

Facilities

The University of Florida Survey Research Center (UFSRC) is one of the largest university-based survey programs in the country, and the only one currently accredited by the National Center for Quality Assurance for conducting HEDISⁱ health care surveys. UFSRC administers surveys by telephone, mail, web, and face-to-face as well as providing other research capability such as in-depth interviews and focus groups.

The survey facility is located in the Ayers Technology Plaza in downtown Gainesville, Florida. The CATI software used to conduct phone surveys and enter mail responses, using Wincati sample management and Ci3 questionnaire authoring, runs on a file server that is dedicated to this purpose in a virtual machine environment. No other IT services are run from this server. Backups are performed nightly and maintained offsite in a secured room with a redundant power supply.

The state-of-the-art voice-over-Internet protocol (VOIP) telephone system uses Asterisk open source technology. This allows us to record 100% of the phone calls for quality control purposes. Our system also facilitates live monitoring during shifts and allows clients to conduct real-time monitoring remotely.

A key component of the UFSRC management is our locally developed Java-based lab management software called Scheduler. This software tool sets the UFSRC apart from most survey facilities in both the public and private sector. It provides cost accounting of staff time as well as a fair and objective review of telephone interviewer performance. Scheduler runs in the background and interfaces with Wincati to create an environment of ongoing, unobtrusive monitoring while optimizing the assignment of interviewers to various projects. For telephone surveys, it handles many of the urgent tasks that typically fall to supervisors, so that they are free to focus on the more important issues of interviewing technique and nurturing new interviewers.

The survey lab includes 93 telephone interviewing stations separated by sound-absorbing carrels. All interviewing stations are networked to a Windows 2008 R2 file server, with 350 gigabytes of disk space, using two voice T1 lines, plus one data T1 line directly connected to the Northeast Regional Data Center with an Internet connection. The network switches we use are CISCO fault tolerant. Each of our stations has an Intel CPU running with Windows 7, and is configured with soft-phones and headsets.

The survey complex includes offices for programmers, supervisors, and management. UFSRC administrative offices are equipped with Pentium 3.4 GHZ or better computers, supplying sufficient data space for work on any type of survey project.

We use the standard statistical package provided by SAS with the ability to save in any number of formats. Our equipment has sufficient software to comply with all requirements, including Ci3, Kedit, Sawtooth WinCati, SAS, SPSS, and Microsoft Office 2013. If other software is required it can be installed once it has been evaluated by the IT staff for compliance with BEBR and UF policies.

There is a dedicated training room with 20 stations and a conference room with a mounted projector and sound system used for presentations and meetings. We have all the amenities of regular business offices, such as a copier, fax machine, printers, and kitchen/break room.

<http://www.ncqa.org/HEDISQualityMeasurement/CertifiedSurveyVendorsAuditorsSoftwareVendors/HEDISSurveyVendorCertification.aspx>