FY2015 Annual Survey: Frequently Asked Questions & Responses

1. For the purpose of counting the number of inbound direct calls, are you looking for the number of calls to include calls that were OUTSIDE quitline hours of operation as well as during operating hours?

   Please include ALL inbound calls to the quitline regardless if they were answered. Also include all proxy calls, prank calls or wrong number calls.

2. Typically, do states ask the QL service provider to fill out the applicable portion and then fill out the remainder themselves?

   Some states do ask their service provider to complete specific sections/questions of the survey (e.g., Utilization, MDS). It is up to each state to determine who the best person is to respond to each question. Most states will need to work with other staff from their department, as well as staff from the quitline service provider to complete the survey.

3. Do you want to lump self-referrals and provider referrals or break them out?

   Yes. Question 26 is where states can report the number of referrals received in FY2015. It is broken out by the Referral Mode (e.g., fax, email/online, EHR). Since fax and EHR referrals can only come from a provider or other intermediary approved by the quitline, self-referrals would be reported only in the "Online" Referral Mode.

4. During the FY2015 Annual Survey Training Webinar, several states asked how they would report the number of quitline clients that came to the quitline via online registration/intake?

   For FY15, we would like quitlines to report quitline clients who came to the quitline via online registration/intake in question 26, as part of reported referrals received.

   Please note: we are only asking for those quitline clients who came to the quitline via online registration/intake for phone counseling and/or FDA approved cessation medications. At this time we are not capturing clients who came to the quitline via online registration/intake for online cessation assistance/services.

   As stated in the webinar, NAQC is currently reviewing how best to capture web-based or integrated cessation services and will look to the FY16 Annual Survey to gather that data from quitlines.

Here is a copy of the Definition of Referrals to help guide you on how to report quitline clients who came to the quitline via online registration/intake.

Definition of REFERRALS:

Referrals are client and self-referrals to the quitline from health professionals, other intermediaries or services (including websites) that generate an outbound call initiated from the quitline to the tobacco user.

- Client Referrals are made by a professional (e.g., health care provider, dentist, pharmacist), or a community-based service organization (e.g., WIC, Head Start) on behalf of a patient or client who expressed interest in assistance with quitting tobacco, which generates an outbound call initiated by the quitline to the patient or client.
- Self-Referrals are made on a web-site by the tobacco user who ***either***:
  - Indicates they would like to receive assistance with a quit attempt, which generates an outbound call initiated by the quitline to the tobacco users and registration for phone counseling and/or FDA approved cessation medications is completed via the phone.
  - Indicates they would like to receive assistance **AND** completes registration/intake online, which then generates an outbound call initiated by the quitline to the tobacco users for phone counseling and/or FDA approved cessation medications. **NOTE: This <u>does not</u> include tobacco users who came to the quitline online and registered into web-based or online cessation services**.