

**Department of
Veterans Affairs**

Memorandum

Date: December 15, 2008

From: Veterans Health Administration, Office of Management and Budget Clearance Liaison (19E1)

Subj: Request for Approval of Generic Patient Satisfaction Survey (2900-0570)

To: VA Office of Management and Budget Clearance Officer (005E3)

1. The Office of Care Coordination Services (CCS) seeks approval from the Office of Management and Budget (OMB) for use of a generic patient satisfaction survey. The questions developed for this survey are the product of field staff working through the CCS' Care Coordination Home Telehealth (CCHT) Outcomes Committee.

a. Point of Contact: The point of contact for the program is Linda Foster, RN, MSN, Quality Manager Office of Care Coordination Services, (317) 988-1836, Linda.foster2@va.gov.

b. Purpose: The goal is to collect patient perceptions of their satisfaction specifically with the CCHT program and the messaging and monitoring devices it utilizes.

c. Estimated Burden:

50,000 patients x 1 min. per patient / 60 = 833 hours total