

# Results from the FY2015 NAQC Annual Survey of Quitlines

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# Acknowledgements

<b>Partner</b>	<b>Contribution</b>
<b>NAQC Members</b>	<b>Funding for data collection</b>
<b>CDC OSH</b>	<b>Funding for analysis and dissemination of data</b>
<b>PDA</b>	<b>Research partner with analysis of data</b>
<b>State Quitlines &amp; Service Providers</b>	<b>Sharing data &amp; providing feedback on survey instruments and process</b>
<b>NAQC Staff</b>	<b>Review of data and presentation</b>

# FY2015 Annual Survey Methods

- FY2015 was NAQC's 10<sup>th</sup> Annual Survey of Quitlines.
- Fielded: September 2 to October 16, 2015
- Web-based survey with email and telephone follow-up
- Data gathered included:
  - Quitline services offered
  - Quitline budgets
  - Funding sources
  - Utilization
  - Demographics
  - Evaluation

# FY2015 Annual Survey Methods

- Data Cleaning & Analysis occurred from November 2015 – January 2016
- To calculate Treatment Reach and Promotional Reach, used data from:
  - CDC 2014 BRFSS
  - American Community Survey (ACS) 5 Year Population Estimates

# FY2015 Annual Survey Response Rates

- 53 State Quitlines were asked to respond
- 47 responded
- Response Rate: 88.7%
- Note: The FY2013 and FY2015 Annual Surveys were not conducted in Canada due to budgetary constraints

# NAQC Strategic Goals for 2015

## **GOAL 1: INCREASE THE USE OF QUITLINE SERVICES IN NORTH AMERICA**

Objective 1: By 2015, each quitline should achieve a reach of at least 6% of its total tobacco users.

## **GOAL 2: INCREASE THE CAPACITY OF QUITLINE SERVICES IN NORTH AMERICA**

Objective 2: By 2015, on average \$2.19 per capita (\$10.53 per smoker) should be invested in quitline services.

## **GOAL 3: INCREASE THE QUALITY AND CULTURAL APPROPRIATENESS OF QUITLINES IN NORTH AMERICA**

Objective 3a: By 2015, each quitline should have an overall quit rate of at least 30%.

Objective 3b: By 2015, each quitline should achieve a reach of 6% in priority populations.

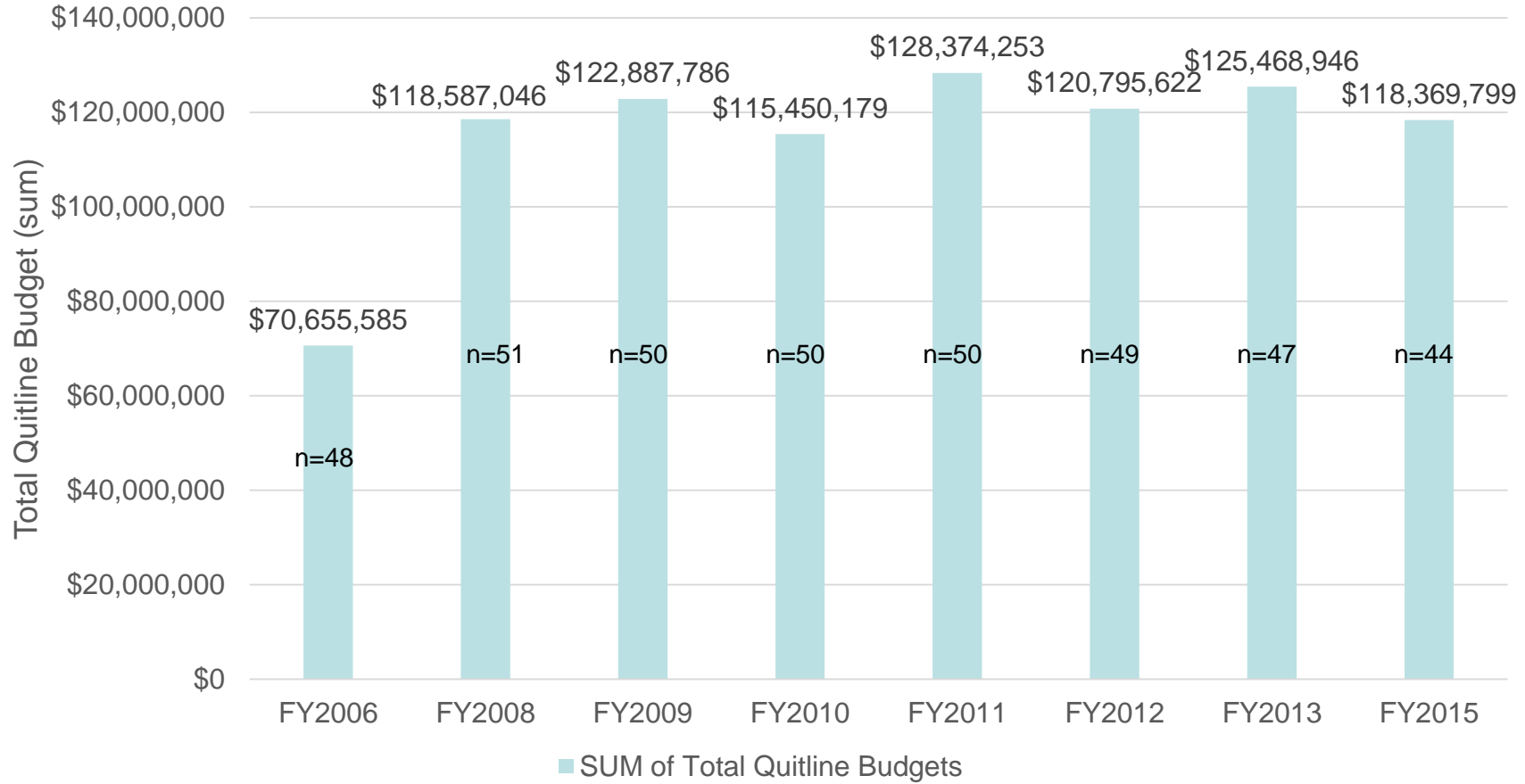
# State Quitline Budgets: FY2015

# Budget Highlights from State Quitlines: FY2015

- 44 quitlines provided data on their budgets for FY2015.
- The total sum of state quitline budgets was \$118,369,799 (N=44).
- The median total quitline budget was \$1,716,560 (N=44)
- Median budget for services & medications was \$1,056,480 (N=38)
- Actual Overall Spending per Smoker was \$1.54 (N=38)



# SUM of the Total Quitline Budget for State Quitlines: FY2006 to FY2015



# State Tobacco Control Budget & Quitline Budget: FY2015

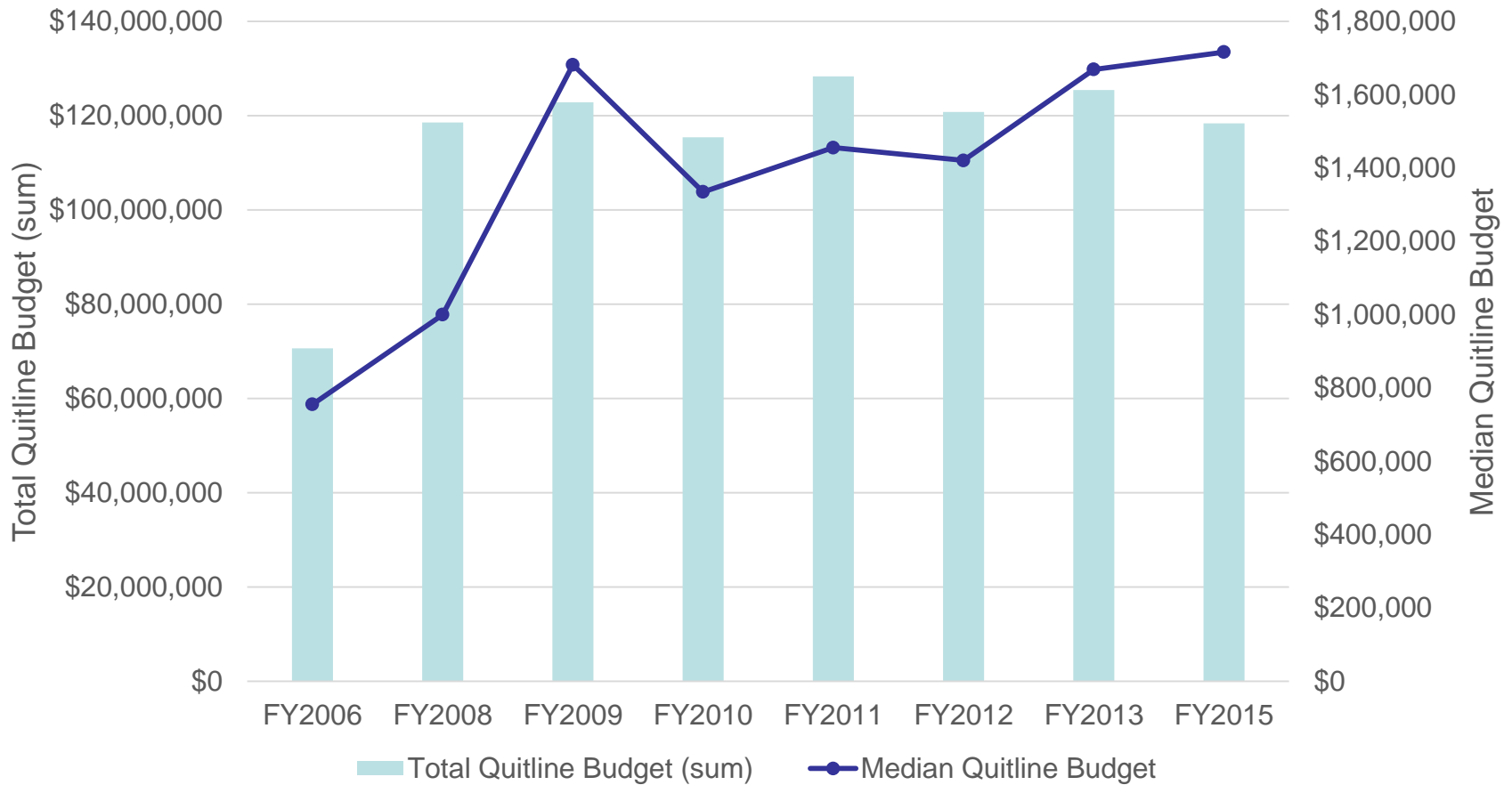
Budget Category	N	Sum
Sum Total State Tobacco Control Program Budget	42	\$349,780,643
Sum Total Quitline Budget	42	\$113,120,349
Percentage the SUM Total Quitline Budget is of the SUM Total State Tobacco Control Program Budget		32.3%

# Total Quitline Budget for State Quitlines: FY2008 to FY2015

## Range (Low & High) and Median

Year	Range for Total Quitline Budget		Median Total Quitline Budget
	Low	High	
FY2008	\$100,000	\$24,538,157	\$1,000,000
FY2009	\$77,218	\$17,869,238	\$1,681,961
FY2010	\$175,700	\$15,019,979	\$1,335,000
FY2011	\$138,931	\$22,059,667	\$1,455,729
FY2012	\$165,530	\$23,298,313	\$1,421,032
FY2013	\$173,432	\$23,845,988	\$1,669,275
FY2015	\$159,589	\$18,169,841	\$1,716,560

# Median and Total (sum) Quitline Budgets for State Quitlines: FY2006 – FY2015



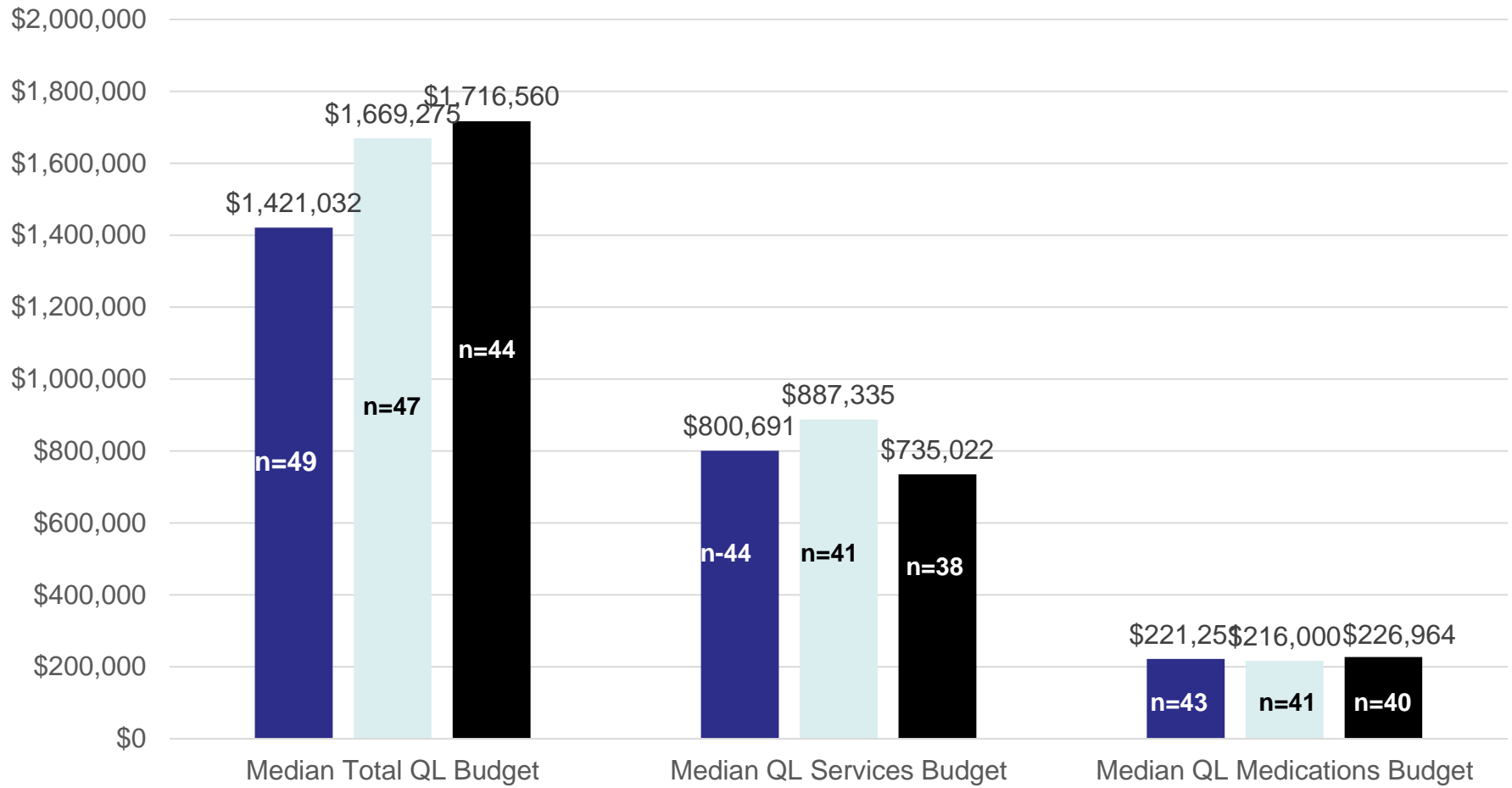
# State Quitline Budgets FY2015

Budget Category	N	Min.	Max	Median
Total Quitline Budget	44	\$159,589	\$18,169,841	\$1,716,560
Quitline Services	38	\$18,021	\$4,500,000	\$735,022
Quitline Medications	37	\$4,000	\$1,382,300	\$244,374
Quitline Evaluation	29	\$747	\$528,936	\$64,000
Quitline Media/Promotions & Outreach	40	\$21,750	\$12,919,841	\$545,869

Quitline Services budget includes: screening, counseling, providing materials, overhead and administration fees, and fax referral operations. Quitline Services budget DOES NOT include medications, evaluation, media/promotions & outreach, research grants, general website support and onetime capital expenditures.

