

**Justification**  
**CCHT Patient Satisfaction Survey Questions**  
**OMB 2900-0570**

**Office of Care Coordination Services**  
**Care Coordination Home Telehealth (CCHT) Patient Satisfaction Survey**

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

This survey would be delivered electronically to patients enrolled in the CCHT Program via a messaging device located in the patient's home. These devices will provide the questions to each enrolled patient on a small screen and then the patient will select the appropriate answer using either buttons or a touch screen application. These responses will then be captured electronically and reported back to the CCS data set, located behind the VA firewall, for review and analysis. The current plan is to deliver this survey to each enrolled patient every 90 days.

This is not a traditional paper and pencil survey method but rather a totally automated method. Because deployment of the survey questions on these messaging devices requires a contractual arrangement with the vendors, we are unable to pilot the use of these questions on the actual devices. Instead we have piloted the use of the questions, for the purpose of identifying the time burden for patients, with a small group of patients (9) using a modified method. The questions were well received by those patients who reported them to be pertinent to the CCHT program and easy to understand.

We seek an expedited review and approval for use of these survey questions so that we may begin the contractual process for deployment on the messaging devices. If there are any questions concerning this request, please contact: Linda Foster, RN, MSN, Quality Manager, Office of Care Coordination Services, (317)988-1836, [Linda.foster2@va.gov](mailto:Linda.foster2@va.gov).