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NCDR 2008 User Report

February 2009

Background

- Thank you for participating in the NCDR Annual Participant Survey. We appreciate your time and feedback
- Our main objectives included:
 - Asking questions that are pertinent to your NCDR experience
 - Gathering information
 - Evaluating the results – what does it all mean?
 - Using the information to expand and improve services for the NCDR participant
- We hope you find this information useful!

Background and Objectives

This research was designed to evaluate:

- Registry participation, both NCDR and other
- Registry satisfaction, both NCDR and other
- The degree to which NCDR support programs and services meet user needs
- Opportunities for improvement and provide additional quality services
- Amount of time required for registry participation
- Participant demographics

Methodology

- An email invitation sent to 8,281 NCDR registry users (a total of 1,582 unique facilities) on September 30, 2008
- Two additional reminders were sent
- Survey live from September 30 – October 27, 2008
- A total of 1,265 participated in the survey, resulting in a response rate of 15.3%. A total of 788 facilities were represented in this research (50% of all NCDR unique facilities)

Key Findings

- More than 70% users have been working with their registry(ies) for at least 2 years – overwhelming majority are RNs (65%) and working as site managers (36%)
- ICD and CathPCI are the two most widely used registries among the participating facilities (88% and 75% respectively). Users are very satisfied with their registry experiences
- Close to three-fourths of the facilities using NCDR also participate in other non-NCDR registries
- Hospital administrators are the most influential decision makers in the registry participation process followed by CathLab and Quality directors
- ICD and CathPCI registry users are very satisfied with their registry usage experience
- More than half (57%) of the ICD registry users' facility currently track ICD lead data
- Most facilities (69%) do not follow their PCI patients post hospital discharge – more than one quarter of the registry users' facility perform percutaneous valve intervention

Key Findings – cont.

- Though the majority of facilities (83%) report that their facility performs PCI Vascular procedures, most facility users are not sure (61%) about interest in joining a peripheral vascular disease procedural registry
- A hybrid of both manual and electronic is the most popular technique for data abstraction – an all-electronic method is the least used
- The average number of hours worked in a given week is 41 hours (n=932). CathPCI registry users spend more time with the registry on average than all other NCDR registries combined
- Most registry users are satisfied with NCDR ease of use and do not find one registry easier to use than others
- The majority of users are very satisfied with the NCDR customer support staff; however, opportunities exist to improve timeliness of response and problem resolution
- Email to the service center or calling toll-free were the most used vehicles when contacted



Registry Participation

Survey Participants Profile

Length of Registry Usage at Site

Less than three months	2%
Three months but less than six months	2%
Six months but less than one year	7%
One year but less than two years	17%
Two years or more	72%
N/A	0%
Not Answered	1%

Respondents Site Type

Hospital	98%
Free Standing Cathlab/Clinic	0%
Not Answered	2%

Survey Participants Profile - cont'd

Professional Designation

RN	65%
ANP/MSN	5%
RCIS	4%
RTR	4%
CVT	3%
LPN/LVN	1%
RRT	1%
MD/DO	1%
RD	0%
PA/PAC	0%
Other	22%

- CPC
- CCS
- CCRC
- CCRN
- CPHQ
- Data Abstractor/Analyst/Management
- Quality Analyst/Management
- IT/Systems/MIS
- RHIA
- MHA
- MPH
- College graduate (BA/BS/MBA/MS)