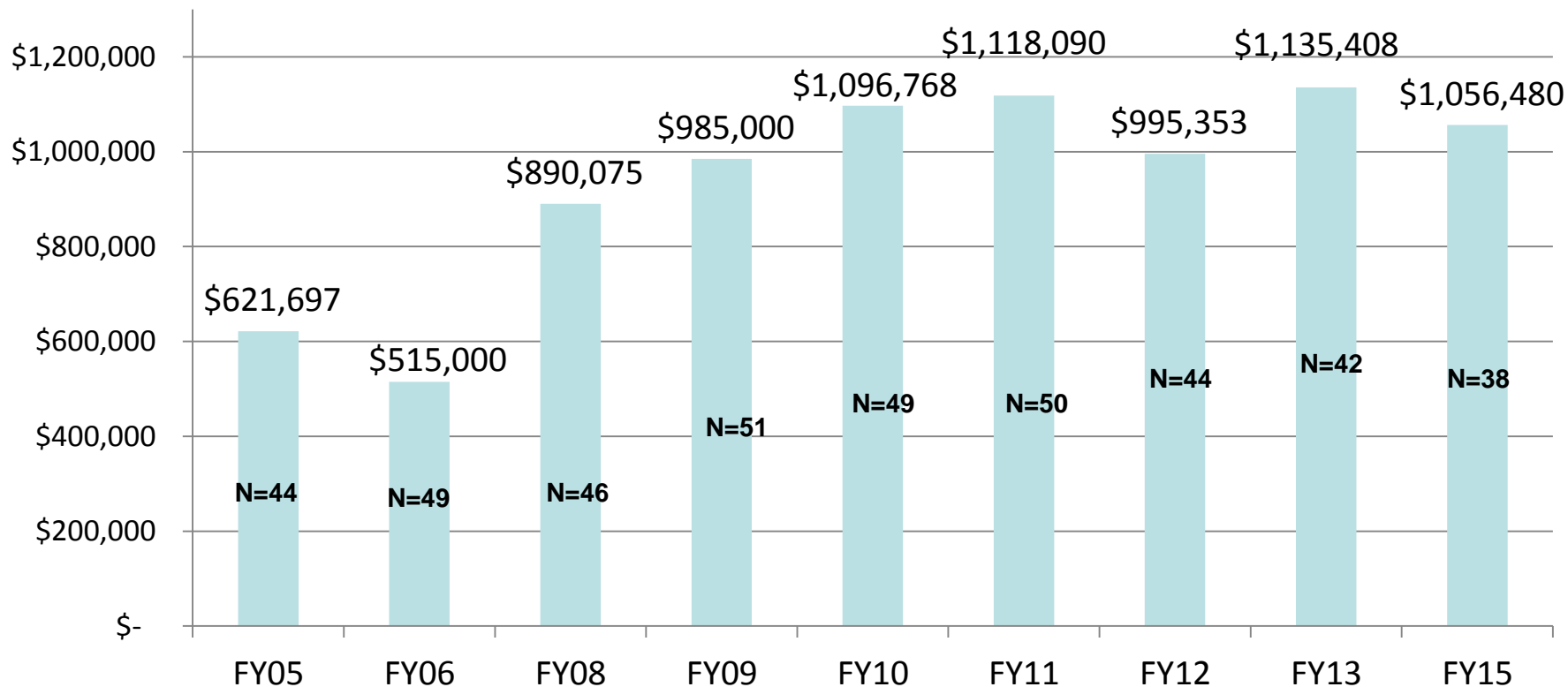
# Comparison of Median Quitline Budget Categories for State Quitlines

