Compensation and Pension Examination Program (CPEP) Veterans Satisfaction Survey

OMB FORM 2900-XXXX
VA Form 10-0503

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.

Veteran patient population	24,000,000
Potential respondent universe:	600,000 patients/year
Active Duty discharges per year	230,000
Sample Size	1055

The potential respondent universe is an estimate based on actual claims for compensation and pension benefits, changes to eligibility requirements for benefits and processing of backlogged claims.

- Of the 230,000 active duty discharges per year, 56% will request compensation and pension examination or 192,000 requests.
- VA has established new guidelines for processing Post Traumatic Stress Disorder (PTSD) which is expected to increase PTSD claims from the current 12.5% to 20% of the examination requests per year, adding an additional 18,000 examinations.
- VA has expanded the diagnoses covered under the Agent Orange exposure clause providing a potential 200,000 additional examinations.
- The current backlog of pension applications is resulting in 160,000 new and secondary compensation and pension examinations yearly.

Sampling methodology: A random sample will be selected from Veterans that have completed compensation and pension examinations. Stratification is not required for this collection therefore a random number generation will be used.

2.   Describe the procedures for the collection of information, including:
- **Statistical methodology for stratification and sample selection**
    Stratification is not required for this collection.
- **Estimation procedure**
    It is expected that the response rate will be 50%. This is based on previous data collections conducted by VHA. 50% response will provide an acceptable +/- 5% margin of error for the results. If the response rate falls lower than 50%, a second mailing will be considered.
- **Degree of accuracy needed**
- **Unusual problems requiring specialized sampling procedures**
- **Any use of less frequent than annual data collection to reduce burden**
    This will be an annual collection.

3. Describe methods to maximize response rate and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses.

For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

Veterans will be mailed a copy of the survey with a Business Reply postage paid envelope. They will also be provided a link to an on-line version of the survey. Providing flexibility in the method of survey completion will provide the Veterans options that should increase the response rate. The assumed 50% response rate on 1055 surveys offered should yield results with approximately +/- 5% margin of error. Targeting the actual CPEP examination and not generalized healthcare outcomes yields increases validity of the data.

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.

This is a relatively simple survey with 7 questions. The number of questions was kept to a minimum to reduce burden and improve response rates. 3 of the questions are very similar to OMB approved questions with only minor changes in verbiage and scaling. The CPEP process is a new process in VA, often located in new clinics. The remaining four questions are targeted toward CPEP specific requirements. The results of this survey will be used improve the Veteran experience with the CPEP process and provide a baseline for CPEP expansions and to help prepare for growth in the Veteran use of the CPEP process.
The questions were selected and developed by the VHA CPEP Program Management Team. This team is responsible for deployment of the process throughout VHA.

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.

Dennis W. Boyette
Health Eligibility Center
VHA Chief Business Office
Atlanta, GA
404-828-5398