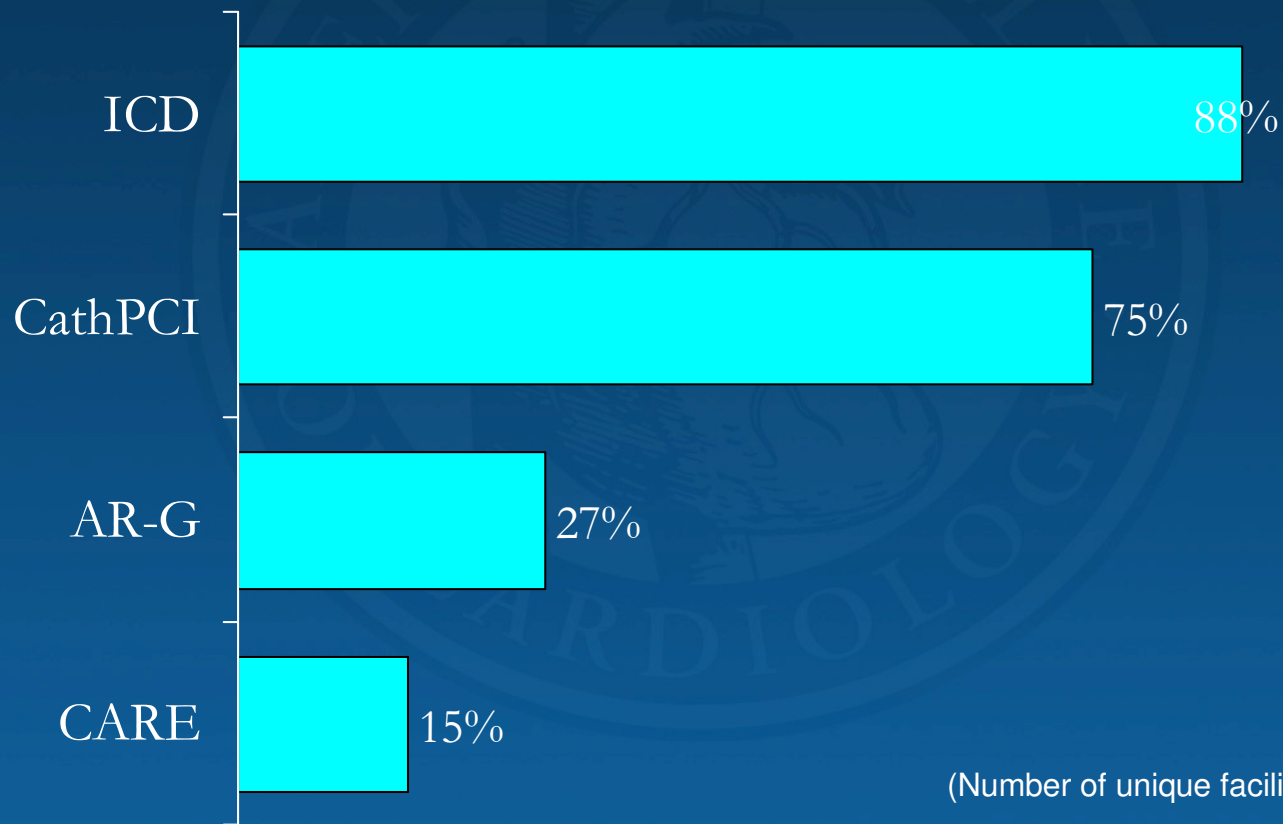
Participants Role

Site Manager	36%
Data Collector	18%
Data Analyst	13%
Data Entry	12%
Billing/Account Manager	1%
Other	19%
Not answered	1%

- Administration
- Cardiac Registry Coordinator
- Cath Lab Director/Manager
- Data Analyst/Entry/Collector/Manager
- Outcome Manager
- Quality Director/Manager/Improvement
- Site Manager
- System Coordinator

Involvement With The NCDR

- Not surprisingly, most facilities participating in this research currently participate in ICD or CathPCI; a significantly smaller percentage are active in AR-G or CARE

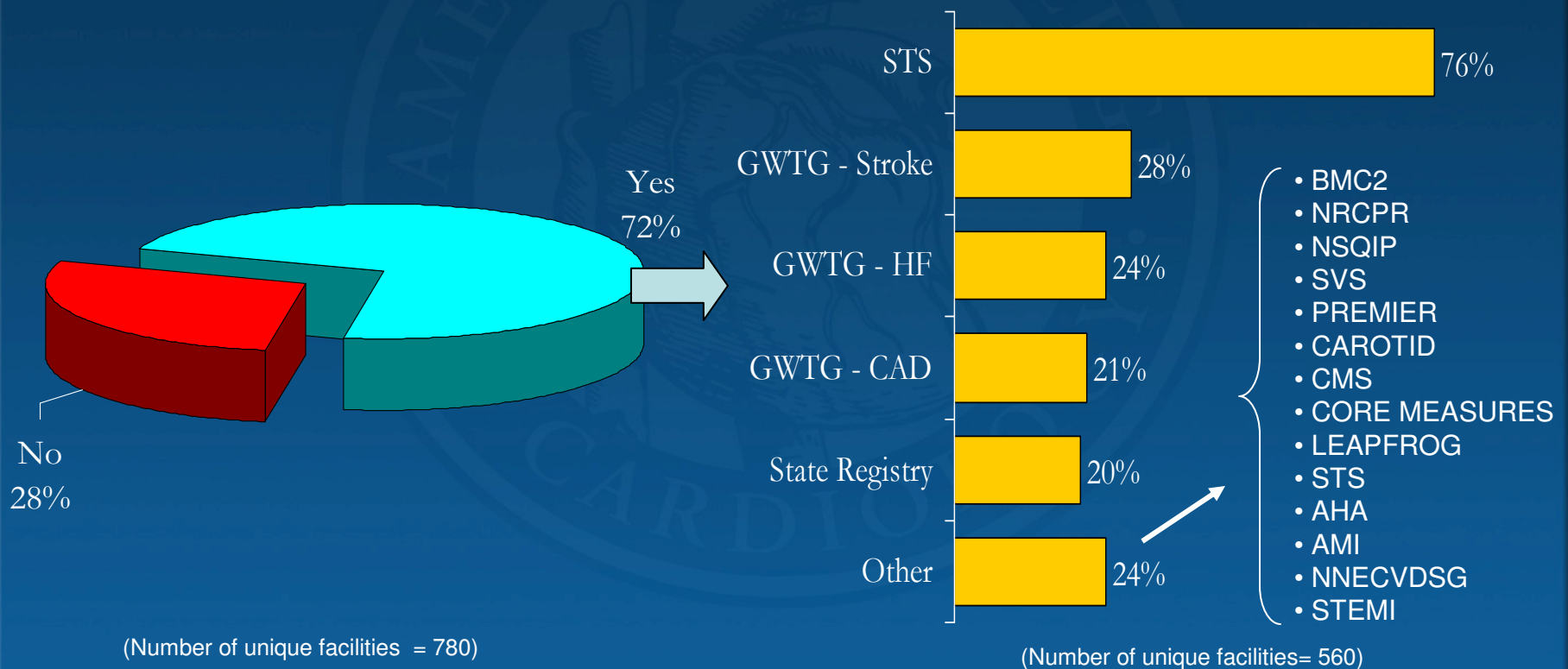


(Number of unique facilities= 762)

Q: Which of the following registries does your facility participate? Please check all that apply

Non-NCDR Registry Participation

- NCDR registry users are also likely to participate in other registries. Less than 1/3 (28%) of facilities only participate in NCDR
- STS is the most popular non-NCDR registry among participating facilities