## FY2012, FY2013 & FY2015



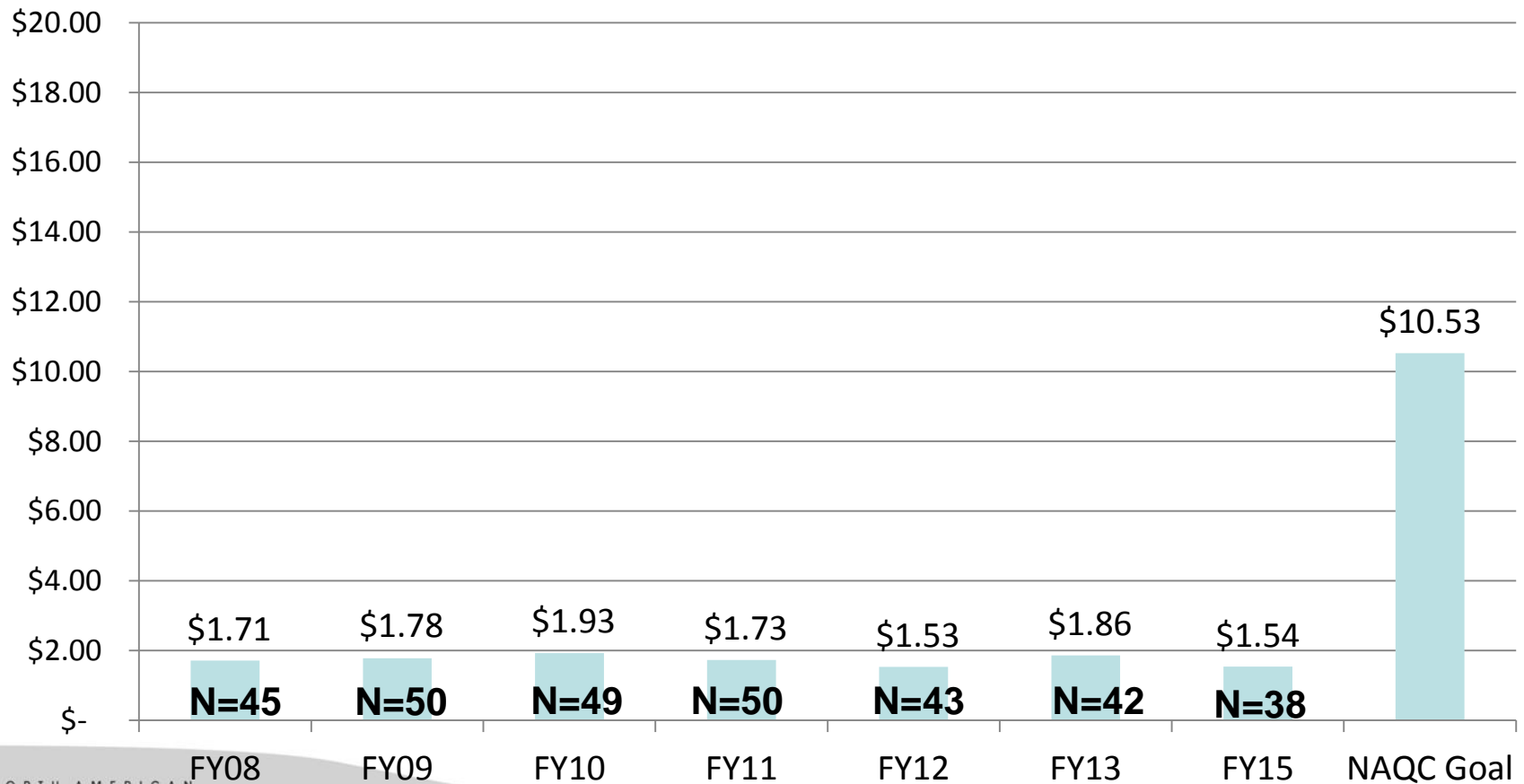
■ FY2012 ■ FY2013 ■ FY2015

# Median Quitline Services and Medications Budget for State Quitlines: FY2005 – FY2015



# Overall Quitline Spending\* per Smoker for State Quitlines: FY2008-FY2015

\*Medications & Services

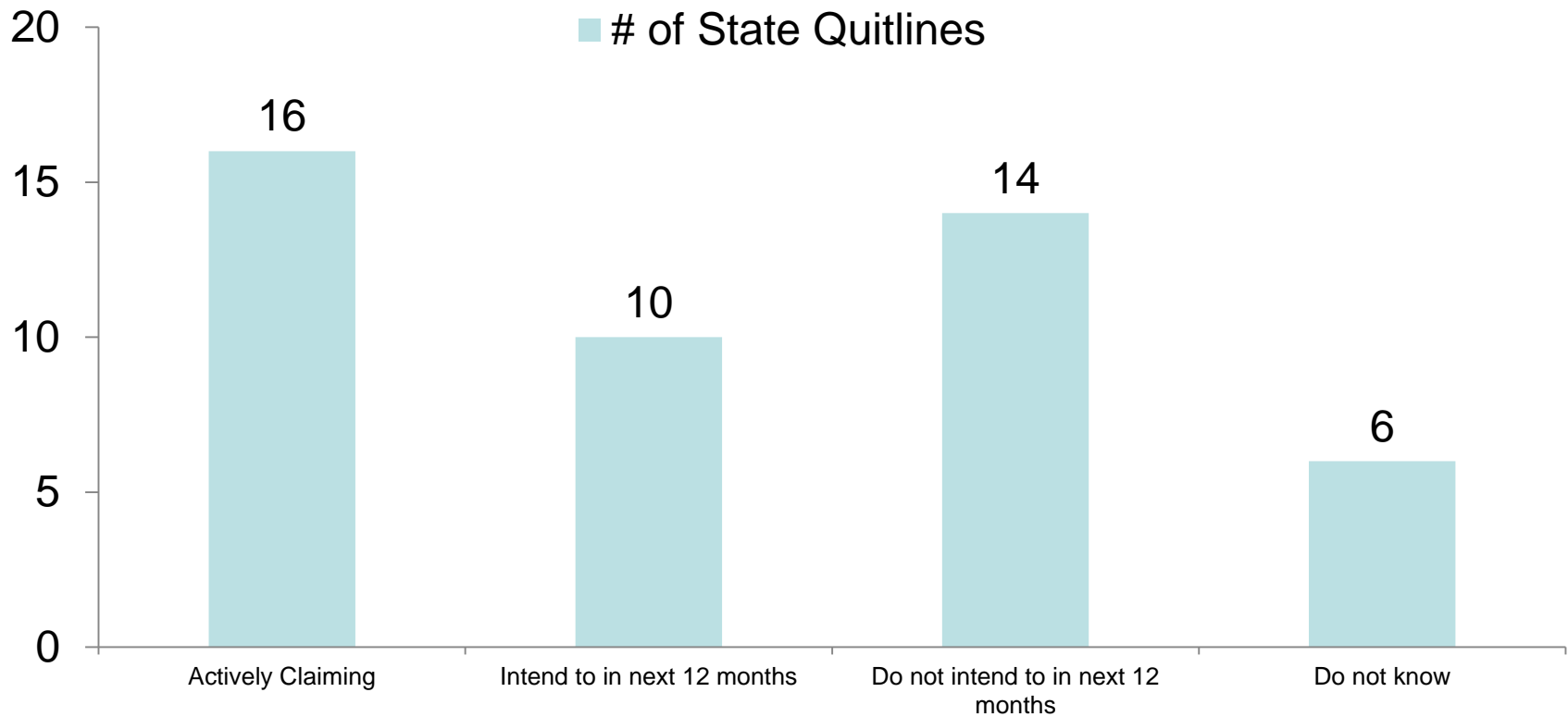




## State Quitline Funding Sources: Amount From Most Frequently Reported Funding Sources in FY2015 (N=48)

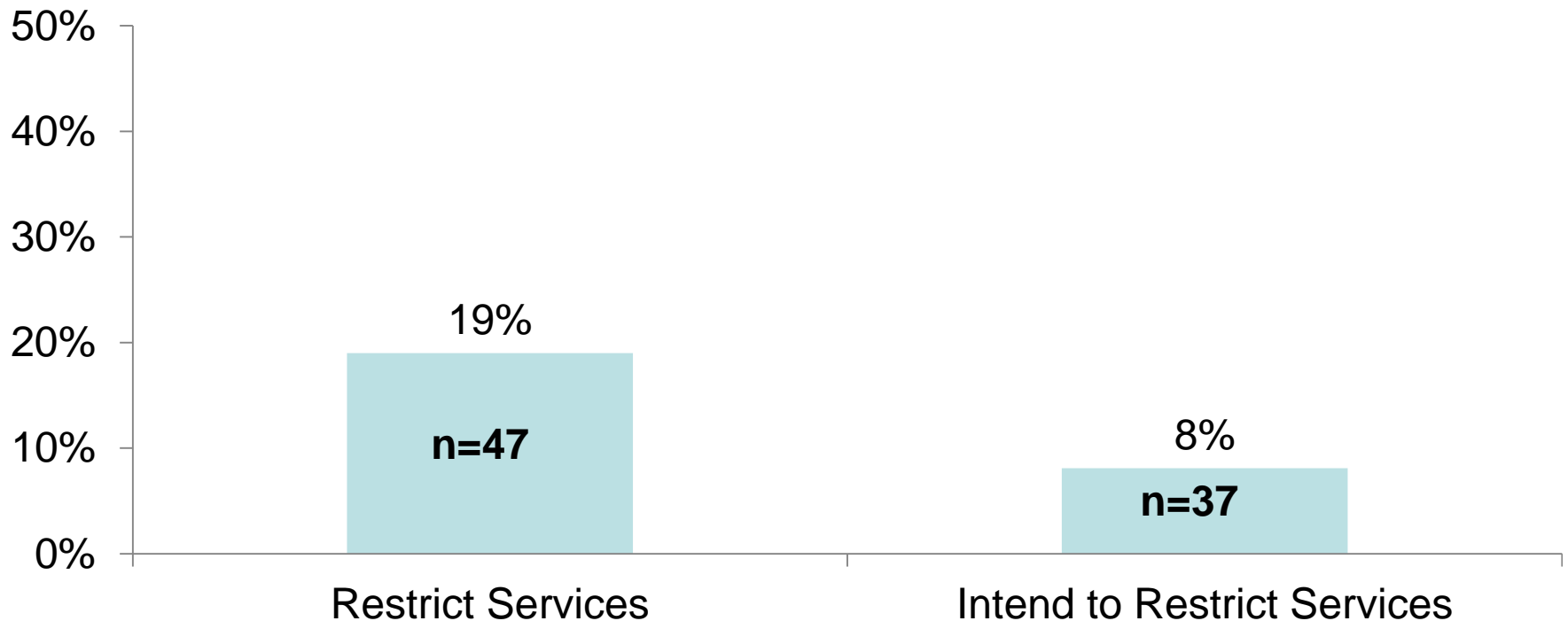
Funding Source	Number of state quitlines reporting funds from source	Sum Total Amount Received	Sum Total Quitline Budget	% Funding Source is of Sum Total Quitline Budget
CDC	39	\$14,061,850	\$102,804,006	13.4%
State Funds	21	\$49,607,787	\$77,916,886	63.7%
MSA/Tobacco Settlement Funds	19	\$44,185,979	\$49,044,909	90.1%

# State Quitlines and FFP\*



**\*NAQC Medicaid Report September 2015**

# Percent of State Quitlines Restricting/Considering Restrictions on Services for Insured Callers in FY2015



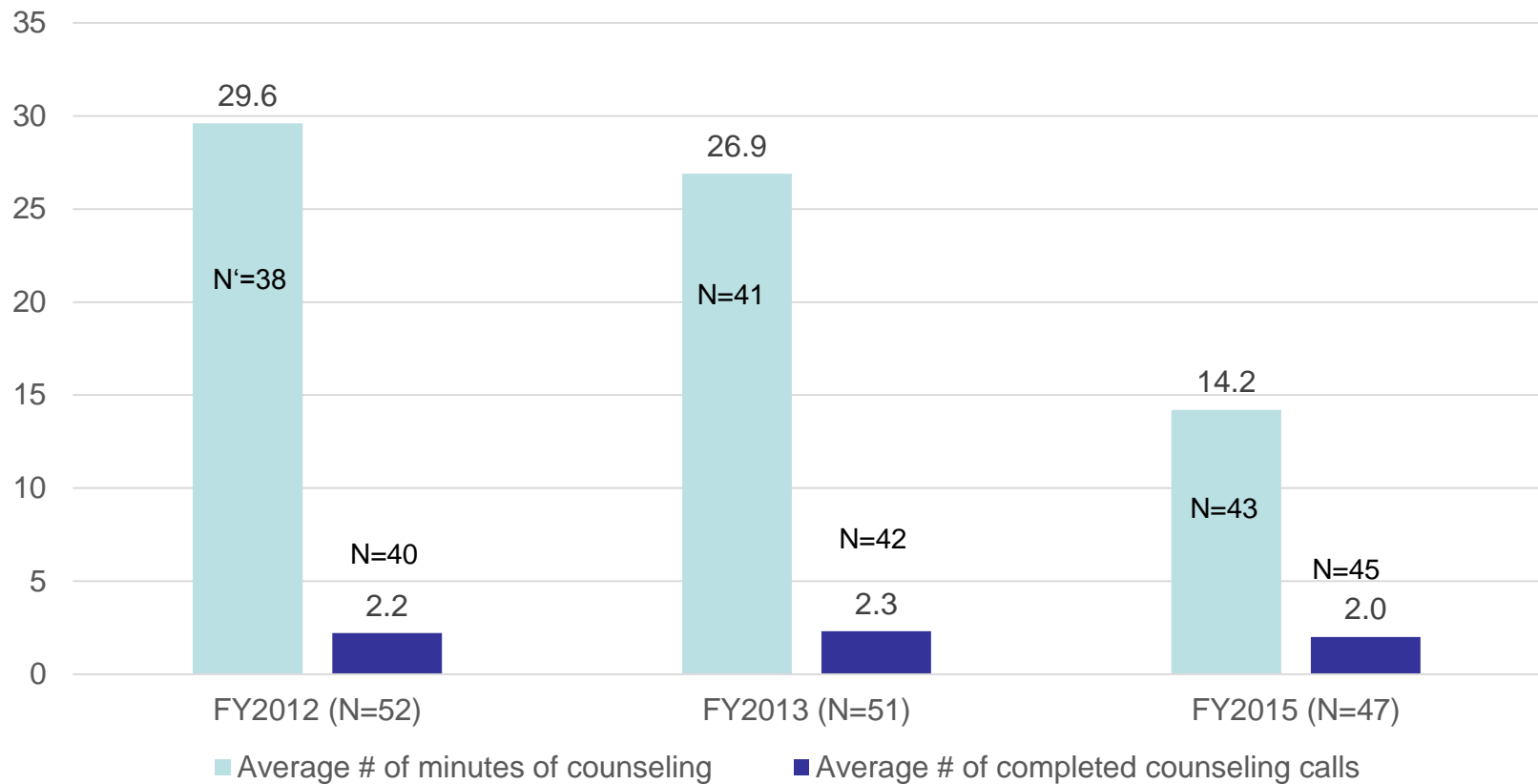
# DESCRIPTION OF QUITLINE SERVICES

# Phone Counseling Services Offered by State Quitlines: 2014 & 2016\*

Phone counseling services	2014	2016
	US N=53	US N=53
	% (n)	% (n)
Minimal/brief intervention—client-initiated —1-10 minutes	34% (18)	36% (19)
Single session counseling more than 10 minutes—client-initiated	66% (35)	70% (37)
Multiple sessions—client-initiated (i.e., reactive, client calls in for each follow up)	81% (43)	92% (49)
Multiple sessions—counselor-initiated (i.e., proactive, cessation specialist / counselor / coach calls client for follow up)	92% (49)	94% (50)

\*Data Source: NAQC Quitline Profile Data

# Average number of minutes of counseling and number of counseling calls completed FY2012, FY2013 and FY2015\*



\*Data Source: NAQC Annual Surveys

# Web-based Programs Offered by State Quitlines: Comparison FY2013 to FY2015

	FY2013	FY2015
<b>Internet-based services</b>	US N=51	US N=47
	<b># of quitlines (%)</b>	<b># of quitlines (%)</b>
Information about the quitline	49 (98%)	46 (98%)
Information about tobacco cessation	47 (94%)	46 (98%)
Self-directed web-based intervention to help tobacco users quit	38 (76%)	45 (96%)

# Text Messaging: Comparison FY2013 to FY2015\*

	FY2013	FY2015
<b>Internet-based services</b>	US N=51	US N=47
	<b>% (n)</b>	<b>% (n)</b>
	Text messaging (one-way or interactive)**	48% (24)
Text messaging (one-way ONLY)***	n/a	11% (5)
Text messaging (interactive ONLY)***	n/a	32% (15)
Text messaging (one-way AND interactive)***	n/a	19% (9)

**\*Data Sources: FY13 and FY15 Annual Surveys**

**\*\*FY13: One Response Option of Text Messaging one-way or interactive to cell phones**

**\*\*\*FY15: Two Response Options – a)Text Messaging one-way only to cell phone, b) Text Messaging Interactive**



# Interactive Features of Self-Directed Web-Based Programs: FY2013 to FY2015\*

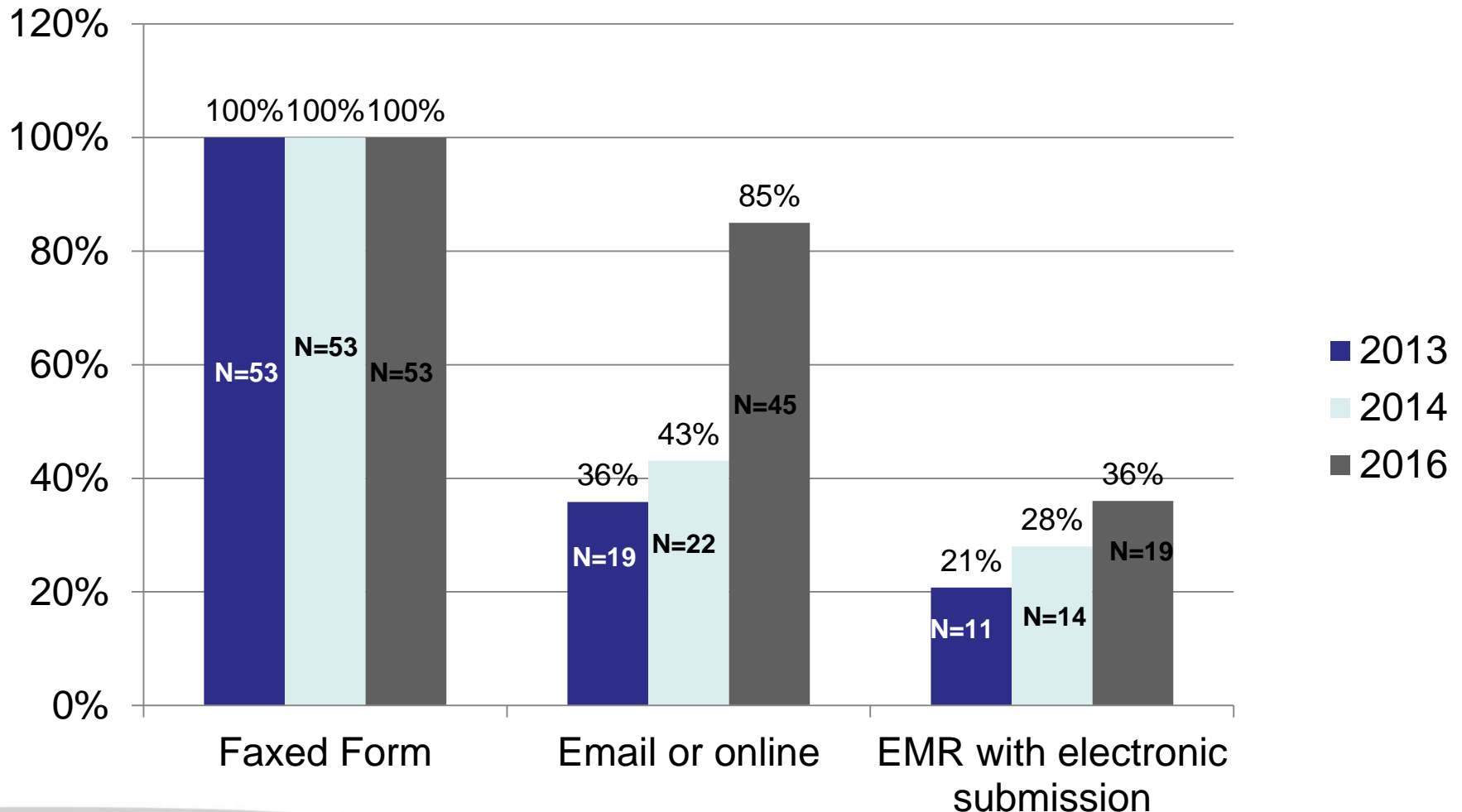
Interactive Features	FY2013 N=51	FY2015 N=47
	% (n)	% (n)
Automated email messages	67% (34)	77% (36)
Chat rooms	63% (32)	81% (38)
Interactive counseling and/or email messaging to cessation specialist/counselor/ coach to help tobacco users quit	61% (31)	64% (30)

# Use of Interactive Voice Response (IVR)\*

How IVR was Used	FY2015 US (n=47)
Did not use IVR	11% (n=5)
Triage only	85% (n=40)
Both triage, handle some provision of services	2% (n=1)
Other ways	2% (n=1)

