# **NSLTCP Survey Content Crosswalk: 2012-2018**

This crosswalk lists all topic areas available in the National Center for Health Statistics' National Study of Long-Term Care Providers (NSLTCP) surveys of adult day services providers (ADSC) and residential care communities (RCC), spanning the years 2012 to 2018. NSLTCP has undergone several changes over the years in protocol design, questionnaire design, and survey item wording. In some years, survey items were added or removed, or wording and response options were altered to accommodate new topics and provide the most relevant information. This crosswalk denotes which content areas were included in each NSLTCP survey year. The first column lists the content areas, categorized by organizational characteristics, services, staffing, and services user characteristics. The second column notes the setting, ADSC and/or RCC. In the next four columns, an x denotes which survey year the content was asked about. The seventh column denotes the survey instrument where the item can be found. NCHS implemented the study in 2012, 2014, 2016, and 2018 and plans to conduct NSLTCP every two years. For 2012 and 2014, the study designs allowed for national and state estimates on all topics. In 2016, some topics can be estimated at the state level; however, there were select topics available in either questionnaire Version A or Version B that can only be estimated at the national level. In 2018, the study was redesigned to collect person-level data for services user characteristics and the data can only be estimated at the national level. For the first three survey waves, the services user characteristics are aggregated, and the data files are restricted access to ensure confidentiality. For 2018, services user characteristics are person-level. The 2018 data are restricted access and public use data files for select provider and services user characteristics are available. This crosswalk will be continuously updated as new survey years are available.

- The latest version of this crosswalk, NSLTCP questionnaires, and related data file documentation is available to download: https://www.cdc.gov/nchs/npals/questionnaires.htm
- Weighted estimates of variables for 2012, 2014, and 2016 surveys are available to download: https://www.cdc.gov/nchs/npals/webtables.htm
- The restricted 2012, 2014, 2016, and 2018 survey data files are available through NCHS's Research Data Center (https://www.cdc.gov/rdc/). To access the restricted data, users must submit a research proposal and applicable fees.
- The public-use 2018 survey data files are available to download: htm <a href="https://ftp.cdc.gov/pub/Health\_Statistics/NCHS/Datasets/NPALS/">https://ftp.cdc.gov/pub/Health\_Statistics/NCHS/Datasets/NPALS/</a>
- All documentations is available to download: https://www.cdc.gov/nchs/npals/questionnaires.

NSLTCP was initiated by NCHS to provide reliable, accurate, relevant, and timely statistical information to support and inform long-term care services policy, research and practice. The main goals of NSLTCP are to: (1) estimate the supply and use of post-acute and paid, regulated long-term care services providers, (2) estimate key policy-relevant characteristics and practices, (3) produce national and state-level estimates, where feasible, (4) compare among sectors, and (5) monitor trends over time. NSLTCP comprises two components: (1) survey data collected by NCHS about adult day services centers and participants, and assisted living and similar residential care communities and residents; and (2) administrative data (claims, assessment, and survey and certification regulatory information) on nursing homes and residents, home health agencies and patients, and hospices and patients, and beginning in 2018, including inpatient rehabilitation facilities and long-term care hospitals and their patients obtained from the Centers for Medicare & Medicaid Services (CMS).