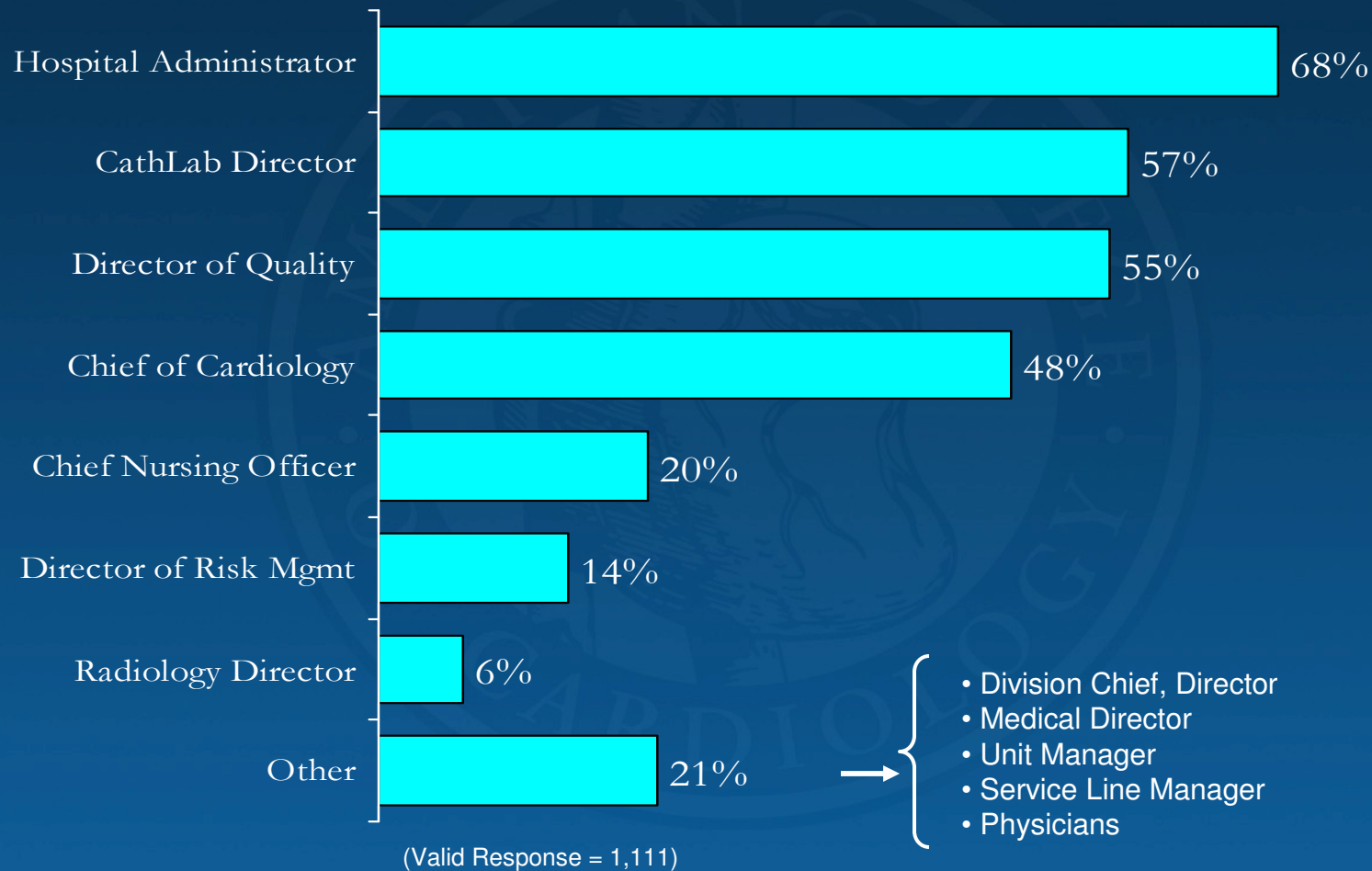


Q: Does your facility participate in any other registry(ies) other than the NCDR?

Q: What other registries does your facility participate in? Please check all that apply

Key Decision Makers

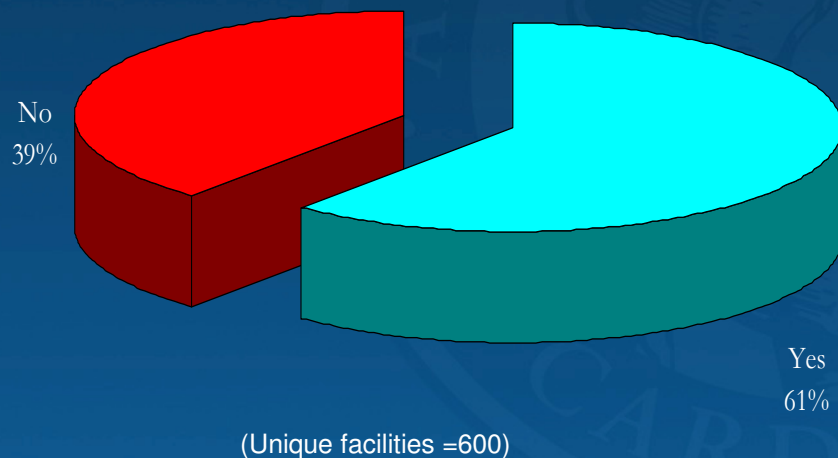
- Hospital Administrators are the most influential in the registry participation process following by CathLab and Quality Directors and Cardiology Chiefs



Q: When your facility is in the process of deciding whether or not to participate in a registry, who are the key decision makers in the process? Please check all that apply.

Tracking ICD Lead Data

- More than 1/2 of the ICD users facilities currently track ICD lead data at the time of implant including serial number, model number and number of leads
- Most facilities (90%) do not implant ICDs in patients less than 21 years old; those who do report an average of 4.1 pediatric cases performed per year their facility (user participant n=58)



- Serial number(s): 84%
- Model number: 97%
- Number of leads: 96%

(Unique facilities = 364)

Q: Do you currently track ICD lead data at the time of implant?

Q: If you implant ICDs in patients less than 21 years old, what is the average number of pediatric cases performed at your facility per year?