**\*Data Source: FY2015 Annual Survey**

# Referral Methods Offered to Providers by State Quitlines: Comparison 2013, 2014 & 2016\*



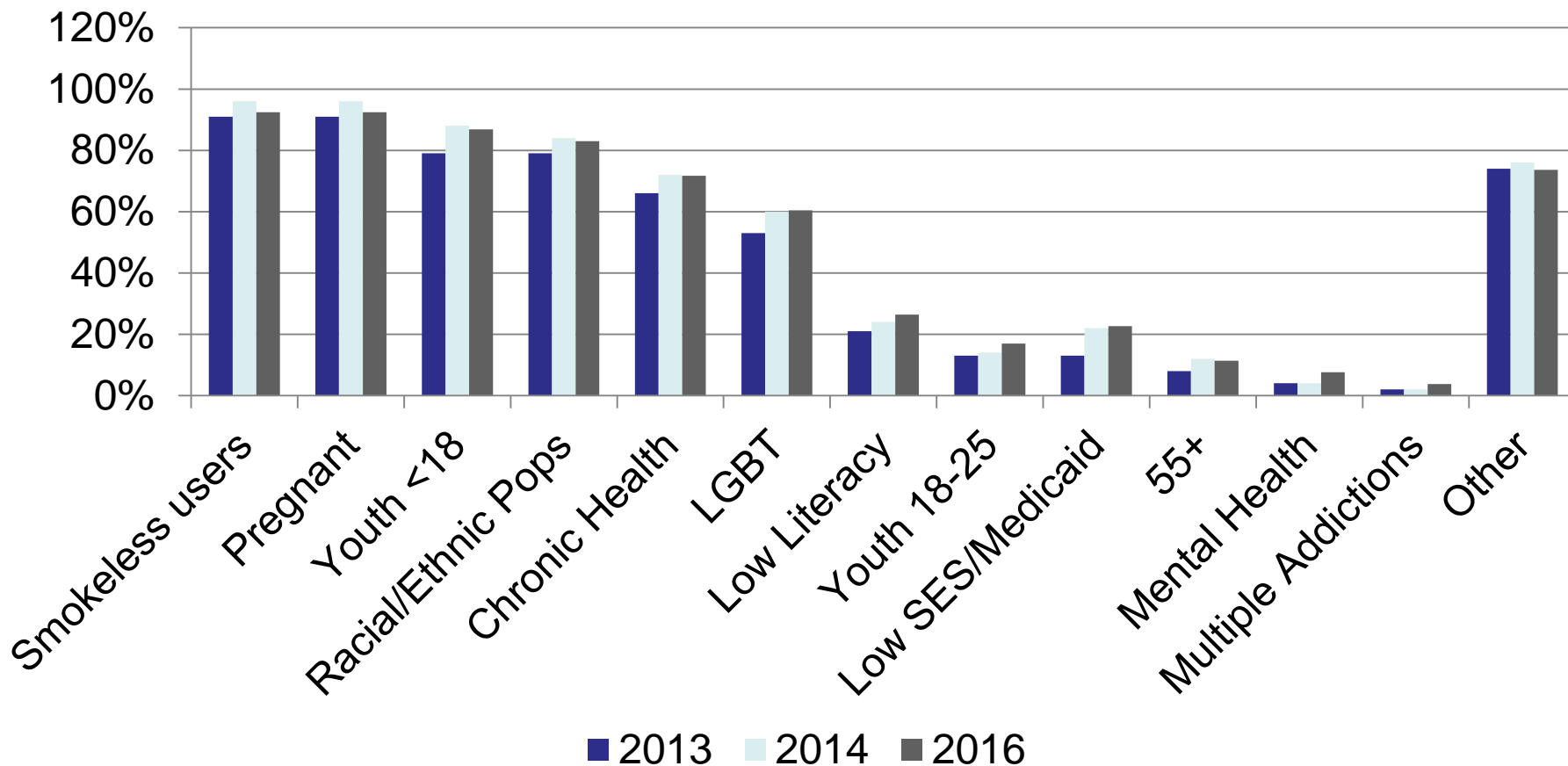
\*Data Source: NAQC Quitline Profile

## State Quitline Services Available to Referring Providers: 2014 & 2016\*

Services received	2014	2016
	US N = 49	US N = 53
	% (n)	% (n)
Quitline and/or referral brochures	92% (45)	96% (51)
Customized referral/consent forms	75% (37)	23% (12)
Patient progress reports	47% (23)	87% (46)
Customized provider feedback reports	63% (31)	85% (45)
Staff training	65% (32)	43% (23)
Quitline/referral program newsletter	10% (5)	8% (4)

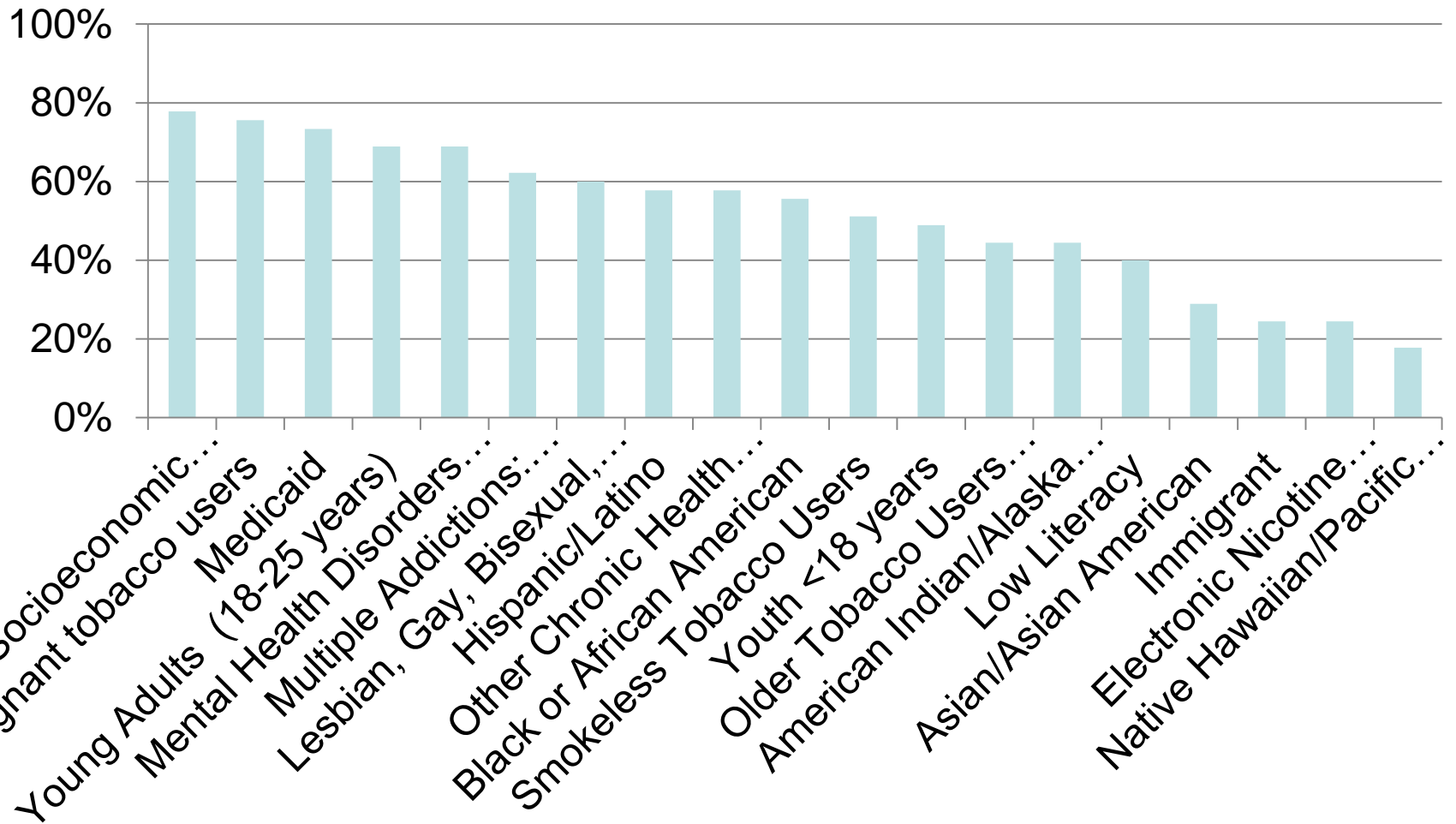
\*Data Source: NAQC Quitline Profile 2014 & 2016

# Specialized Materials for Special Populations 2013, 2014 & 2016\*



\*Data Source: NAQC Quitline Profile

# Outreach to Special Populations FY2015\*



\*Data Source: FY2015 Annual Survey (N=45)

# MEDICATIONS

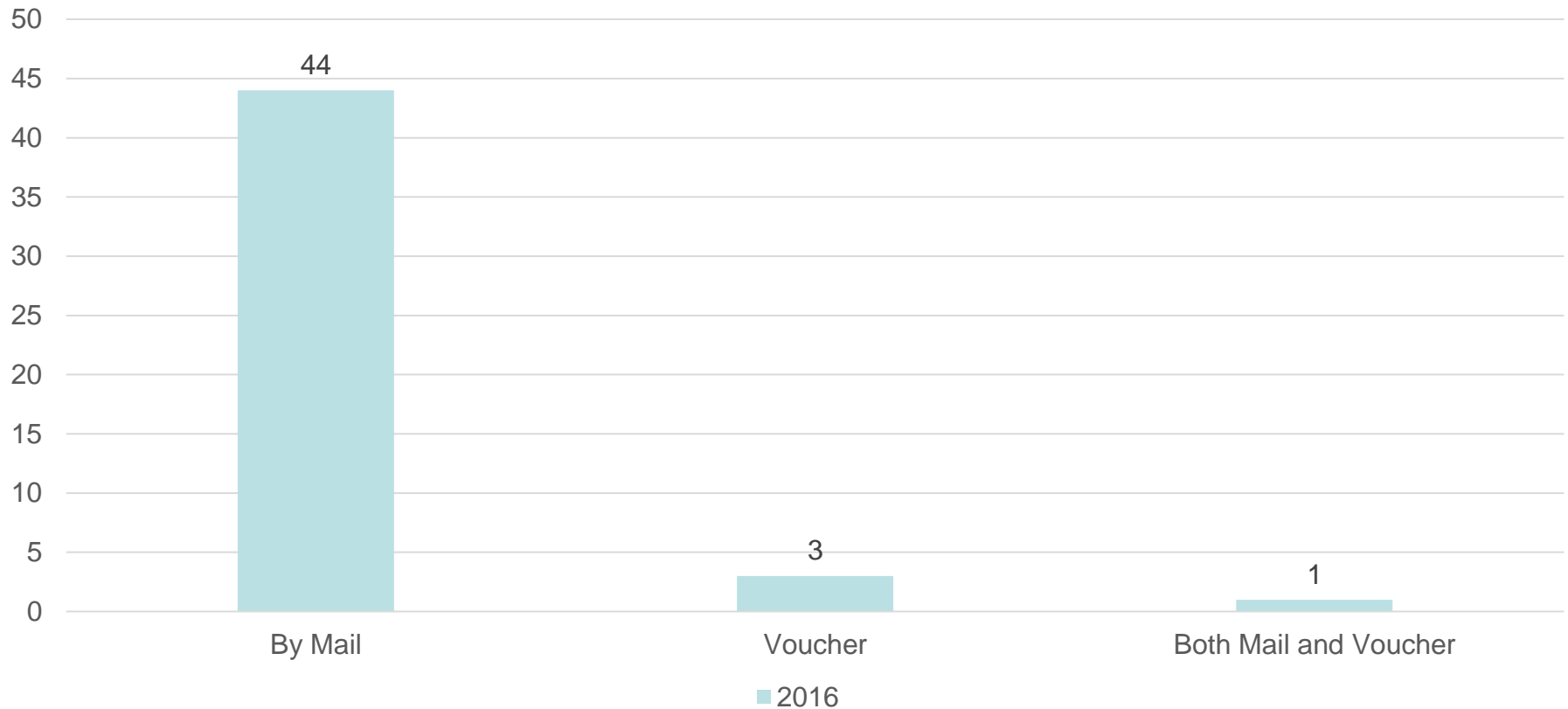
# Provision of Cessation Medication 2014 vs. 2016\*

	Patch	Gum	Lozenge	Zyban	Chantix	Nasal Spray	Inhaler	ANY Meds
<b>2014: US (n=53)</b>								
Free	44 (83%)	35 (66%)	24 (45%)	3 (6%)	3 (6%)	2 (4%)	2 (4%)	44 (83%)
Discounted	4 (8%)	4 (8%)	4 (8%)	5 (9%)	4 (8%)	2 (4%)	2 (4%)	5 (9%)
<b>2016: US (n=53)</b>								
Free	47 (89%)	39 (74%)	28 (53%)	3 (6%)	3 (6%)	2 (4%)	2 (4%)	47 (89%)
Discounted	4 (8%)	4 (8%)	4 (8%)	4 (8%)	5 (9%)	2 (4%)	2 (4%)	5 (9%)

\*Data Source: NAQC Quitline Profile



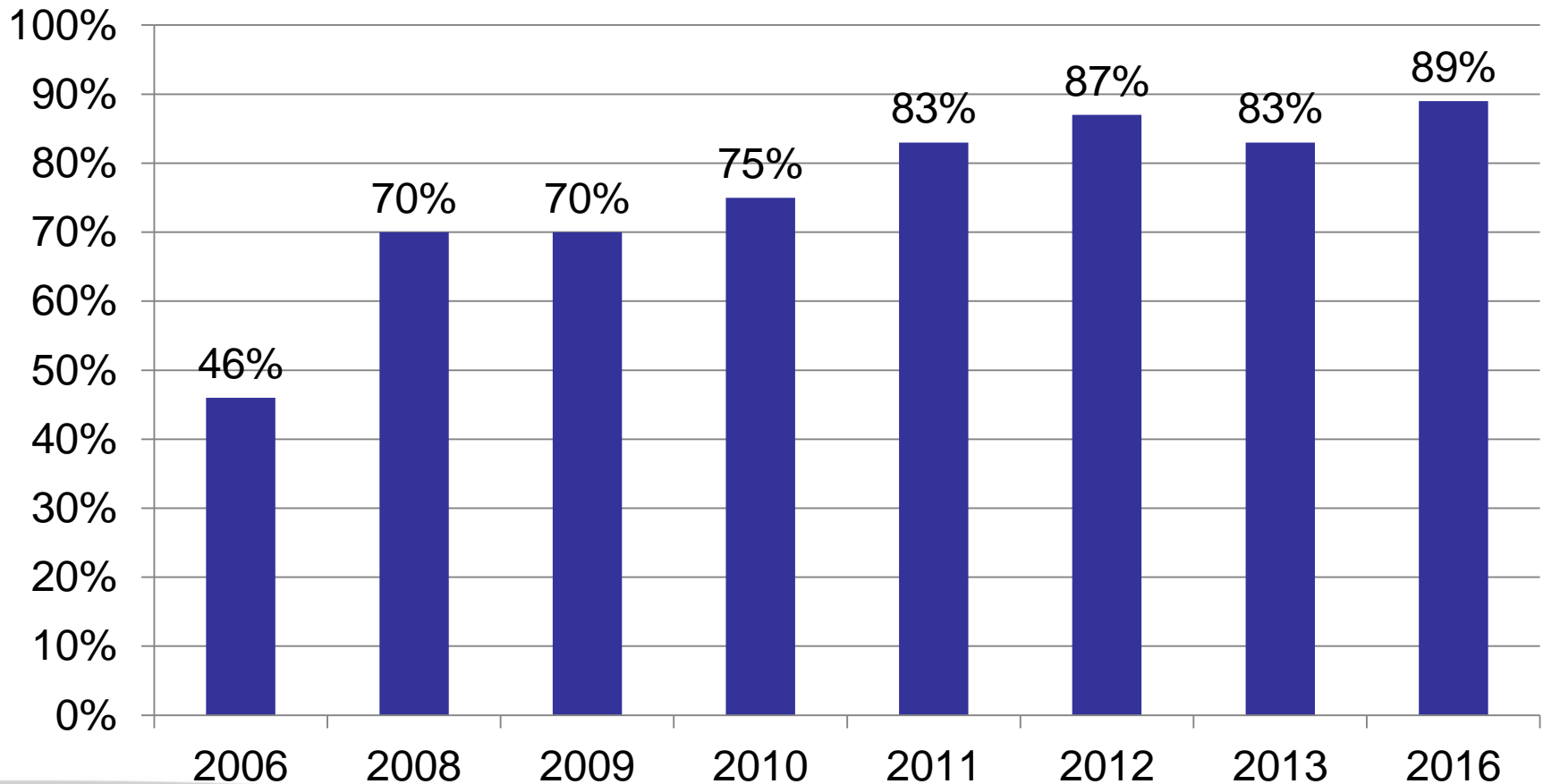
# Cessation Medication Distribution Method: 2016\*