	Survey year							
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>		
Organizational Characteristics								
Licensed or certified	ADSC and RCC	х	х	х	х	Provider (2012-2016); Screener (2018)		
Average daily census	ADSC	х	х	х	х	Provider (2012-2016); Screener (2018)		
Maximum enrollment allowed	ADSC	х	х	х	х	Provider		
Number of beds	RCC	х	х	х	х	Provider (2012-2018); Screener (2018)		
Number currently enrolled	ADSC	х	х	х	х	Provider (2012-2016); Screener (2018)		
Number currently living there	RCC	х	х	х	х	Provider (2012-2018); Screener (2018)		
Number receiving respite care	ADSC and RCC	х				Provider		
Serving of intellectually and developmentally disabled or severely mentally ill	ADSC and RCC	х	х	х	х	Provider (2012-2016); Screener (2018)		
Two meals a day	RCC	х	х	х	х	Provider (2012-2016); Screener (2018)		
24-7 staffing	RCC	х	х	х	х	Provider (2012-2016); Screener (2018)		
Activities of daily living assistance	RCC	х	х	х	х	Provider (2012-2016); Screener (2018)		
Medication assistance	RCC	х	х	х	х	Provider (2012-2016); Screener (2018)		
Chain affiliation	ADSC and RCC	х	х	х	х	Provider		
Social or medical model	ADSC			х	х	Provider		
Specialized services	ADSC			х	х	Provider		
Type of specialized services								
Alzheimer's disease or other dementia	ADSC			х	х	Provider		
Human immunodeficiency virus (HIV)/AIDS	ADSC			х	х	Provider		
Intellectual or developmental disabilities	ADSC			х	х	Provider		
Multiple sclerosis	ADSC			х	х	Provider		
Parkinson's disease	ADSC			х	х	Provider		
Post-stroke physical or cognitive impairments	ADSC			х	х	Provider		
Severe mental illness	ADSC			х	х	Provider		
Traumatic brain injury	ADSC			х	х	Provider		
Type of ownership	ADSC and RCC	х	х	х	х	Provider		
Colocation or Co-ownership	ADSC and RCC	х			×	Provider		
Specific colocation or co-ownership type	ADSC and RCC	х			х	Provider		

			Surve	y year		
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>
Years of operation	ADSC and RCC	х	х		х	Provider
Days and times of operation	ADSC				х	Provider
Medicaid participation	ADSC and RCC	х	х	х	х	Provider; Screener (2018- ADSC only)
Revenue sources	ADSC	х	x	x	х	Provider
Screening						
Alcohol or substance abuse	ADSC and RCC				х	Provider
Anxiety	ADSC and RCC				х	Provider
Cognitive impairment	ADSC and RCC	х			х	Provider
Depression	ADSC and RCC	х	х		х	Provider
Pain	ADSC and RCC				х	Provider
Pressure injury/ulcer risk	ADSC and RCC				х	Provider
Activities of Daily Living (ADLs)	ADSC and RCC				x	Provider
Instrumental Activities of Daily Living (IADLs)	ADSC and RCC				х	Provider
Continuing care retirement community status	ADSC and RCC	x				Provider
Electronic health records use	ADSC and RCC	х	х	х	х	Provider
Computerized tracking of information						
Record participant demographics	ADSC and RCC	х			х	Provider
Record clinical notes	ADSC and RCC	х			x	Provider
Record participant medications and allergies	ADSC and RCC	х			х	Provider
Record participant problem list	ADSC and RCC	х			х	Provider
Record individual service plans	ADSC and RCC	х			х	Provider
View lab results	ADSC and RCC	х			х	Provider
View imaging reports	ADSC and RCC	х			х	Provider
Order prescriptions	ADSC and RCC	х			х	Provider
Electronic health information exchange						
With physicians	ADSC and RCC	х	х	х	х	Provider
With pharmacies	ADSC and RCC	х	х	х	х	Provider
With hospitals	ADSC and RCC		х	х	х	Provider