CathPCI

- Most facilities (69%) do not follow their PCI patients post hospital discharge
- More than 1/4 of the registry users' facility perform percutaneous valve intervention

• Average Hospital Data

• Beds:	403
• CAS Procedures:	64
• CEA Procedure:	72
• Diagnostic Caths:	1,909
• PCIs:	780
• EP Studies:	193
• ICDs:	149
• Pace Makers:	194
• Cardiac Medicare:	49
• Managed Care:	28

Yes

31%

No
69%

(Unique facilities =601)

• Average Hospital Data

• Beds:	513
• CAS Procedures:	94
• CEA Procedure:	92
• Diagnostic Caths:	2,393
• PCIs:	1,121
• EP Studies:	350
• ICDs:	228
• Pace Makers:	250
• Cardiac Medicare:	47
• Managed Care:	26

Yes

30%

No
70%

(Unique facilities =593)

Q: Do you follow your PCI patients post hospital discharge?

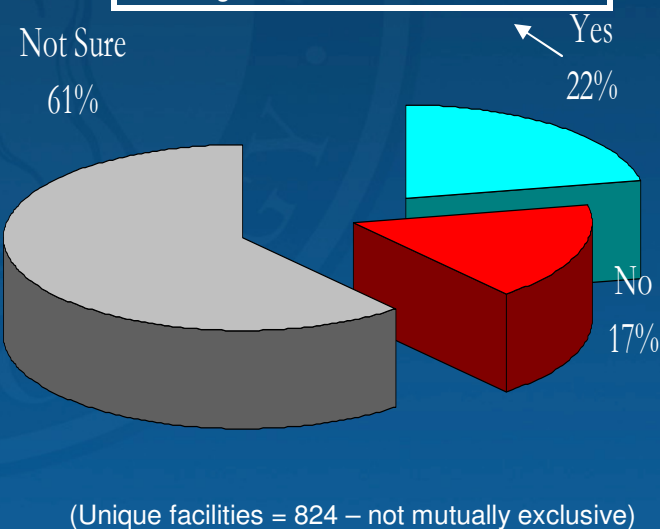
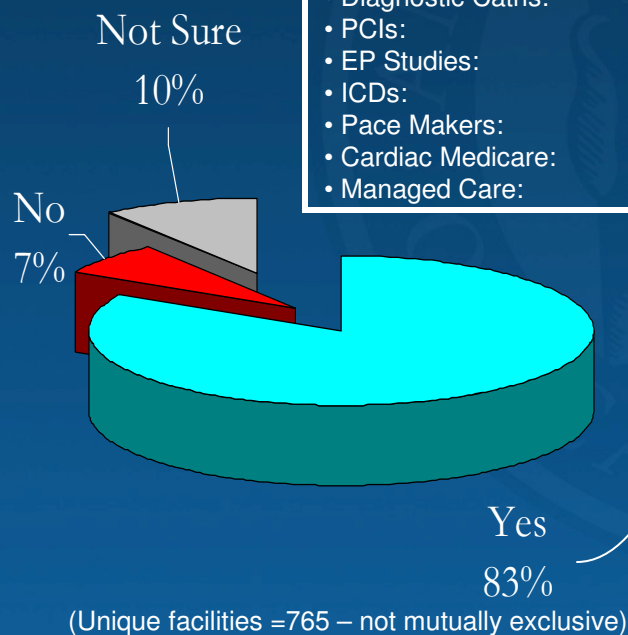
Q: Do you perform percutaneous valve intervention?

Vascular Procedure

- Even though the majority of facilities (83%) report that their facility performs PCI Vascular procedures, most facility users are not sure (61%) about interest in joining a peripheral vascular disease procedural registry

• <u>Average Hospital Data</u>	
• Beds:	419
• CAS Procedures:	78
• CEA Procedure:	70
• Diagnostic Caths:	1,963
• PCIs:	866
• EP Studies:	212
• ICDs:	159
• Pace Makers:	191
• Cardiac Medicare:	49
• Managed Care:	27

• <u>Average Hospital Data</u>	
• Beds:	405
• CAS Procedures:	73
• CEA Procedure:	110
• Diagnostic Caths:	2,013
• PCIs:	892
• EP Studies:	193
• ICDs:	156
• Pace Makers:	191
• Cardiac Medicare:	51
• Managed Care:	26