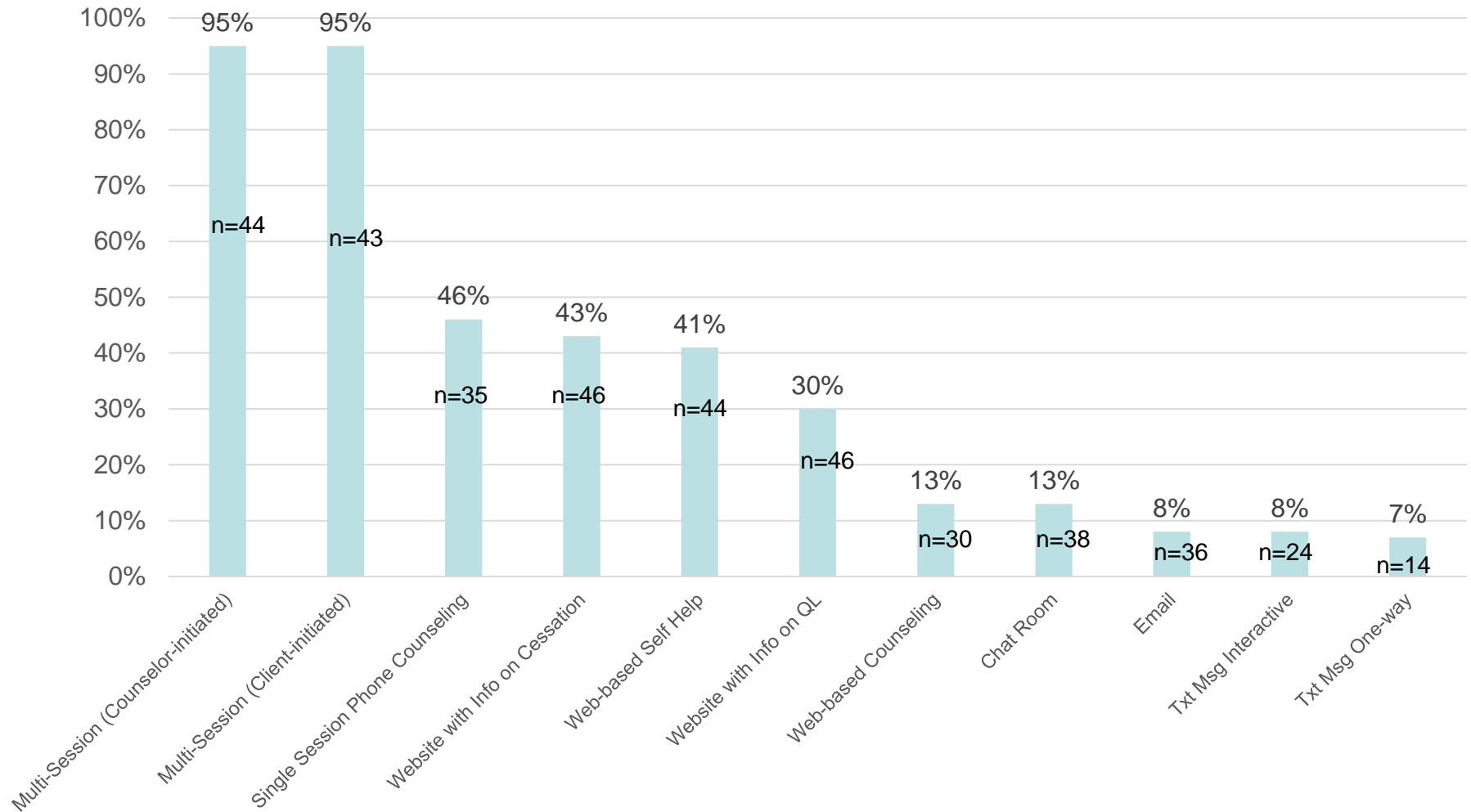
**Data Source: NAQC Profile Data 2016 (N=49)**

# Percent of State Quitlines Providing Free Cessation Medication\*

\*Data Sources NAQC Profile Data



# Quitline Services: FREE NRT Offered with Service in FY2015\*



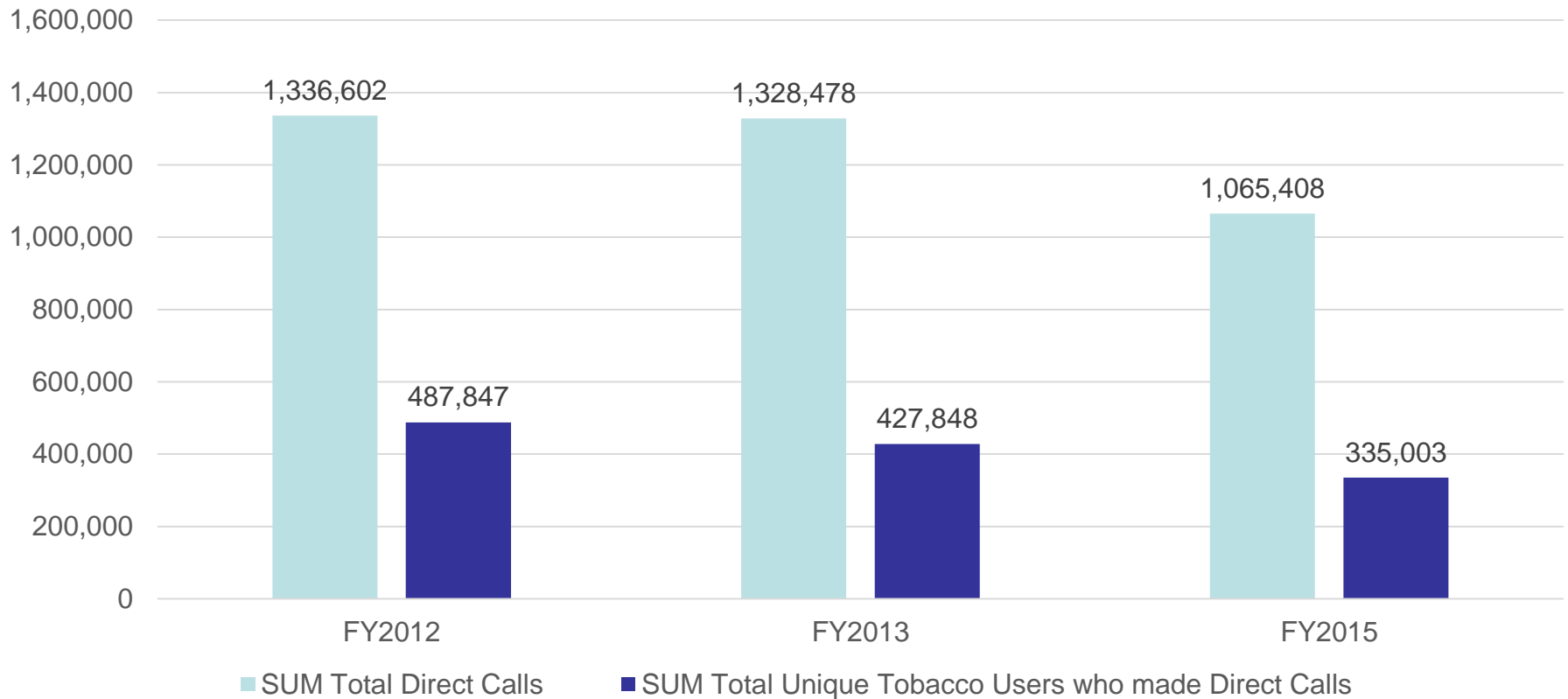
\*Data Source: FY2015 Annual Survey

# UTILIZATION

# Utilization: Total Direct Calls to State Quitlines FY2012, FY2013 & FY2015

Total Direct Calls	N	Missing	Min	Max	Median	Mean	Sum
<b>FY12 US (N=53)</b>	52	1	340	185,546	15,356	26,208	1,336,602
<b>FY13 US (N=51)</b>	46	5	431	215,128	16,520	28,879	1,328,478
<b>FY15 US (N=47)</b>	47	0	226	167,545	16,241	22,668	1,065,408

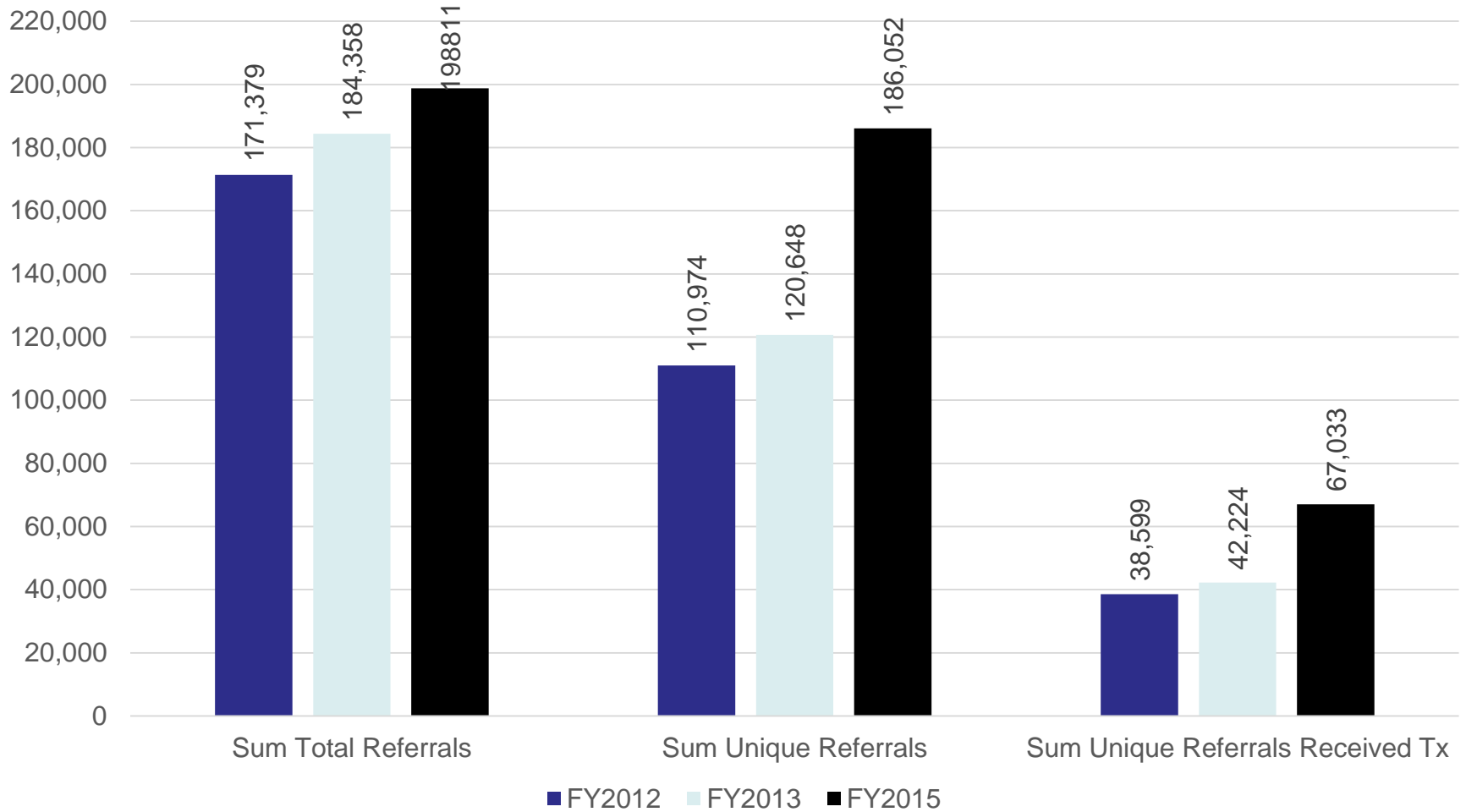
# SUM Total Direct Calls & SUM Total Unique Tobacco Users Who Directly Called to State Quitline: FY2012, FY2013 & FY2015