			Surve	y year		
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>
With behavioral health provider	ADSC and RCC				х	Provider
With skilled nursing facility, nursing home, orinpatient rehabilitation facility	ADSC and RCC				х	Provider
With other long-term care provider	ADSC and RCC				х	Provider
Current practices						
Participants/residents choose the times they prefer to eat	ADSC and RCC	х			x	Provider
Participants/residents have access to food at any time	ADSC and RCC				х	Provider
Participants/residents participate in choosing the types of activities that are offered to them	ADSC and RCC				х	Provider
Residents choose when they want to get up in the morning	RCC				х	Provider
Residents choose the way they bathe, such as shower, bed bath, or bathtub	RCC				х	Provider
Residents choose the time of day they bathe	RCC				х	Provider
Participants/residents participate in developing their care plan	ADSC and RCC				х	Provider
Participants/residents participate in deciding which aides are assigned to care for them	ADSC and RCC				х	Provider
Participants/residents with memory problems have special activities designed for them	ADSC and RCC				х	Provider
Participants/residents or their family members are provided with opportunities to express their preferences about end-of-life care	ADSC and RCC				х	Provider
Residents leaving the building and visitor policies	RCC				х	Provider
Fall risk assessment	ADSC and RCC			х	х	Provider Version A (2016); Provider (2018)
Fall reduction interventions	ADSC and RCC			х	х	Provider Version A (2016); Provider (2018)
Provision of advance directive information	ADSC and RCC			х		Provider Version B
State requirements for advance directives	ADSC and RCC			x		Provider Version B
Documentation of advance directives	ADSC and RCC			х	х	Provider Version B (2016); Services User (2018)
Disease-specific programming	ADSC and RCC	х	х			Provider
Dementia-only services	RCC	х	х	x	х	Provider
Dementia specialized staff training	RCC	х				Provider
Dementia unit, wing, or floor	RCC	х	х	x	х	Provider
Number of beds in dementia unit, wing, or floor	RCC	х	х		×	Provider
Dementia specialized staff training	RCC	х				Provider
Staff-to-resident ratios in dementia unit, wing, or floor	RCC	х				Provider
Policy for residents leaving the building	RCC				х	Provider

	Survey year								
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>			
Visitor policy	RCC				х	Provider			
Services									
Service provision									
Dental	ADSC and RCC	х	х		х	Provider			
Hospice	ADSC and RCC	х	х	х	х	Provider			
Case management	ADSC and RCC	х				Provider			
Social work	ADSC and RCC	х	х	х	х	Provider			
Mental health	ADSC and RCC	х	х	х	х	Provider			
Physical, occupational, or speech therapy	ADSC and RCC	х	x	x	х	Provider			
Pharmacy	ADSC and RCC	х	x	x	х	Provider			
Podiatry	ADSC and RCC	х	x		х	Provider			
Dietary and nutritional	ADSC and RCC			x	х	Provider			
Skilled nursing	ADSC and RCC	х	x	x	х	Provider			
Transportation for medical or dental appointments	ADSC and RCC	х	x	x	х	Provider			
Transportation for social and recreational activities, or shopping	ADSC and RCC	х	x		х	Provider			
Daily round trip transportation to or from this center	ADSC	х	x	x	х	Provider			
Specialized service provision and receipt of specialized services									
Management of behavioral symptoms, such as agitation	ADSC and RCC				х	Provider; Services User			
Pressure injury or wound care	ADSC and RCC				х	Provider; Services User			
Continence management	ADSC and RCC				х	Provider; Services User			
Palliative care—treatment of the pain, discomfort, and symptoms of serious illness	ADSC and RCC				х	Provider; Services User			
End of life care									
Discuss a participant's/resident's spiritual needs at care planning conferences when the participant/resident has an acute or chronic terminal illness	ADSC and RCC				х	Provider			
Document in the care plan of a terminally ill participant/resident what is important to the individual at the end of life, such as the presence of family or religious or cultural practices					x	Provider			
Honor the deceased in some public way in this center/residential care community	ADSC and RCC				х	Provider			
Offer bereavement services to staff and participants/residents	ADSC and RCC				х	Provider			
Medication management	ADSC and RCC	х	×			Provider			
Creation of personalized daily schedules	ADSC and RCC	х				Provider			

			Surve	y year		
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>
Input seeking for personal care services	ADSC and RCC	х				Provider
Input seeking for room decorating	RCC	х				Provider
Meal location choice	RCC	х				Provider
Meal type/menu choice	ADSC and RCC	х				Provider
Staffing						
Maximum hours part-time staff	ADSC and RCC	х				Provider
Minimum hours full-time staff	ADSC and RCC	х				Provider
Number of full-time and part-time employees						
Registered nurse	ADSC and RCC	х	х	х	х	Provider
Licensed practical or vocational nurse	ADSC and RCC	х	х	х	х	Provider
Aide	ADSC and RCC	х	х	х	x	Provider
Social work	ADSC and RCC	х	x	х	x	Provider
Activities	ADSC and RCC		x	х	x	Provider
Nurse practitioner	ADSC and RCC				x	Provider
Number of full-time equivalent employees						
Registered nurse	ADSC and RCC	х				Provider
Licensed practical or vocational nurse	ADSC and RCC	х				Provider
Aide	ADSC and RCC	х				Provider
Social work	ADSC and RCC	х				Provider
Number of full-time and part-time contract staff						
Registered nurse	ADSC and RCC	х	х	х	х	Provider
Licensed practical or vocational nurse	ADSC and RCC	х	х	х	x	Provider
Aide	ADSC and RCC	х	х	х	х	Provider
Social work	ADSC and RCC	х	х	х	х	Provider
Activities	ADSC and RCC		x	х	x	Provider
Nurse practitioner	ADSC and RCC				x	Provider
Number of full-time equivalent contract staff						
Registered nurse	ADSC and RCC	х				Provider