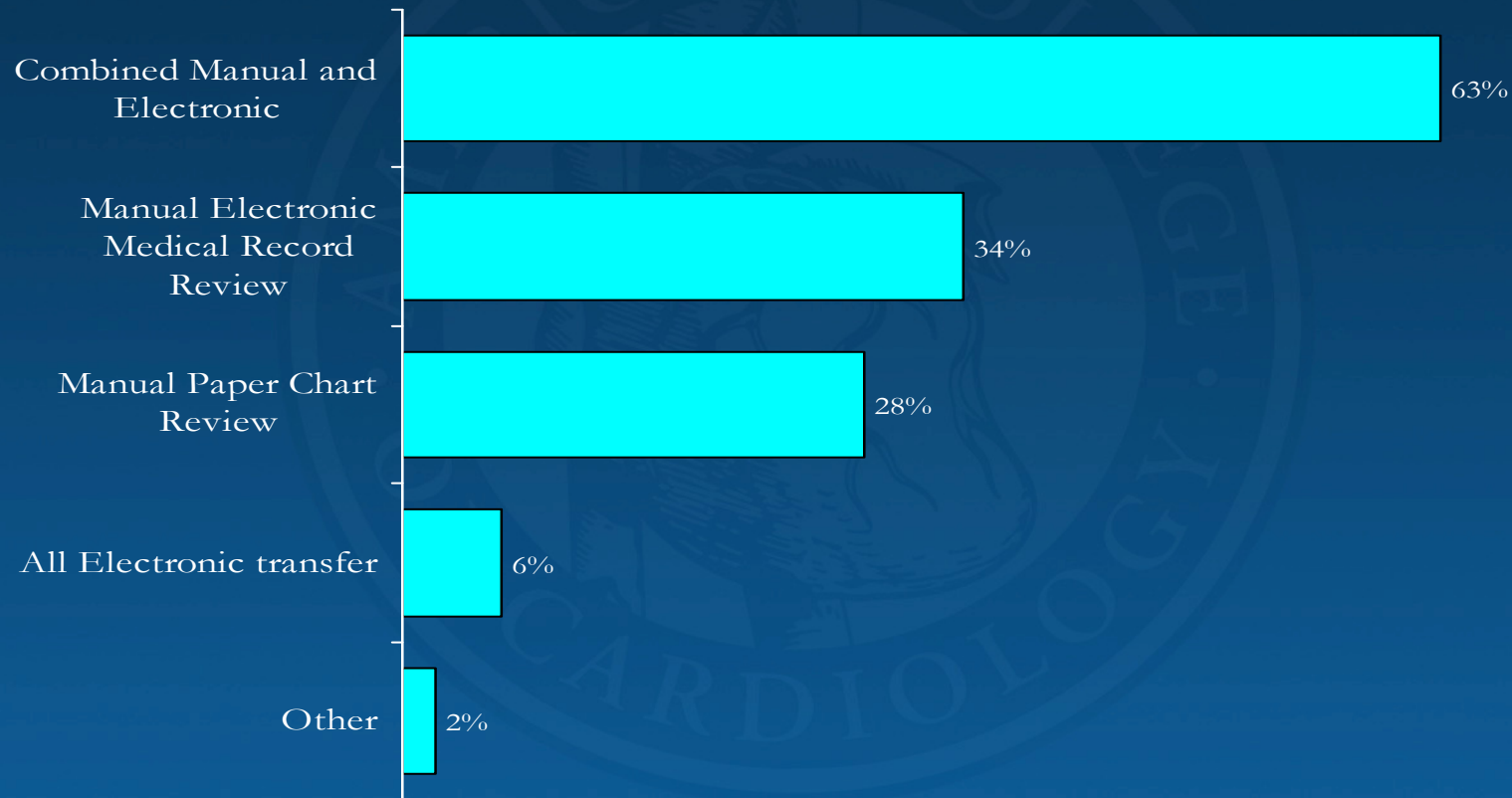


Q: Does your facility perform percutaneous interventional vascular procedures?

Q: Would your facility be interested in joining a peripheral vascular disease procedural registry?

Data Abstraction

- A hybrid of both manual and electronic is a popular technique for data abstraction. Almost two-thirds of facilities (63%) abstract data using a combined manual and electronic method; significantly fewer are locked into one particular method

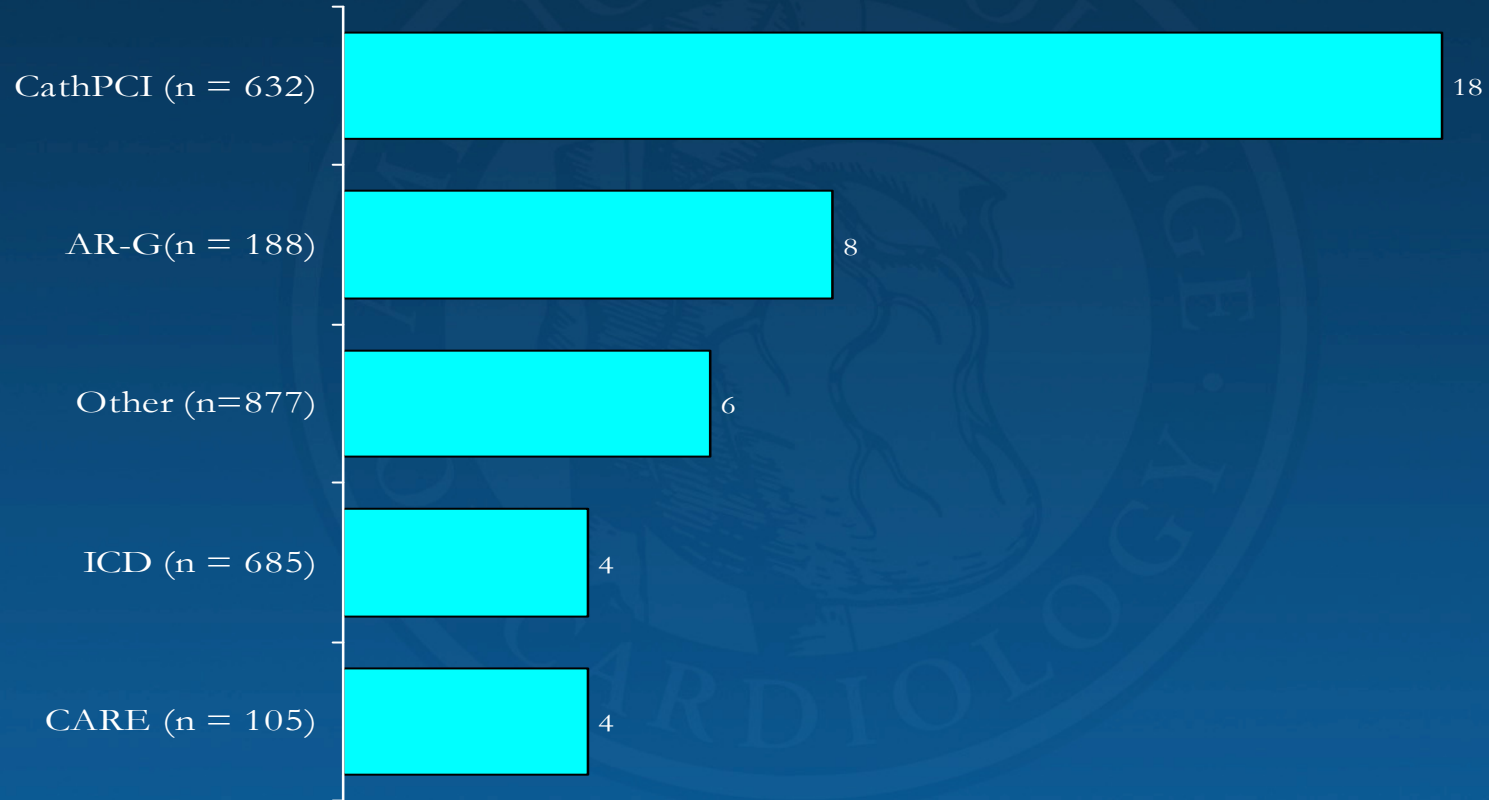


(Number of unique facilities= 706)

Q: What method does your facility use for data abstraction? Please check all that apply

Number of Hours Worked In A Given Week

- Overall average number of hours worked in a given week is 41 hours (n=932). CathPCI registry users spend more time on average than all other NCDR registries combined.