# Referrals Received by State Quitlines in FY2015

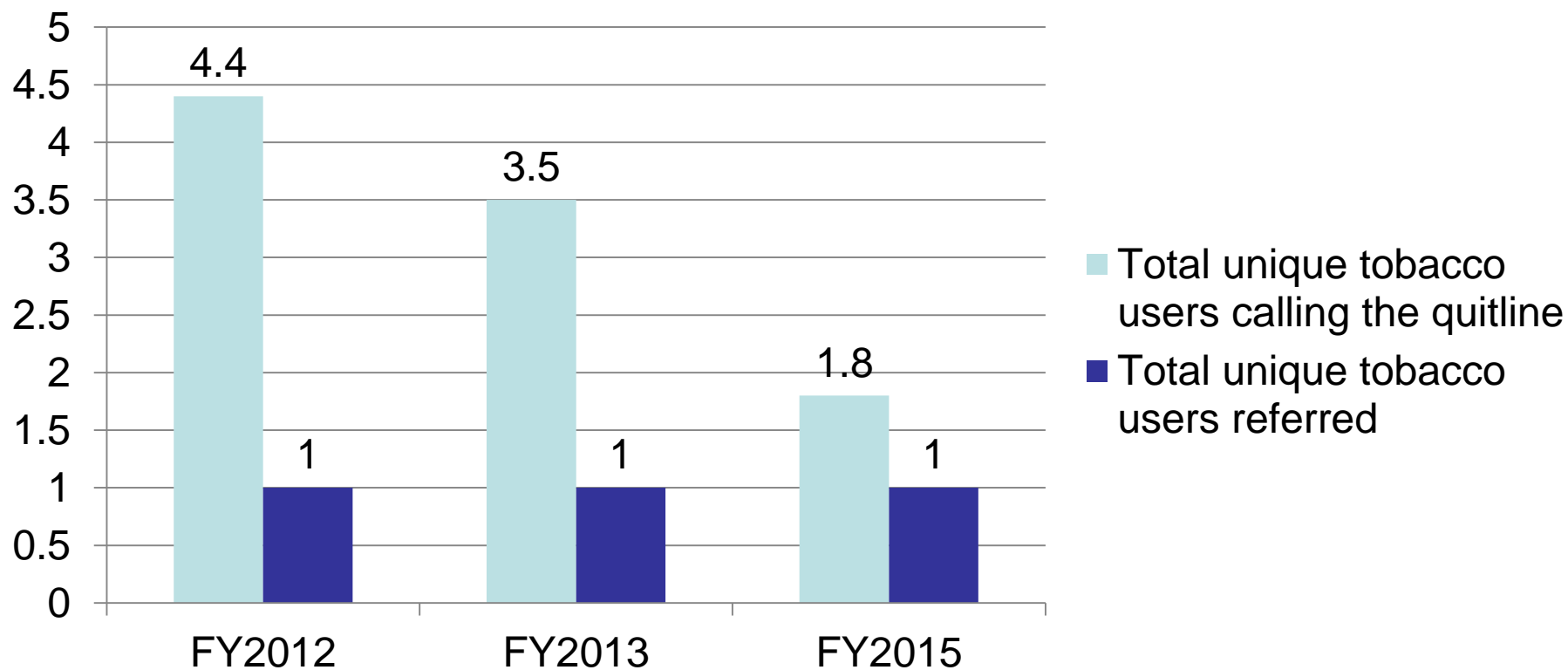
Referrals	N Reporting Referral Source	N Reporting # Referrals from Source	Median (min, max)	Sum
Fax Referral Form	47	47	1,045 (37, 12,555)	125,338
Email or Online Referral	44	42	187 (0,27,895)	62,711
Electronic Health Record (EHR) – transmitted directly from an EHR to the quitline	19	18	272 (0, 2,506)	8,748
Other Referral Modes	3	2	891 (20, 1,763)	1,783
<b>Total</b>	<b>47</b>	<b>47</b>	<b>1,978 (41, 33,312)</b>	<b>198,811</b>

# Referrals Received by State Quitlines FY2012, FY2013 & FY2015





# State Quitlines: Ratio of Direct calls from Unique Tobacco Users to Referrals of Unique Tobacco Users FY2012, FY2013 and FY2015



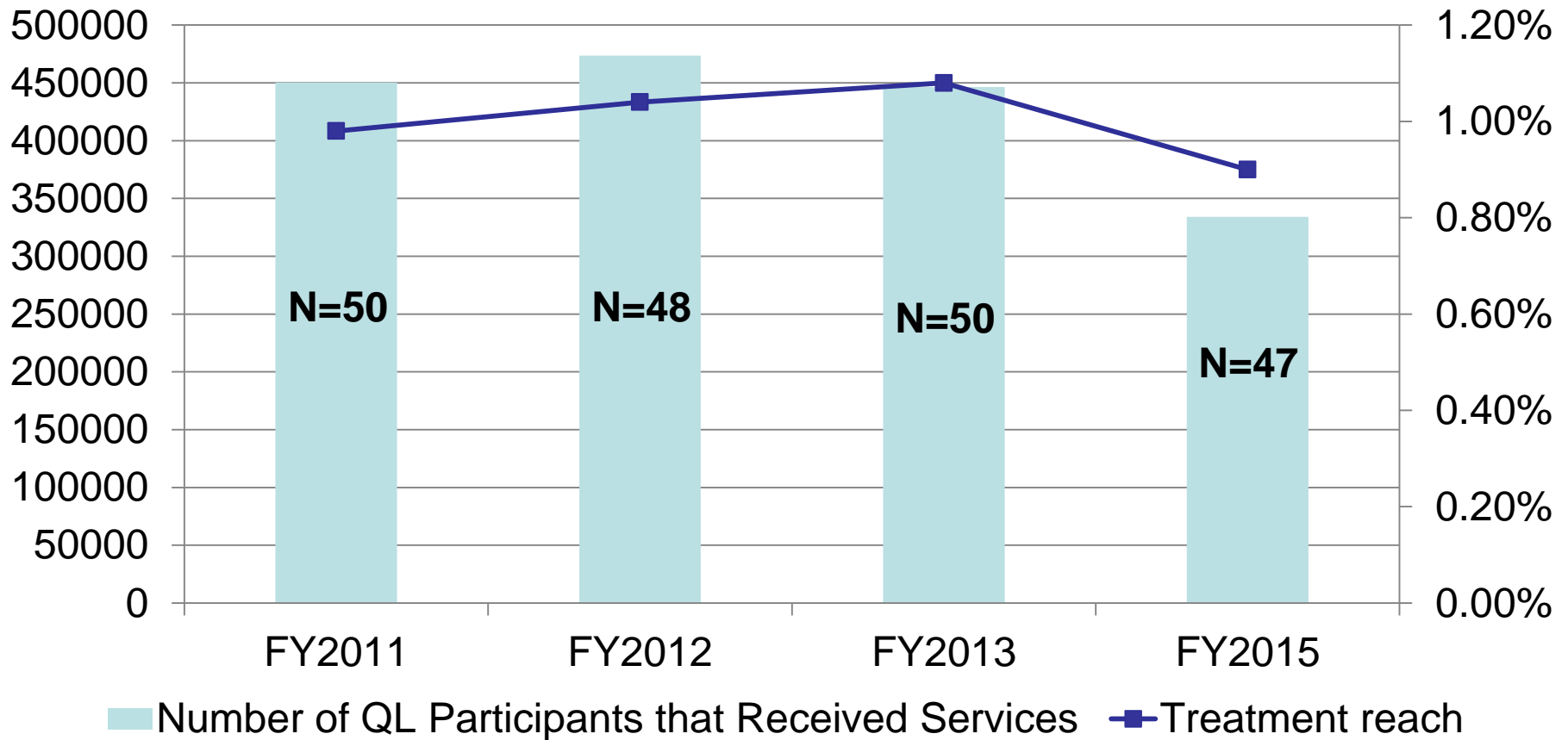
# State Quitlines Utilization – Received Service FY2015

Tobacco Users Who Received Service	N	Missing	Median (Min,Max)	Sum
US (N=47)				
Counseling AND Medication	46	1	2,458 (0, 36,036)	207,540
Only Counseling by Phone	47	0	922 (50, 14,253)	82,237
Only Medication	46	1	0 (0, 16,660)	44,319
Only Self-help Materials	47	0	49 (0, 7166)	21,129
<b>Total served with counseling and/or medications</b>	<b>47</b>	<b>0</b>	<b>3,918 (88, 55,875)</b>	<b>334,096</b>

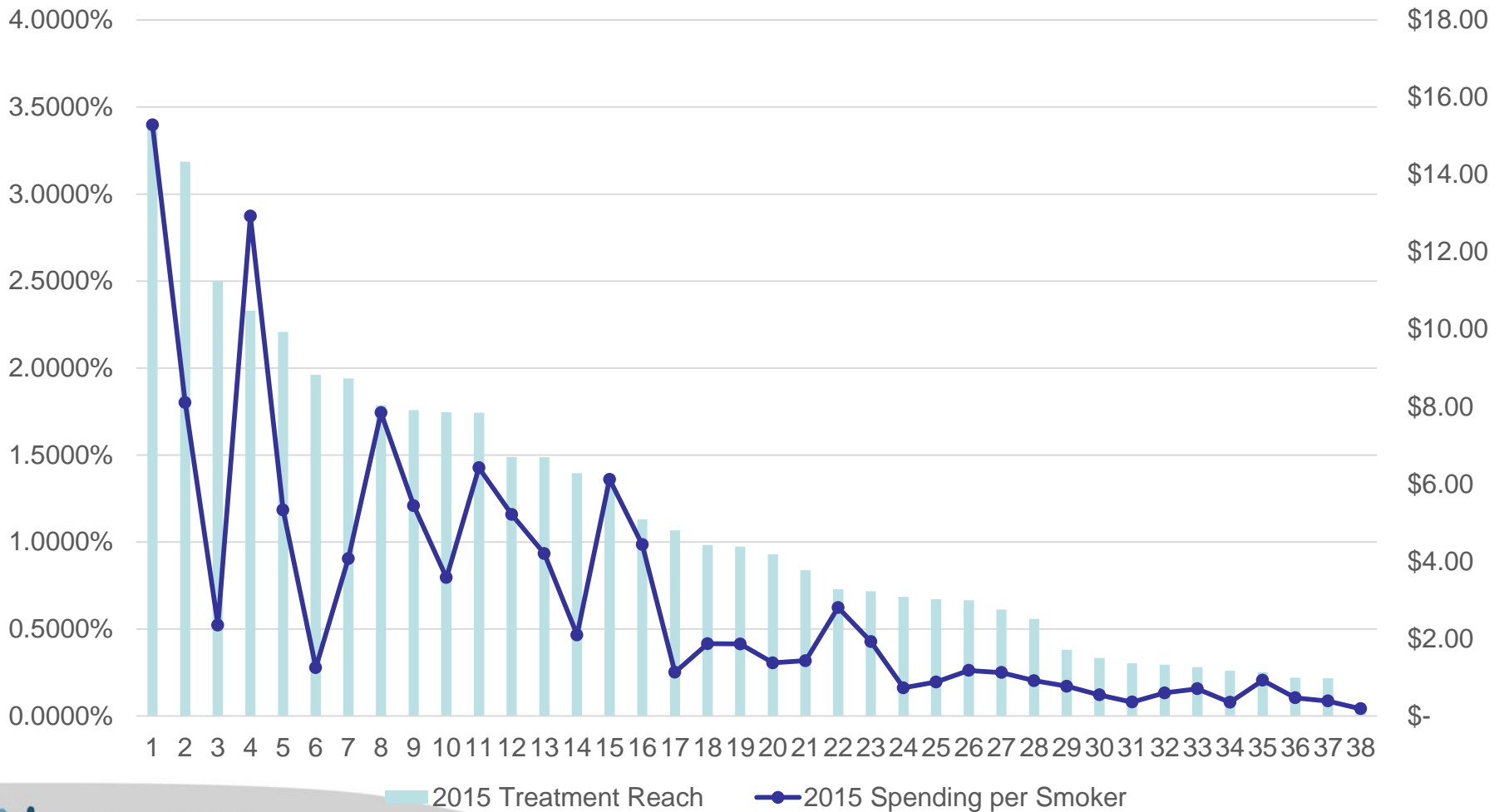
# Treatment Reach FY09-FY15

US	N	Min	Max	Mean	Actual
2009	46	0.05%	7.25%	1.57%	1.19%
2010	50	0.05%	6.66%	1.45%	1.09%
2011	50	0.13%	4.30%	1.28%	0.98%
2012	48	0.16%	4.41%	1.32%	1.04%
2013	50	0.12%	4.70%	1.34%	1.08%
2015	47	0.06%	3.38%	1.10%	0.90%

# Treatment Reach of State Quitlines FY2011- FY2015



# Treatment Reach and Spending per Smoker for State Quitlines: FY2015



# Rational for Supplemental Analysis of State Quitline Data from FY2013 & FY2015

- **FY2015: 47 state quitlines reporting data with declines in:**
  - **Total # of Direct Calls**
  - **Total # of Unique Tobacco Users who Called**
  - **Total # of Unique Tobacco Users who called or were referred and received evidence based services**
  - **Treatment Reach**
  - **Median Services & Medications Budgets**
  - **Spending per Smoker**
- **Additional Analysis to better understand if we are seeing:**
  - **An actual decline in budgets and utilization**  
- OR -
  - **Partly due to composition of state quitlines reporting year to year**

# Methods for Supplemental Analysis of State Quitline Treatment Reach Data from FY2013 & FY2015

Fiscal Year	# of State Quitlines Provided Data for Treatment Reach	# of SAME State Quitlines Provided Data in FY2013 and FY2014
FY2013	50	45
FY2015	47	45

- **1<sup>st</sup> Set of Analysis:** Compare data for 45 state quitlines from FY2013 to FY2015
- **2<sup>nd</sup> Set of Analysis:** Impute data for 5 missing state quitlines from FY2015 data set, based on percent change of 45 state quitlines reporting in FY2013

# Methods for Supplemental Analysis of State Quitline Treatment Reach Data from FY2013 & FY2015

- **Process to Impute Missing Data for 2<sup>nd</sup> Set of Analysis:**
  - Calculate Percent Change for 45 state quitlines from FY2013 to FY2015
  - 4 state quitlines had a percent change of 200% or greater
  - 41 state quitline has a percent change range clustered between -73% to 94%.
  - Calculate Average, Median and Standard Deviation for 41 state quitlines
  - Use Average to calculate a percent change for 5 missing state quitlines in FY2015, with range (low = -1 SD, high = +1 SD).



