

Mammography Facility Satisfaction Survey Highlights

In May of 2001, FDA's Division of Mammography Quality and Radiation Programs (DMQRP) contracted with SciComm of Bethesda, MD, to conduct a nationwide survey of randomly selected mammography facilities. This survey was a follow-up to the one conducted in 1997 under the Interim Regulations. The survey was conducted by an outside contractor to ensure that information provided was confidential and that DMQRP is unable to associate responses with particular facilities.

Of the approximately 9,500 mammography facilities, 1,000 were surveyed and 74% of those responded. To all those facilities -- Thank You! The time you took to answer the questions will assist DMQRP in identifying areas for improving the inspection process.

The survey questionnaire covered five general areas: 1) MQSA Information Resources, 2) Pre-inspection Process, 3) Inspection Process, 4) Professionalism of the Inspector, and 5) Inspection Results as Provided in the Exit Interview. Initial analysis of the responses shows that, overall, facilities are satisfied with the inspection process, although there are areas for improvement. A more detailed analysis is currently being performed. The final report will be posted on the Mammography web site and subscribers to the Mammography ListServ will be notified when it is available.

Following are some of the highlights.

MQSA Information Resources:

- "Information provided by the inspector" and "*Preparing for MQSA Inspections*" were deemed the most useful. The *Preparing for MQSA Inspections* publication has just been updated and we enclosed a copy of it in a recent mailing to all certified facilities.
- Only 52% of those surveyed knew that current MQSA information and guidance is available only on the web site (<http://www.fda.gov/cdrh/mammography>).
- Of the 60% who had access to the Internet at work, only 39% had visited the mammography web site.
- Of the 80% who had access to the Internet at home or elsewhere, only 37% had accessed the mammography web site.
- Only 22% had used the Policy Guidance Help System on the web site. **However, an overwhelming 93% of those who used it found it useful.**

Pre-inspection Process

- Fifty-five percent received more than 14 days notice of the upcoming inspection and 17% received less than 10 days notice.
- Fifty-two percent had to reschedule appointments. Of those, 88% felt that they had adequate time to reschedule.
- Forty-one percent spent 0-4 hours preparing for the inspection while 27% spent 5-9 hours and 32% spent 10 hours or more.

Inspection Process

- Sixty-seven percent of the facilities have one mammography unit.
- Facilities reported that they performed an average of 21 mammograms on a daily basis and 12 on inspection day.
- Each unit's inspection took approximately 2 hours and the total inspection took approximately 6 hours.
- Sixty-five percent rated the inspection process for the most recent inspection as "excellent" and 67% rated the process the "same" as for the previous inspection.

Professionalism of the Inspector

- Facilities found inspectors to be very professional -- each of the categories of inspector attributes were rated at 80% or above at the highest level of satisfaction.
- Eighty-five percent would feel comfortable having the same inspector next year.

Inspection Results as Provided in the Exit Interview

- An exit interview was conducted with 93% of the facilities and 97% of those reported that it was useful.
- Thirty-seven percent received citations, 97% of those understood the citations and 96% were told how to respond to them.
- Seventy percent reported that the inspection results were useful in identifying areas for improvement.
- Sixty-four percent indicated that the inspector-provided information will assist in future inspections.
- Fifty percent indicated that the inspection was educational.
- Fifty-seven percent indicated that the inspection was beneficial to the facility.
- Sixty-nine percent indicated that the inspector should review with facilities the steps that must be taken if a facility closes. We included in the facility mailing the first 2 articles in a series of 3 regarding facility closure. You can access these on the Publications/Articles page (<http://www.fda.gov/cdrh/mammography/articles.html>) of the Mammography web site.