

Appendix B: Standard Questions for Telephone Interviews

Group One: Rate in last year's submission did not meet standard:

1. Note the rate from last year's submission -- "have you implemented any new procedures or operations to try to lower/raise the rate?"
2. Did you have plans that you weren't able to implement? (what was the barrier to implementation?)
3. Would you be interested in some help or some suggestions about procedures or operations that have worked for others? Would you like to work with us to help you lower/raise this rate?

Group Two: Improved DCO rate

1. We have noticed that over the last 4 calls for data, your DCO rate has dropped dramatically. Can you share with me how this happened? What did you do to bring it down? Is there anything that you added, changed or did differently. This information could be useful to other registries that have not been as successful. We are trying to develop some new strategies or perspectives so that all states could enjoy a similar success as what you have had.

Group Three: Never done assessment

1. According to results from last year you did not do _____. Have you started this year? If yes how did it go? How are you doing? If no, we want to help, is there any particular reason why you haven't addressed this issue yet?
2. Would you be interested in some help or some suggestions about procedures or operations to get you started?

Group Four: No improvement in DCO rate

1. According to our results from the calls for data from the past 4 or 5 years, your duplicate rate has not changed and is quite a bit higher than the standard. Do you have any ideas as to why it persists? Have you tried any different approaches to improve operations or procedures to lower the rate? We want to help and would you be interested in some new perspectives or suggestions about how other states have been successful in lowering this rate?

All Registries Contacted: Case Completeness

In addition to questions above, get an idea of completeness from hospitals and activities related to death clearance and non-hospital reporting. Get a sense of what their priorities are, if they have any -- or are they going for everything at once.