# Supplemental Analysis: Number of Unique Tobacco Users, Called or Referred, Received Evidence Based Services - FY2013 & FY2015

Number of Unique Tobacco Users, Called or Referred, Received Evidence Based Services		
FY	N	# of UTU
FY2013	45	365,279
FY2015	45	324,142

Number of Unique Tobacco Users, Called or Referred, Received Evidence Based Services		
FY	N	# of UTU
FY2013	50	446,373
FY2015	50	357,130 (330,369 to 383,891)

# Supplemental Analysis: Treatment Reach FY2013 & FY2015

## Treatment Reach for States that Reported Data in Both FY2013 & FY2015

FY	n	Minimum	Maximum	Mean	Actual Overall
FY2013	45	0.12%	4.71%	1.30%	0.99%
FY2015	45	0.06%	3.38%	1.12%	0.94%

## Treatment Reach with Data Imputed for FY2015 using FY2013 Data for 5 States that Reported in FY2013 but Missing from FY2015

FY	n	Minimum	Maximum	Mean W/Range (low to high) for FY2015	Actual Overall w/Range (low to high) for FY2015
FY2013	50	0.12%	4.70%	1.37%	1.08%
FY2015	50	0.06%	3.38%	1.12% (1.09% to 1.20%)	0.98% (0.91% to 1.05%)

# Methods for Supplemental Analysis of State Quitline Spending per Smoker Data from FY2013 & FY2015

<b>Fiscal Year</b>	<b># of State Quitlines Provided Data for Spending per Smoker</b>	<b># of SAME State Quitlines Provided Data in FY2013 and FY2015</b>
<b>FY2013</b>	<b>42</b>	<b>29</b>
<b>FY2015</b>	<b>38</b>	<b>29</b>

- **1<sup>st</sup> Set of Analysis: Compare data for 29 state quitlines from FY2013 to FY2015**
- **2<sup>nd</sup> Set of Analysis: Impute data for missing state quitlines from FY2015 data set, based on percent change in combined Quitline Services & Medications Budget for state quitlines reporting in FY2013**

# Supplemental Analysis: Spending per Smoker for State Quitlines FY2013 & FY2015

## Spending per Smoker for States that Reported Data in Both FY2013 & FY2015

FY	n	Minimum	Maximum	Overall Spending per Smoker
FY2013	29	\$0.23	\$15.43	\$1.74
FY2015	29	\$0.35	\$15.29	\$1.80

**\*This data is NOT generalizable to ALL 53 state quitlines. Only reflects a change for the 29 state quitlines from FY2013 to FY2015**

# DEMOGRAPHICS OF CALLERS

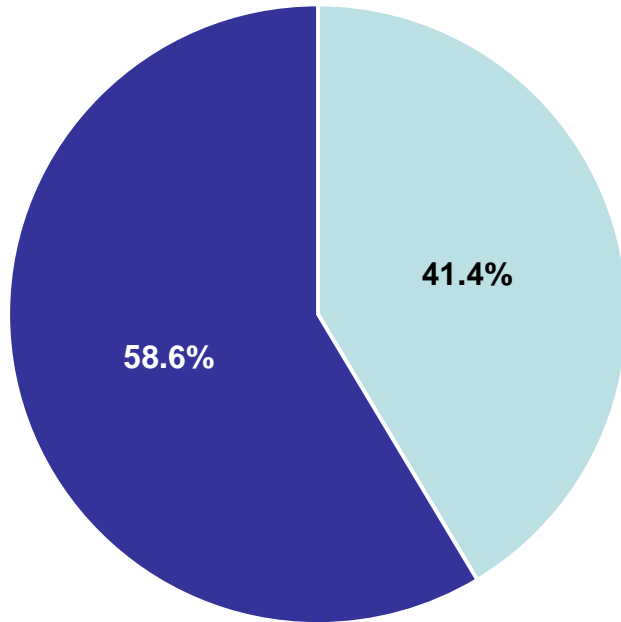
Note: Our original intention was to ask quitlines to report demographics on **ONLY** those tobacco users who received counseling or medications. In FY2015, six state quitlines were only able to report on the population of tobacco users completing an intake questionnaire. Meaning the number reported in this section may be slightly larger than the population who received counseling or medications. This is an issue also reflected in the FY2012 and FY2013 data sets.

# State Quitline Utilization: Gender FY2015

	Quitline		Number of Callers				
	N	Missing	Min	Max	Mean	Sum	Proportion
FY2015 (N=47)							
Male	45	2	55	26,635	3,003	135,127	42.7%
Female	45	2	33	29,240	4,000	179,986	56.8%
Don't Know	45	2	0	723	34	1,533	0.5%

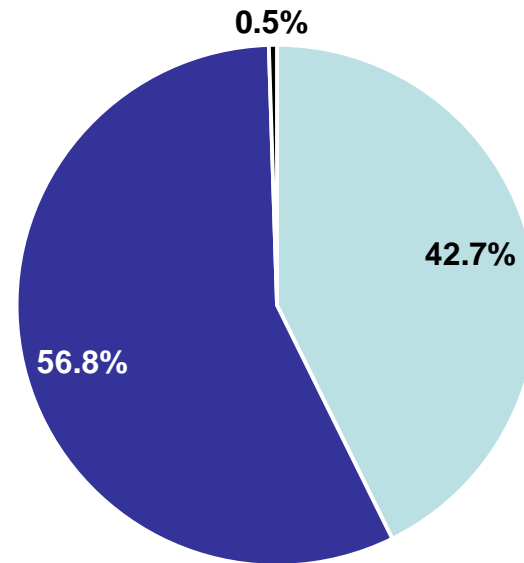
# State Quitline Utilization: Gender FY2013 vs. FY2015

FY2013



■ Males ■ Females

FY2015



■ Males ■ Females ■ Don't Know

# State Quitline Utilization: Age FY2013 vs. FY2015

	Quitline		Age of Callers			
	N	Missing	Min*	Max**	Mean***	Median****
FY2013 (N=51)	42	9	12	113	44.9	n/a
FY2015 (N=47)	44	3	11	98	n/a	49

- \*Min = the least of the minimum ages reported
- \*\*Max = the greatest of the maximum ages reported
- \*\*\*Mean = the average of the mean ages reported
- \*\*\*\*Median=the median age of the ages reported



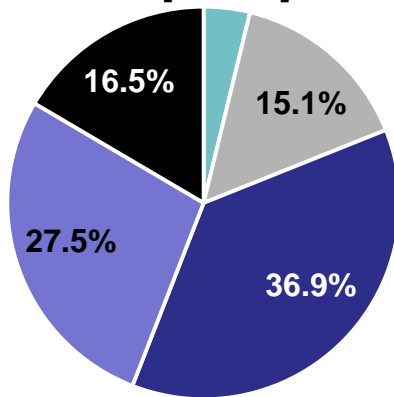
# State Quitline Utilization: Level of Education US FY2015

	Quitline		Number of Callers				
	N	Missing	Min	Max	Mean	Sum	Proportion
FY2015 (N=47)							
< Grade 9	45	2	2	2,120	252	11,349	3.8%
Grade 9-11, no degree	45	2	11	7,566	960	43,217	14.6%
GED/HS degree	45	2	12	11,417	2,179	98,054	33.0%
Some college or university	45	2	10	14,233	1,601	72,073	24.3%
College or university degree	45	2	6	4,277	869	39,123	13.2%
Don't Know	45	2	0	23,157	737	33,161	11.2%

# State Quitline Utilization: Level of Education

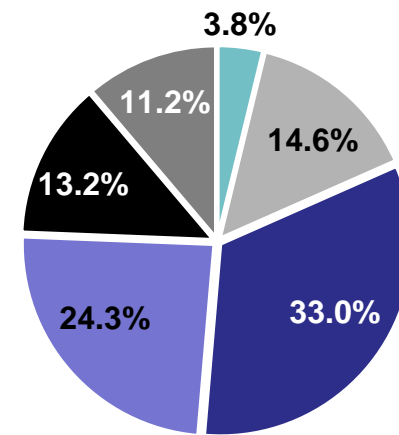
FY2013

[VALUE]



- < Gr. 9
- GED/HS Diploma
- Some College/University
- College/University Degree
- 9-11 grade

FY2015

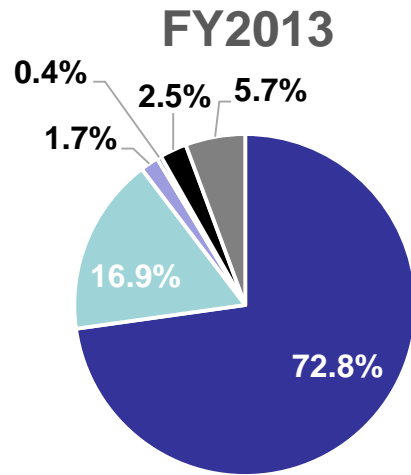


- < Gr. 9
- GED/HS Diploma
- Some College/University
- College/University Degree
- 9-11 grade
- Don't Know

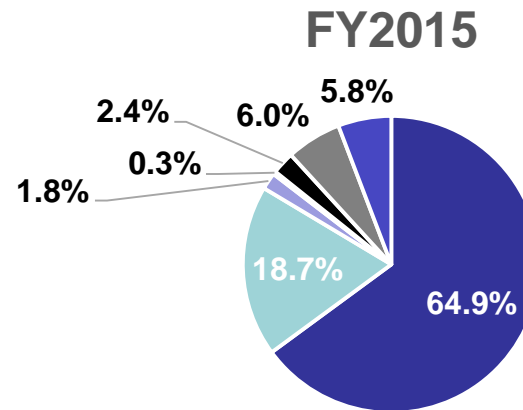
# State Quitline Utilization: Race FY2015

	Quitline		Number of Callers				
	N	Missing	Min	Max	Mean	Sum	Proportion
FY2015 (N=47)							
White	45	2	8	34,700	4,522	203,504	64.9%
Black or African American	45	2	0	8,501	1,300	58,502	18.7%
Asian	44	3	0	3,239	130	5,742	1.8%
Native Hawaiian or Pacific Islander	43	4	0	518	24	1029	0.3%
American Indian or Alaskan Native	45	2	0	2,158	170	7,660	2.4%
Other	45	2	4	8,858	419	18,844	6.0%
Don't Know/Refused	45	2	0	9,279	404	18,184	5.8%

# State Quitline Utilization: Race



- White
- Black/African American
- Asian
- Native Hawaiian/Pacific Islander
- American Indian/Alaskan Native
- Other



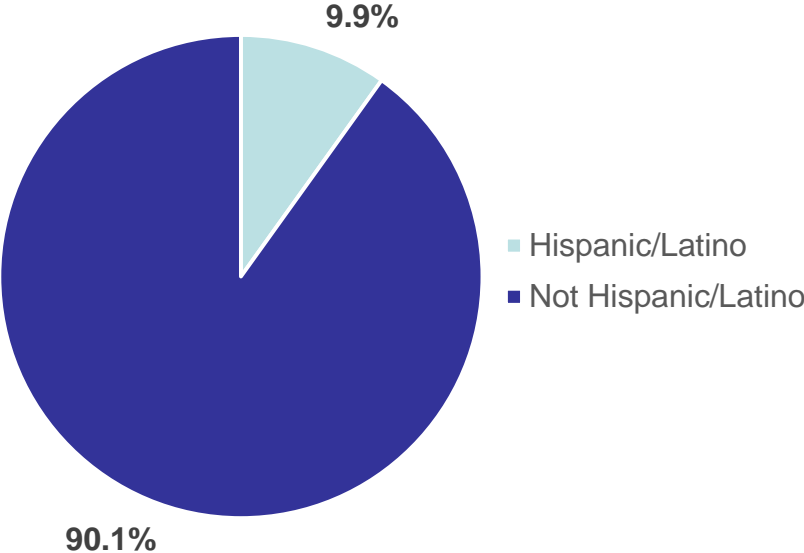
- White
- Black/African American
- Asian
- Native Hawaiian/Pacific Islander
- American Indian/Alaskan Native
- Other
- Don't Know/Refused

# State Quitline Utilization: Ethnicity FY2015

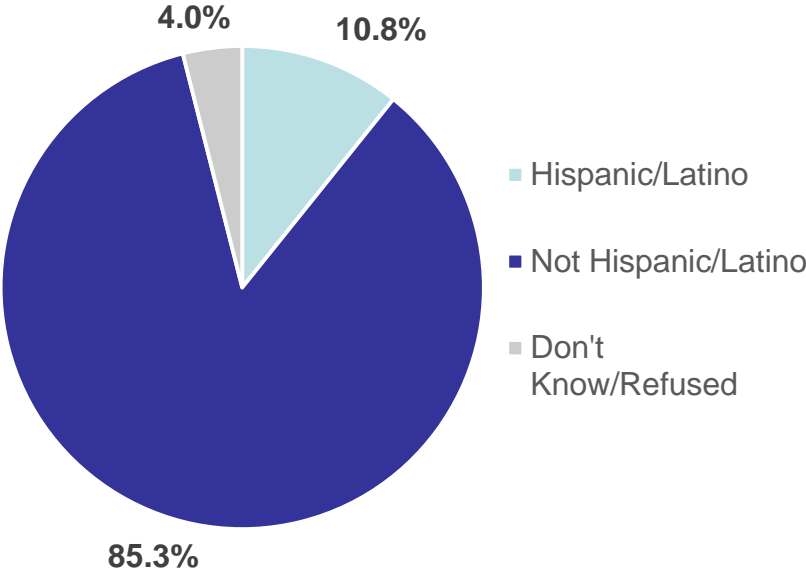
	Quitline		Number of Callers				
	N	Missing	Min	Max	Mean	Sum	Proportion
FY2015 (N=47)							
Non-Hispanic/Latino	41	6	40	46,049	5,197	213,068	85.3%
Hispanic/Latino	43	4	4	7,608	625	26,893	10.8%
Don't Know/Refused	41	7	1	3,040	241	9,898	4.0%