			Surve	y year		
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>
Licensed practical or vocational nurse	ADSC and RCC	х				Provider
Aide	ADSC and RCC	х				Provider
Social work	ADSC and RCC	х				Provider
Any activities staff	ADSC and RCC	х				Provider
Number of activities staff	ADSC and RCC	х				Provider
Number of current full-time and part-time employees employed for more than 1 year						
Registered nurse	ADSC and RCC				x	Provider
Licensed practical or vocational nurse	ADSC and RCC				х	Provider
Aide	ADSC and RCC				х	Provider
Number of full-time and part-time employed on January 1, 2017						
Registered nurse	ADSC and RCC				х	Provider
Licensed practical or vocational nurse	ADSC and RCC				х	Provider
Aide	ADSC and RCC				х	Provider
Number of full-time and part-time that left between January 1, 2017 and December 31, 2017						
Registered nurse	ADSC and RCC				х	Provider
Licensed practical or vocational nurse	ADSC and RCC				х	Provider
Aide	ADSC and RCC				х	Provider
Hourly wage of aide employees	ADSC and RCC				х	Provider
Training hours of newly employed aide employees	ADSC and RCC				х	Provider
Ongoing and in-service training hours of aide employees	ADSC and RCC				х	Provider
Select benefits for full-time aide employees						
Health insurance for the employee only	ADSC and RCC				х	Provider
Health insurance that includes family coverage	ADSC and RCC				х	Provider
Life insurance	ADSC and RCC				х	Provider
A pension, a 401(k), or a 403(b)	ADSC and RCC				х	Provider
Paid personal time off, vacation time, or sick leave	ADSC and RCC				х	Provider
Aide practices						
Aides attend participant care plan meetings	ADSC and RCC				х	Provider

			Surve	y year		
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>
Changes in participants' care are made as a result of aide input	ADSC and RCC				х	Provider
Aides work with the same participants	ADSC and RCC				х	Provider
Services User Characteristics						
Race-ethnicity	ADSC and RCC	х	х	х	х	Provider (2012-2016); Services User (2018)
Sex	ADSC and RCC	х	х	х	х	Provider (2012-2016); Services User (2018)
Age	ADSC and RCC	х	х	х	х	Provider (2012-2016); Services User (2018)
Select activities of daily living needs						
Transferring in and out of bed	ADSC and RCC	х				Provider
Transferring in and out of chair	ADSC and RCC	х	х	х	х	Provider (2012-2016); Services User (2018)
Transferring in and out of bed or chair	RCC		х	х	х	Provider (2014-2016); Services User (2018)
With eating	ADSC and RCC	х	х	х	х	Provider (2012-2018); Services User (2018)
With dressing	ADSC and RCC	х	х	х	х	Provider (2012-2016); Services User (2018)
With bathing or showering	ADSC and RCC	х	х	х	х	Provider (2012-2018); Services User (2018)
In using the bathroom	ADSC and RCC	х	х	х	х	Provider (2012-2016); Services User (2018)
With locomotion or walking	ADSC and RCC	х	х	х	х	Provider (2012-2016); Services User (2018)
Number using wheelchair or scooter	ADSC and RCC	х				Provider
Select functional difficulties						
Remembering or concentrating	ADSC and RCC				х	Services User
Seeing, even if wearing glasses	ADSC and RCC				х	Services User
Hearing, even if using hearing aid	ADSC and RCC				х	Services User
Walking or climbing steps	ADSC and RCC				х	Services User
Self-care, such as washing all over or dressing	ADSC and RCC				х	Services User
Communicating, understanding and being understood	ADSC and RCC				х	Services User
Incontinence	ADSC and RCC				х	Services User
Select diagnosed medical conditions						
Alcohol abuse	ADSC and RCC				х	Services User
Alzheimer's disease or other dementias	ADSC and RCC	х	х	x	х	Provider (2012-2016); Services User (2018)
Anemia	ADSC and RCC				х	Services User