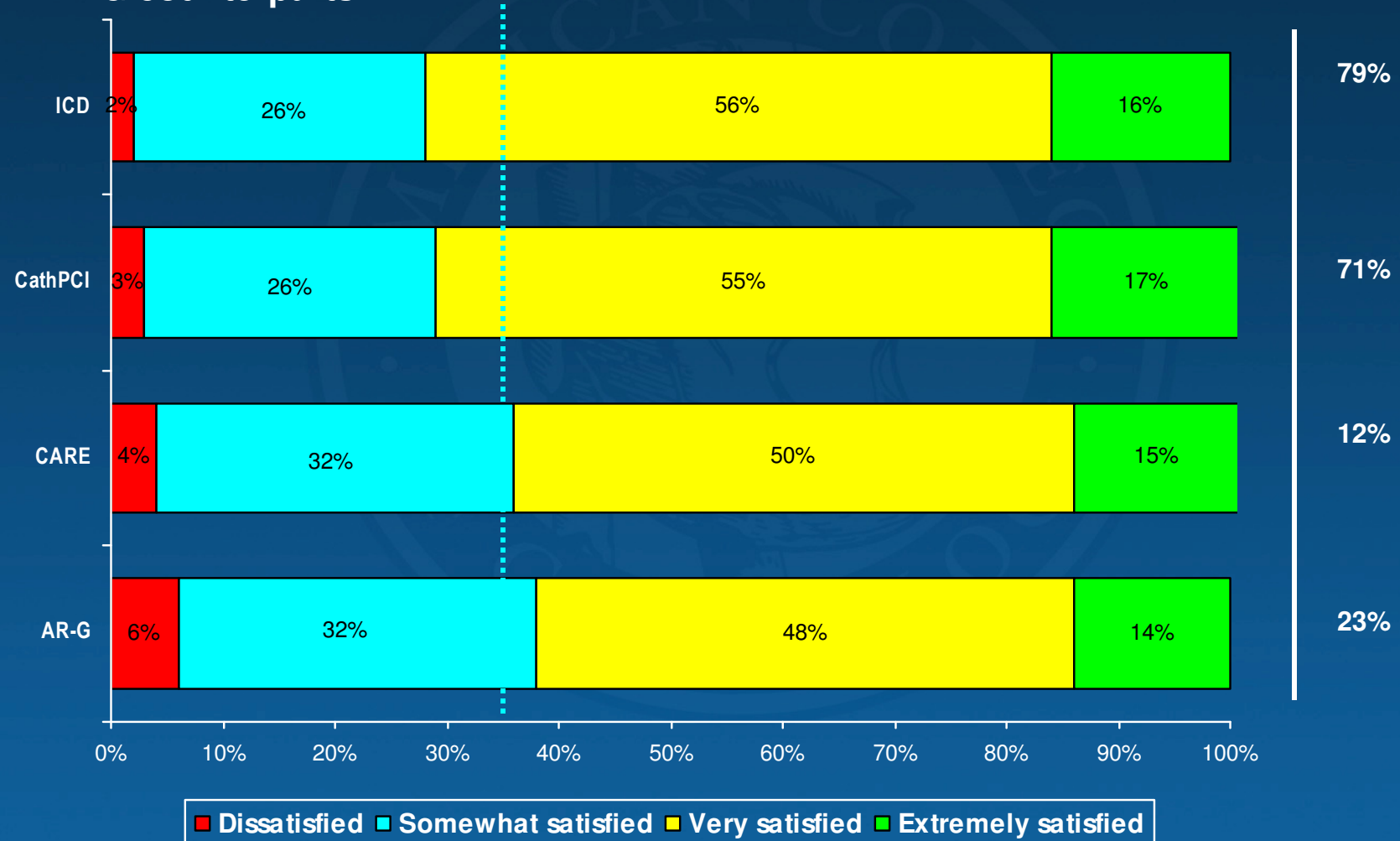
Q: Please estimate the total number of hours you work in a given week

Q: How many hours, on average, do you spend in a typical week working on the following registries?

Q: How many hours, on average, do you spend in a typical week working on other registries