# State Quitline Utilization: Ethnicity

FY2013



FY2015

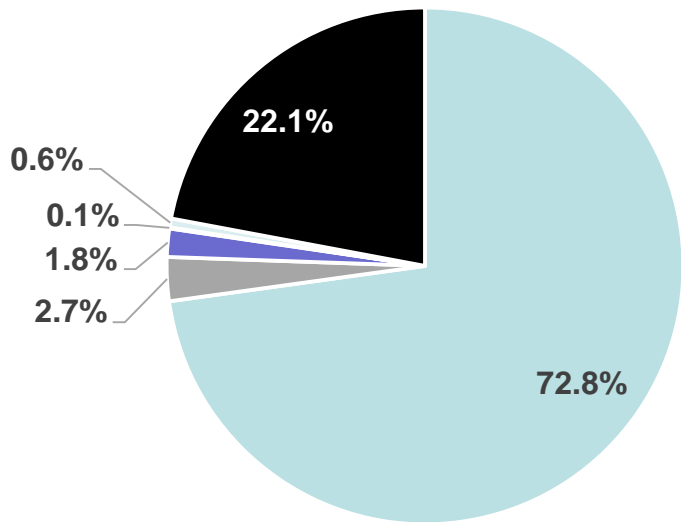


# State Quitlines Utilization: Sexual Orientation

	Quitline		Number of Callers				
	N	Missing	Min	Max	Mean	Sum	Proportion
FY2015 (N=47)							
Straight	36	11	15	31,476	5,019	180,688	74.8%
Gay or lesbian	36	11	1	1,325	151	5,426	2.2%
Bisexual	36	11	0	879	103	3,705	1.5%
Transgender	34	13	0	30	5	178	0.1%
Other	36	11	0	216	38	1,375	0.6%
Don't Know/Refused	36	11	0	30,705	1,391	50,093	20.7%

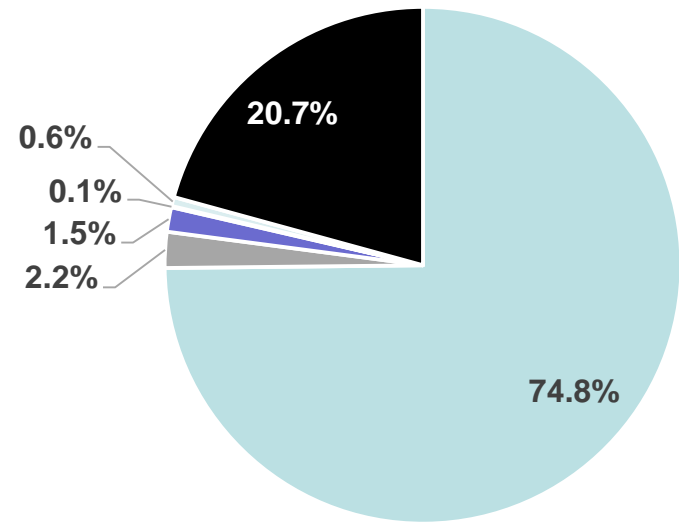
# State Quitlines Utilization: Sexual Orientation

FY2013



■ Straight      ■ Gay or Lesbian      ■ Bisexual  
■ Transgender      ■ Other      ■ Refused/Missing

FY2015



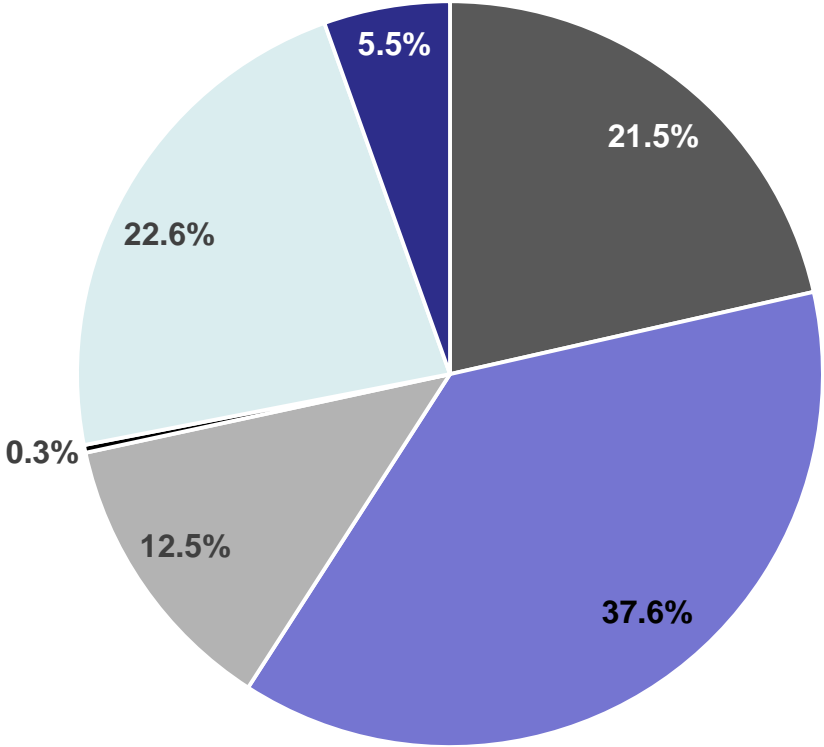
■ Straight      ■ Gay or Lesbian      ■ Bisexual  
■ Transgender      ■ Other      ■ Refused/Missing



# State Quitlines: Insurance Status of Callers FY2015

Insurance Type	Quitline		Number of Callers				
	N	Missing	Min	Max	Mean	Sum	Proportion
FY2015 (N=47)							
Uninsured	44	3	6	7,754	1,449	63,746	21.5%
Medicaid	45	2	17	33,969	2,485	111,837	37.6%
Medicare	44	3	3	4,308	845	37,163	12.5%
Military/Veteran	33	14	0	213	30	995	0.3%
Private	44	3	15	17,024	1,524	67,072	22.6%
Don't Know Refused	43	4	0	8,068	378	16,246	5.5%

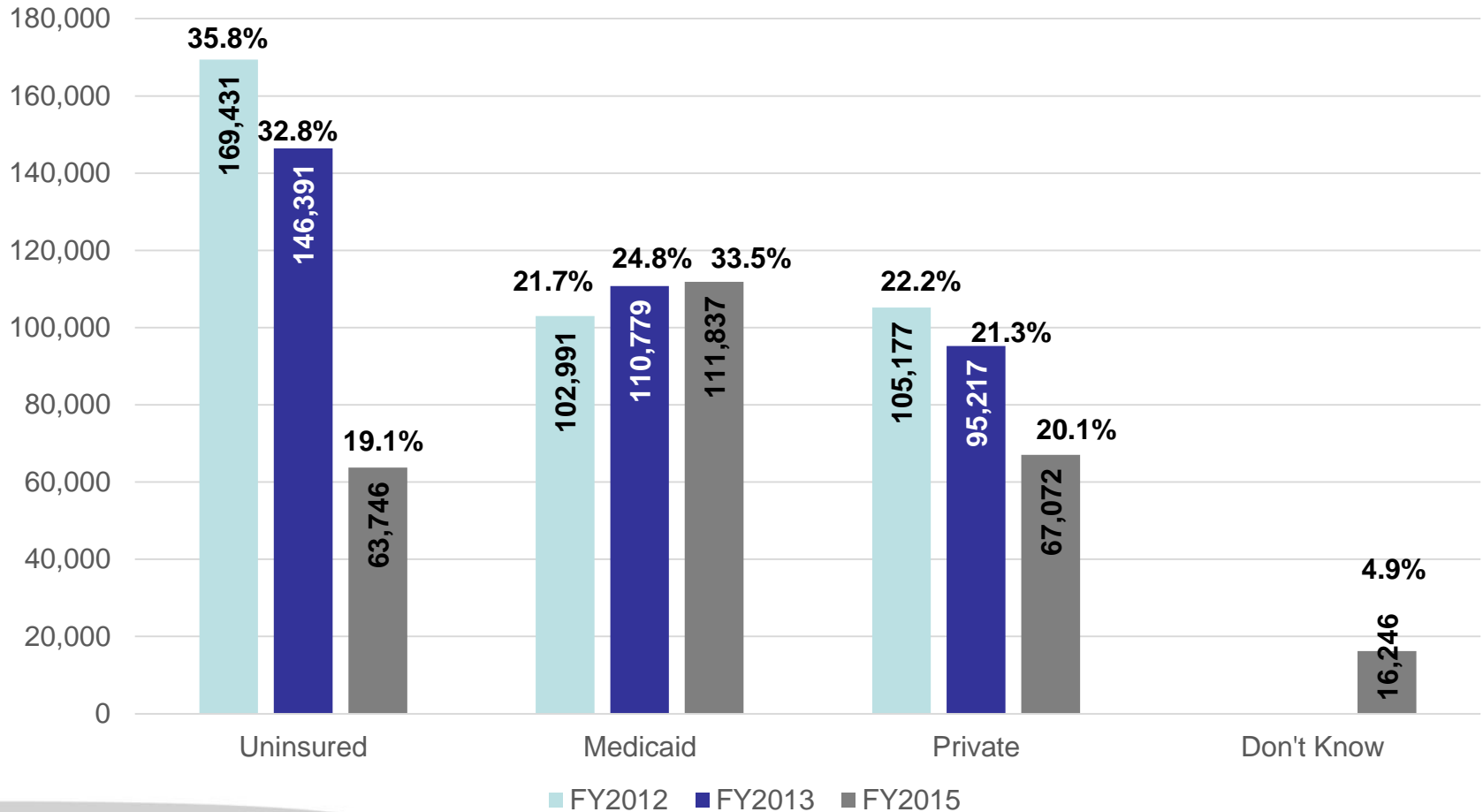
# State Quitlines: Insurance Status of Callers FY2015



■ Uninsured ■ Medicaid ■ Medicare ■ Military ■ Private ■ Don't Know/Refused

# State Quitlines - Insurance Status of Callers:

Number of Callers That Received Services For Each Key Insurance Status & Proportion Of All Callers That Received Services Each Key Insurance Status Represents.  
FY2012, FY2013 & FY2015



# Screening for Chronic Health Conditions: State Quitlines FY2015

	<b>Number of state quitlines that screen for chronic health conditions N (%)</b>
FY2015 (n=47)	47 (100%)

# Screening for Behavioral Health Conditions: State Quitlines YF2015

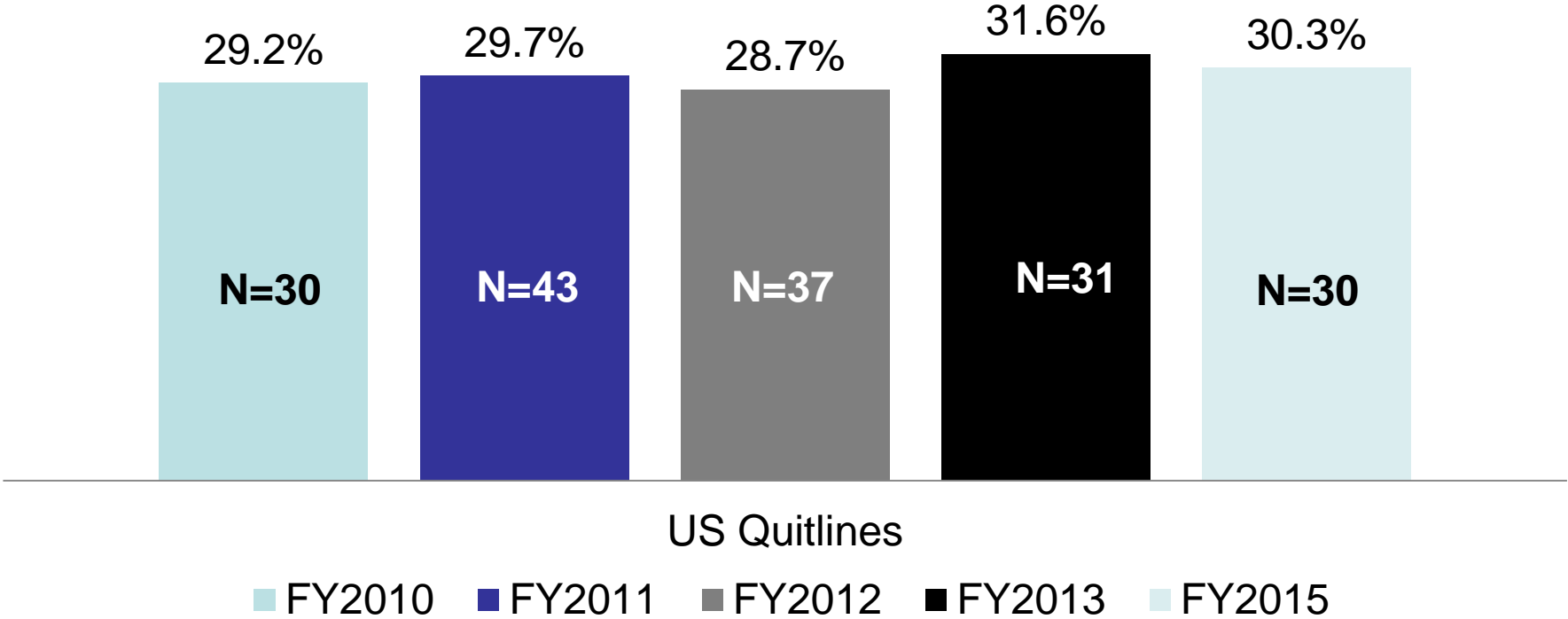
	<b>Number of state quitlines that screen behavioral health conditions N (%)</b>
FY2015 (n=47)	39 (83%)

# EVALUATION

# Evaluation FY15

- 30 state quitlines (63.4%) reported evaluation data.
- Response rates averaged 36.4%, ranging from 14.5% to 58.2% (n=29)
- 6 state quitlines reported a response rate of 50% or greater, as recommended in the “Measuring Quit Rates” NAQC Issue Paper.

# NAQC Standard Quit Rates FY2010-FY2015





# Resources

- Final PowerPoint slides posted on the 2015 survey page.
- FY2015 Benchmarking and Quitline Metrics will be sent in March.
- FY2015 Quitline Metrics will be posted to NAQC profiles in April.

## **Recommended Citation:**

North American Quitline Consortium. 2015. Results from the 2015 NAQC Annual Survey of Quitlines.

Available at

<http://www.naquitline.org/?page=2015Survey>

For more information on the survey or on NAQC's data request and review process, please contact:

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