			Surve	y year		
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>
Anxiety disorder	ADSC and RCC				х	Services User
Arthritis	ADSC and RCC			х	х	Provider (2016); Services User (2018)
Asthma	ADSC and RCC			x	х	Provider (2016); Services User (2018)
Cancer	ADSC and RCC			х	х	Provider (2016); Services User (2018)
Cerebral palsey	ADSC and RCC				х	Services User
Chronic kidney disease	ADSC and RCC			x	х	Provider (2016); Services User (2018)
Congestive heart failure	ADSC and RCC				x	Services User
COPD (chronic bronchitis or emphysema)	ADSC and RCC			x	х	Provider (2016); Services User (2018)
Depression	ADSC and RCC	х	x	x	x	Provider (2012-2016); Services User (2018)
Diabetes	ADSC and RCC		x	×	х	Provider (2014-2016); Services User (2018)
Epilepsy	ADSC and RCC				х	Services User
Glaucoma	ADSC and RCC				х	Services User
Gout, lupus, or fibromyalgia	ADSC and RCC				х	Services User
Heart attack	ADSC and RCC				х	Services User
Heart disease	ADSC and RCC		x	x	х	Provider (2014-2016); Services User (2018)
High blood pressure or hypertension	ADSC and RCC			x	х	Provider (2016); Services User (2018)
Human immunodeficiency virus (HIV)/AIDS	ADSC and RCC			x	х	Provider (2016); Services User (2018)
Huntington's disease	ADSC and RCC				х	Services User
Intellectual or developmental disability	ADSC and RCC	х	х	x	х	Provider (2012-2016); Services User (2018)
Kidney disease	ADSC and RCC				х	Services User
Macular degeneration	ADSC and RCC				х	Services User
Multiple sclerosis	ADSC and RCC			х	х	Provider (2016); Services User (2018)
Muscular dystrophy	ADSC and RCC				х	Services User
Obesity	ADSC and RCC			х	х	Provider (2016); Services User (2018)
Osteoporosis	ADSC and RCC			х	х	Provider (2016); Services User (2018)
Parkinson's disease	ADSC and RCC			х	х	Services User
Partial or total paralysis	ADSC and RCC				х	Services User
Pressure wound/injury	ADSC and RCC				х	Services User

			Surve	y year		
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>
Severe mental illness	ADSC and RCC	х	х	х	х	Provider (2012-2016); Services User (2018)
Spinal cord injury	ADSC and RCC				х	Services User
Stroke	ADSC and RCC				х	Services User
Traumatic brain injury	ADSC and RCC			x	х	Provider (2016); Services User (2018)
Number of prescription medications	ADSC and RCC				х	Services User
Antipsychotic medications	ADSC and RCC				х	Services User
Verbal or physical behavioral symptoms	RCC				х	Services User
Number with cognitive impairment	ADSC and RCC	х				Provider
Medicaid covered services in last 30 days/month	ADSC and RCC	х	х	x	х	Provider (2012-2016); Services User (2018)
Emergency department visits	ADSC and RCC	х	х	x	х	Provider (2012-2016); Services User (2018)
Discharges from overnight hospital stays	ADSC and RCC	х	х	x	х	Provider (2012-2016); Services User (2018)
Select reasons for overnight hospital stay	ADSC and RCC				х	Services User
Asthma	ADSC and RCC				х	Services User
Bronchitis	ADSC and RCC				х	Services User
C. difficile infection	ADSC and RCC				х	Services User
COPD	ADSC and RCC				х	Services User
Congestive heart failure	ADSC and RCC				х	Services User
Constipation/intestinal impaction	ADSC and RCC				х	Services User
Depression	ADSC and RCC				х	Services User
Diabetes-short term complication	ADSC and RCC				х	Services User
Diseases of the skin	ADSC and RCC				х	Services User
Falls or injuries	ADSC and RCC				х	Services User
Hypertension or hypotension	ADSC and RCC				х	Services User
Mental status changes	ADSC and RCC				x	Services User
Pneumonia	ADSC and RCC				х	Services User
Pressure injury/ulcer	ADSC and RCC				х	Services User
Urinary tract or kidney infection	ADSC and RCC				х	Services User
Readmissons after a discharge from an overnight hospital stay	ADSC and RCC	х		х	х	Provider (2012, 2016); Services User (2018)