Overall Satisfaction

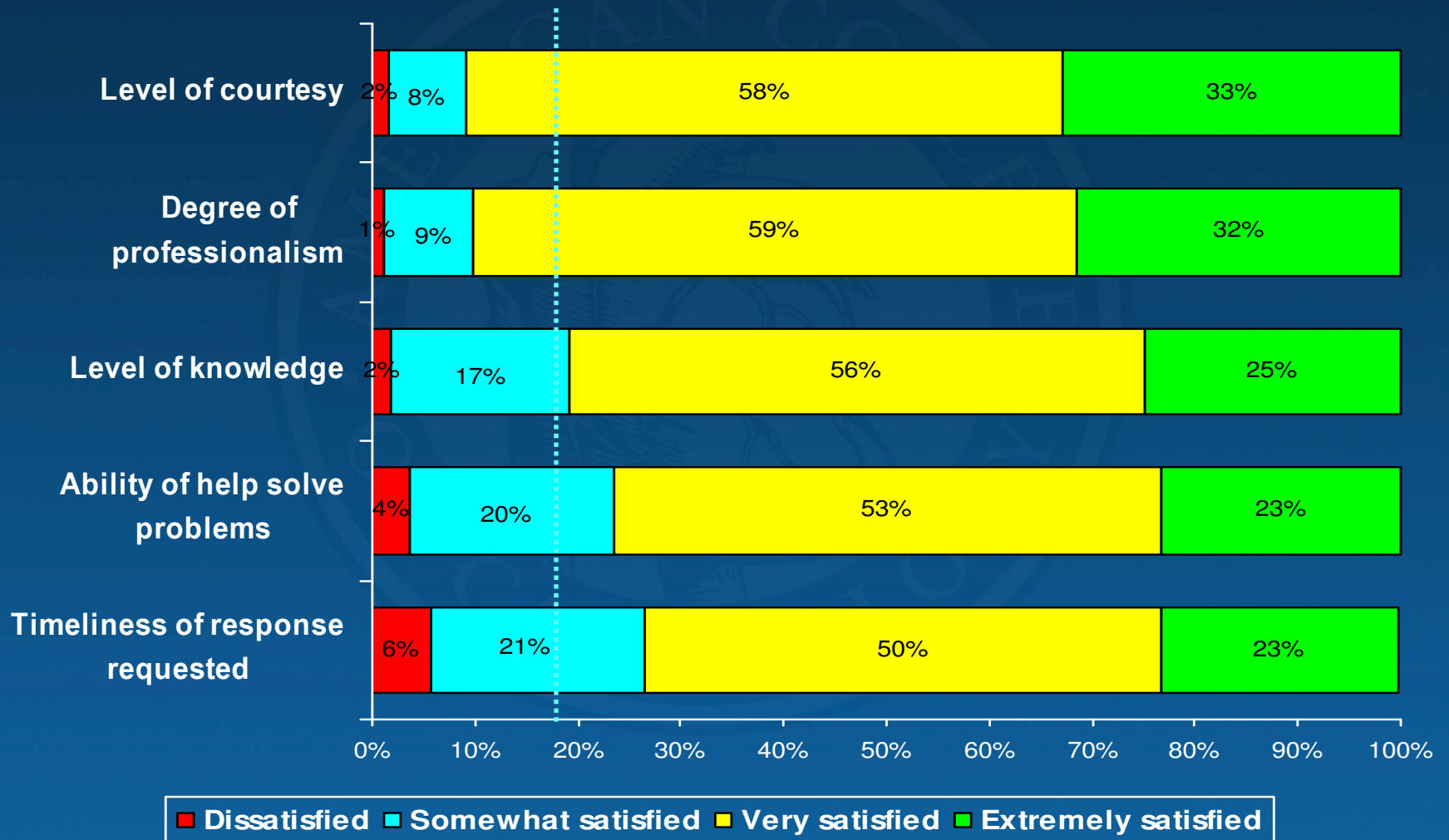
- ICD, CathPCI, CARE, and AR-G users are very satisfied with their registry experiences
- Users of ICD and CathPCI users are even more highly satisfied than their CARE and AR-G counterparts



Q: Please indicate your overall level of satisfaction with the following registries (Valid Response n = 1,100 for NCDR and n = 750 for "Other" registries)

Satisfaction with NCDR Customer Support Staff

- The majority are very satisfied with the customer support staff; opportunities to improve in timeliness of response and problem solution

