

**VHA CUSTOMER SATISFACTION SURVEY OF NON-VA HEALTHCARE PROVIDERS**  
**Millennium Bill Emergency Care Provider Satisfaction Survey**  
**VA FORM 10-0473**

**OMB 2900-XXXX**

**B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS**

**1. Provide a numerical estimate of the potential respondent universe and describe any sampling or other respondent selection method to be used. Data on the number of entities (e.g., households or persons) in the universe and the corresponding sample are to be provided in tabular format for the universe as a whole and for each strata. Indicate expected response rates. If this has been conducted previously include actual response rates achieved.**

The 290 healthcare providers in the targeted areas (Long Beach, CA (VISN 22) and White City, OR (VISN 20)) will be randomly sampled for a target sample size of no more than 110 participants; no information will be released to the general public. The target of 110 respondents was selected for a margin of error in the percentage estimates of plus or minus 10% with 95% confidence. The survey team expects a response rate of at least 90 percent, and the targeted minimum response rate is 75 percent.

**2. Describe the procedures for the collection of information, including:**

- Statistical methodology for stratification and sample selection
- Estimation procedure
- Degree of accuracy needed
- Unusual problems requiring specialized sampling procedures
- Any use of less frequent than annual data collection to reduce burden

The Millennium Bill healthcare provider satisfaction survey will be conducted electronically by sending a data collection instrument, VA Form 10-0473, to participants' business email addresses. The email will include a link to an easily-accessed online provider satisfaction survey – the responses to which will be recorded and submitted with a simple click of one's mouse or by hitting "enter" on a computer keyboard. All participant data will be downloaded from the web-based survey administration tool for analysis once the survey administration period has concluded. As discussed in question 1 above, the survey team expects a response rate of at least 90 percent from the targeted 110 participants.

Because a web-based survey data collection procedure will be used, no unusual problems requiring specialized sampling procedures is anticipated.

**3. Describe methods to maximize response rate and to deal with issues of non-response.**

In an effort to maximize response rates and minimize non-response, a standard letter of notification will be mailed to non-VA healthcare providers in the Long Beach, CA (VISN 22) and White City, OR (VISN 20) service areas inviting them to participate in a customer satisfaction survey. The FSC has already provided the OHI/PE survey team with the list of healthcare providers in the targeted areas and all of their contact information. In the event that response rates are significantly below expectations, survey participants will receive follow-up email notifications and/or reminders via phone.

**4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions of 10 or more individuals.**

The survey has undergone numerous rounds of internal testing within the Product Effectiveness organization. Due to the survey consisting of only seven total questions, no additional testing procedures were planned prior to deployment of the survey.

**5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.**

**VHA Point of Contact Information:** Jennifer Ford, Director, VHA/OHI Product Effectiveness;  
Address: 810 Vermont Ave, NW Washington, DC 20420, phone: 301-801-4496; email:  
[Jennifer.Ford@va.gov](mailto:Jennifer.Ford@va.gov)

**Principal Investigator (PI) Conducting the Survey:** Ferenc Ayer, Program Manager, VHA/OHI Product Effectiveness Customer Satisfaction will be the principal investigator. He will work directly with the IBM contractor staff, led by Paul Mullin, Ph.D., Senior Managing Consultant, IBM Global Business Services, PH: 240-715-6417, to ensure that the proposed customer satisfaction surveys are completed as agreed and in accordance with PRA provisions and applicable federal contracting regulations. Ferenc Ayer, PH: 703-992-5577; email: [Ferenc.ayer@va.gov](mailto:Ferenc.ayer@va.gov)