue through April 2014.

8. **How will the survey be administered?**
Hospitals will administer a web survey to all staff. Westat will create a web survey for that hospital and will send out the survey invitation and all follow-up reminders. If the hospital chooses not to provide Westat with a list of ALL providers and staff email addresses, another option is to have a hospital survey point of contact send out the survey invitation and all follow-up reminders.
9. **How long will employees have to complete the survey?**
We will work with each hospital independently to determine the best survey fielding period; however, on average, most data will be collected over a course of 6 weeks.

10. **What will be the point of contact’s responsibility?**
The responsibilities of the hospital point of contact include the following:
   - Promote participation by stressing the importance of the survey topic.
   - Explain the purpose of the survey to all sampled staff.
   - Provide Westat with a list of 200 providers and staff email addresses (a sample to be used for the web survey invitation and reminders). Each sampled employee will receive a unique URL to administer the survey so that no user ID or password will be necessary. We also have a less desirable option of sending out a generic URL to each hospital. However, this would necessitate sending out reminders to all staff, rather than just those who have not completed the survey, thereby potentially confusing those who have already responded.
   - Conduct follow-up activities to increase employee participation if needed.

11. **How much is this going to cost?**
There is no direct cost to the hospital.

**BENEFITS FOR THIS HOSPITAL**

12. **Why should we participate? What are we going to get in return?**
   - Healthcare costs are of prime concern to many organizations, as they try to cut waste, provide quality care, and make the work more efficient. A first step is to measure staff perceptions of efficiency, and waste reduction to target opportunities for improvement.

   - Westat will summarize survey responses and provide a feedback report to the hospital if there are at least 10 completed surveys. All feedback report data will be aggregated so that responses cannot be traced to individuals. Westat will also provide de-identified summary results for all hospitals participating in the pilot study.

   - Participating hospitals will receive a $1,000 monetary thank you. To receive the full incentive, a 60% response rate is required.