			Surve	y year		
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>
Number receiving hospice care	ADSC and RCC			х		Provider
Select living arrangements	ADSC	х		х	х	Provider (2012, 2016); Services User (2018)
Select types of co-residences	ADSC			х	х	Provider (2016); Services User (2018)
Number in private room or apartment	RCC				х	Services User
Receipt of services						
Dental	ADSC and RCC				х	Services User
Hospice	ADSC and RCC				х	Services User
Social work	ADSC and RCC				х	Services User
Mental health	ADSC and RCC				х	Services User
Physical therapy	ADSC and RCC				х	Services User
Occupational therapy	ADSC and RCC				х	Services User
Speech therapy	ADSC and RCC				х	Services User
Pharmacy	ADSC and RCC				х	Services User
Podiatry	ADSC and RCC				х	Services User
Dietary and nutritional	ADSC and RCC				х	Services User
Skilled nursing	ADSC and RCC				х	Services User
Pain management	ADSC and RCC				х	Services User
ADL assistance	ADSC and RCC				х	Services User
Medication management	ADSC and RCC				х	Services User
Transportation for medical or dental appointments	ADSC and RCC				х	Services User
Transportation for social and recreational activities, or shopping	ADSC and RCC				х	Services User
Daily round trip transportation to or from this center	ADSC				х	Services User
Falls	ADSC and RCC		х	х	х	Provider (2014); Provider Version A (2016); Services User (2018)
Falls at center/residential care community	ADSC and RCC				х	Services User
Fall injuries	ADSC and RCC			х	х	Provider Version A (2016); Services User (2018)
Number with 90-day fall emergency department visits or hospitalizations	ADSC and RCC			х		Provider Version A
Length of enrollment/stay	ADSC and RCC				х	Services User

			Surve	y year		
Content Area	Setting <sup>1</sup>	2012	2014	2016	2018	Survey Instrument <sup>2,3</sup>
Prior living arrangement	RCC				х	Services User
Room or apartment sharing	RCC				х	Services User
Days and hours of attendance	ADSC				х	Services User
Average daily charges	ADSC				х	Services User
Average monthly charges	RCC				х	Services User
Primary payment source	ADSC				х	Services User
Number moved in/enrolled in last 12 months	ADSC and RCC	х				Provider
Number died in last 12 months	ADSC and RCC	х				Provider
Moved out/stopped enrollment in last 12 months	ADSC and RCC	х			х	Provider (2012); Services User (2018)
Number where moved out to	RCC	х			х	Provider (2012); Services User (2018)
Moved because of cost of care	ADSC and RCC	х	х		х	Provider (2012-2014); Services User (2018)
Advance directives and other similar documentation in files	ADSC and RCC			x	х	Provider Version A (2016); Services User (2018)

<sup>&</sup>lt;sup>1</sup>ADSC is adult day services centers and RCC is residential care communities.

Note: Data for all years are available as a restricted data at the Research Data Center and select provider and services user data are available for the 2018 survey in a Public Use File (PUF). See preface for more detail.

<sup>&</sup>lt;sup>2</sup>The 2016 survey had two questionnaire versions, Version A and B, see preface for more detail.

<sup>&</sup>lt;sup>3</sup>The 2018 survey collected screening information in a screener CATI module, provider characteristics in a provider questionnaire (similar to provider questionnaires in 2012, 2014, and 2016), and user-level data were collected from a separate services user CATI module, see preface for more detail.