

## **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0935-0179)**

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### **TITLE OF INFORMATION COLLECTION:**

**Customer Satisfaction with the AHRQ Videonovela *Aprende a vivir*.**

### **PURPOSE:**

In 2012 AHRQ created a Spanish-language videonovela, *Aprende a vivir* (Learn to Live), that features messages to help diabetes patients compare their treatment options to find a regimen that works best for them. The three-part videonovela series was distributed via the Internet by the Department of Health and Human Services' (HHS) Agency for Healthcare Research and Quality (AHRQ) as part of a wide range of activities to celebrate National Minority Health Month.

*Aprende a vivir* tells the story of Don Felipe, who has type 2 diabetes and is head of the Jiménez family, and how he is having a problem learning to manage his disease. The videonovela series shows how Don Felipe, with the support of his family, comes to understand that he needs to speak with his health care team about his treatment options rather than skip his medication because of side effects. Research shows that people with type 2 diabetes often have problems adhering to medication schedules. Causes may include low health literacy, poor patient-provider communication, cultural barriers and other factors.

Data from HHS' Centers for Disease Control and Prevention (CDC) show that in 2007-2009, after adjusting for population and age differences, nearly 12 percent of Hispanics 20 or older had been diagnosed with diabetes. AHRQ data show that in 2008, Hispanics were more than twice as likely as non-Hispanic whites to be admitted to a hospital for uncontrolled diabetes without complications, and about twice as likely to be hospitalized for long-term complications from uncontrolled diabetes. Closing gaps in health care disparities among Hispanics and other Americans is a priority for AHRQ, and *Aprende a vivir* will contribute to this effort. The videos are available on AHRQ's website at <http://healthcare411.ahrq.gov/aprendeavivir.aspx>. The videonovela as an educational tool is beneficial for individual consumers, patients, clinicians, educators and advocates to improve the quality of care and patient safety of people living with diabetes.

The Joslin Latino Diabetes Initiative (hereinafter called “Joslin”)\* in Boston, MA, and the Emory Latino Diabetes Education Program (hereinafter called “Emory”)\* in Atlanta, GA, have incorporated the videonovela into their patient care to educate their Spanish-speaking patients with diabetes. Emory also uses the videonovela as a teaching resource for health care professionals training to be diabetes educators at Emory's Diabetes Education Training Academy. Both institutions have agreed to partner with AHRQ to obtain feedback on the videonovela.

The goal of this project is to receive feedback on the videonovela from both patients and health care professionals. To achieve this goal the following data collections will be implemented:

- 1) Patient Questionnaire. This questionnaire will be completed by all Latino diabetes patients that view the videonovela at either Joslin or Emory over a 5 month period. The purpose of the questionnaire is to measure the patients' opinions regarding the appropriateness and usefulness of the videonovela as a learning tool to help them manage their diabetes. The Spanish version of the questionnaire is included as Attachment A and the English version as Attachment B.

2) Health Care Professional Questionnaire. This questionnaire will be completed by all health care professionals who work in the clinics at either Joslin or Emory, and all health care professionals taking the diabetes training at Emory. The purpose of the questionnaire is to measure the health care professionals' opinion regarding the appropriateness and usefulness of the videonovela as a learning tool to help patients manage their diabetes. The questionnaire is included as Attachment C and the accompanying cover letter as Attachment D.

This type of feedback from the actual and potential users of the videonovela will provide invaluable feedback to the government to evaluate the success of producing a video in this format.

\* The Joslin Latino Diabetes Initiative is run by the Joslin Diabetes Center, a teaching and research affiliate of Harvard Medical School. The Emory Latino Diabetes Education Program is administered by the Emory University School of Medicine and operates through the Grady Health System.

**DESCRIPTION OF RESPONDENTS:**

There will be two distinct groups of respondents: One will be patients with diabetes who are referred to either Joslin or Emory; the other will be health care professionals who currently work with Spanish-speaking diabetes patients or may in the future. Over the 4-5 months the clinics will administer the surveys, we will reach at least 100 diabetes patients at Joslin and at least 50 at Emory.

Diabetes Patients:

- The patients overwhelmingly prefer to speak Spanish; 15-20 percent are bilingual; only 5 percent speak only English.
- They are a mix of immigrants and native-born, but most immigrants have been in the U.S. for more than 10 years and arrived as adults. They average about 50 years of age, with less than high school education and low literacy skills in English or Spanish.

Health Care Professionals:

- Staff at Joslin: two endocrinologists, one nurse practitioner, one registered dietician, and one psychologist.
- Staff at Emory: one full-time nurse, and 2 part-time nurses.
- Attendees at Emory's Diabetes Education Training Academy who are taking professional courses and workshops for accreditation or personal development in diabetes education. They may be physicians, nurses, dietitians, counselors, medical assistants, or other health care professionals. We expect to receive 40-50 completed surveys from this group.

**TYPE OF COLLECTION:** (Check one)

- |   |  |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form         | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group                  |
| <input type="checkbox"/> Focus Group                                  | <input type="checkbox"/> Other: _____                            |

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Doris Lefkowitz

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Applicable, has a System or Records Notice been published? N/A

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?

Yes  No

**Category of Respondent:** Both public and private sectors

The Patient Questionnaire will be completed by 150 Spanish speaking diabetes patients and takes about 10 minutes to complete. The Health Care Professional Questionnaire will be completed by 60 health care professionals and requires 10 minutes to complete. The total burden is estimated to be 35 hours.

**BURDEN HOURS**

Category of Respondent	Number of Respondents	Number of Responses per Respondent	Hours per Response	Total Burden Hours
Patient Questionnaire	150	1	10/60	25
Health Care Professional Questionnaire	60	1	10/60	10
<b>Totals</b>	<b>210</b>	na	na	<b>35</b>

**FEDERAL COST:** The estimated cost to the Federal government is \$4,500.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
 Yes  No
- Over a 5-month period, all diabetes patients who come to the clinics will view the videonovela will fill out a questionnaire. If they happen to come to a clinic more than once during the period, they will not be asked to fill out a second questionnaire.
- All health care professionals who staff Joslin's or Emory's clinics or who attend Emory's classes will view the videonovela and be asked to fill out a questionnaire.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)  
 Web-based or other forms of Social Media  
 Telephone  
 In-person (clinics will administer the surveys)  
 Mail (clinics will mail back the completed surveys to AHRQ)  
 Other, Explain
2. Will interviewers or facilitators be used?  Yes  No

**List of Attachments:**

Attachment A -- Patient Questionnaire – Spanish Version

Attachment B – Patient Questionnaire – English Version

Attachment C – Health Care Professional Questionnaire

Attachment D – Healthcare Professional Cover Letter