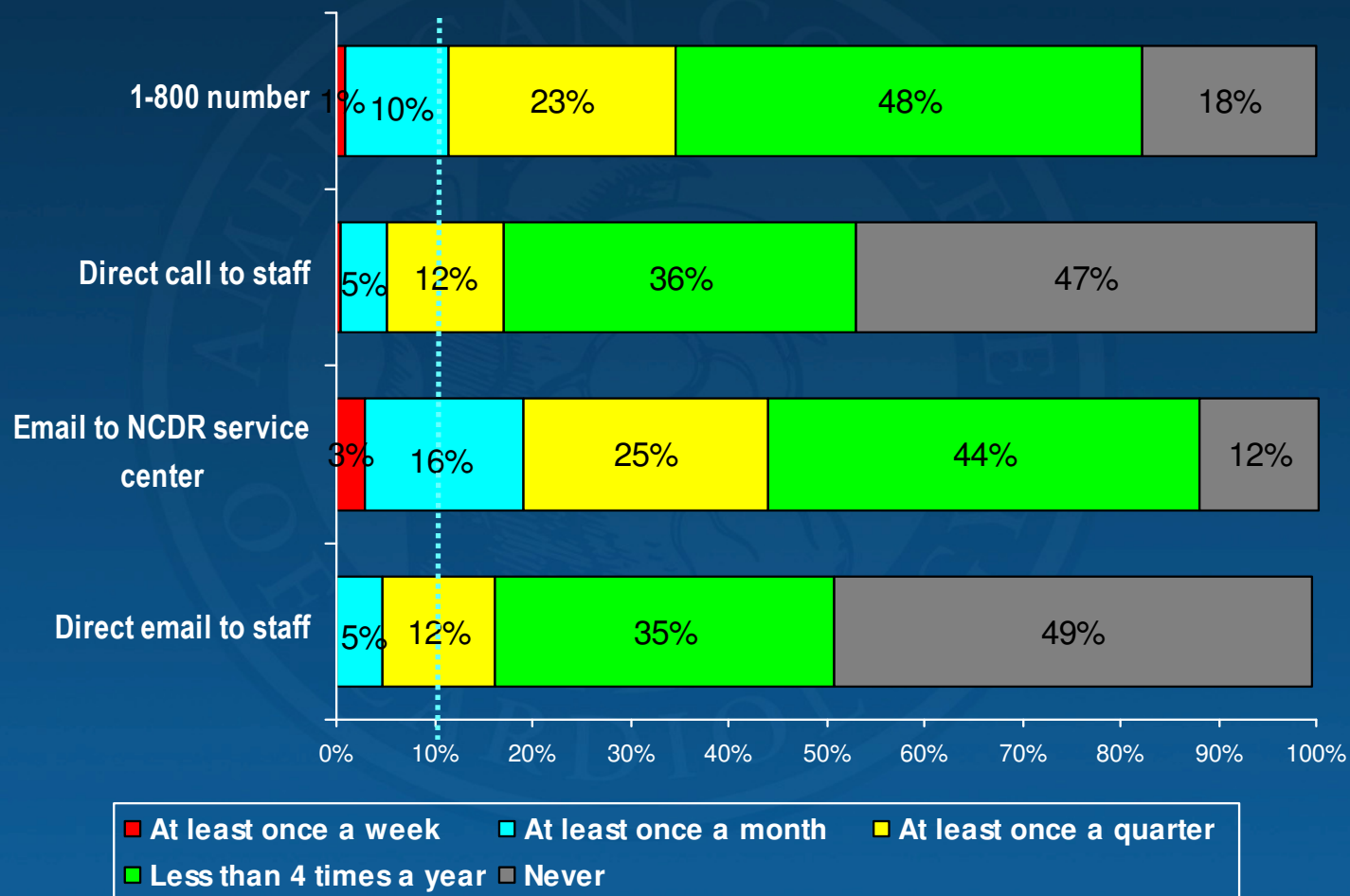


Q: Please rate your level of satisfaction with your interaction with the NCDR customer support staff

(Valid Response n = 932)

Contacting NCDR – Channels Used

- Email to the service center following by 1-800 number access are the most used vehicles for contacting NCDR; direct contact to staff is less popular

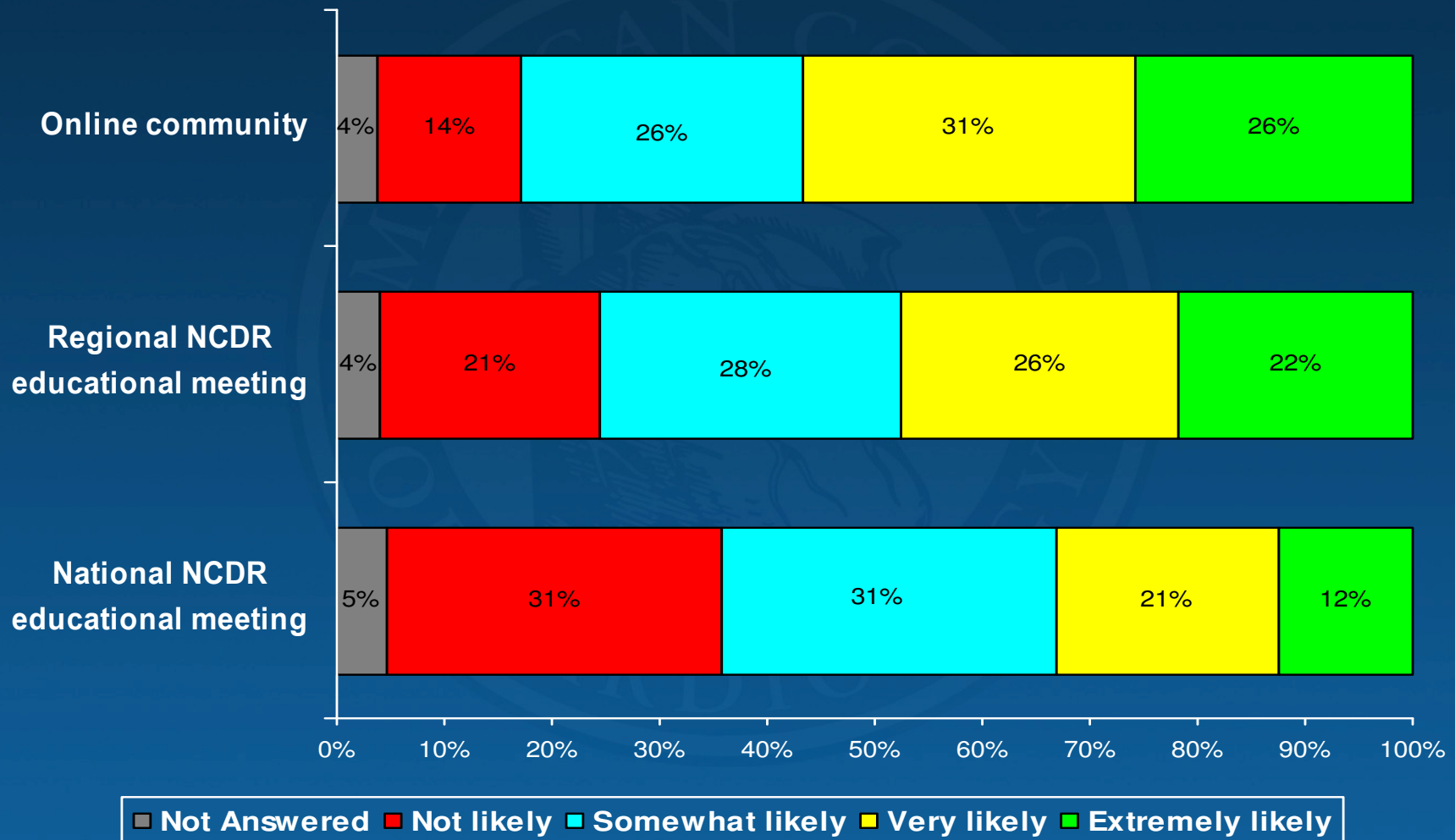


Q: How often do you use the following?

(Valid Response n = 954)

Likelihood Of Participating Other Activities

- Users are less enthusiastic regarding National NCDR educational meeting given their annual participation of the NCDR meeting



Q: Please indicate your likelihood of participating in the following

(Valid Response = 973)