

**SUBMISSION OF INFORMATION COLLECTION UNDER THE
Generic Clearance for the Collection of Qualitative Feedback on Agency Service
Delivery**

DATE OF REQUEST: June 9, 2014

SUB AGENCY (I/C): HHS/AHRQ

TITLE: Voluntary Customer Satisfaction Survey of AHRQ PSNet and AHRQ WebM&M Users

GENERIC CLEARANCE UNDER OMB#: 0925-0179

EXP. DATE: 07/31/2014

ABSTRACT:

AHRQ PSNet is a popular patient safety site that offers weekly updates on patient safety literature, reports, news, tools, and meetings, and a vast set of carefully annotated links to important research and other information on patient safety.

AHRQ WebM&M (Morbidity and Mortality Rounds on the Web) is an online journal on patient safety and quality. This site features expert analysis of medical errors reported anonymously by our readers, interactive learning modules on patient safety ("Spotlight Cases"), Perspectives on Safety, Interviews and podcasts.

The purpose of this request is to conduct a voluntary customer satisfaction survey of the AHRQ Patient Safety Network (PSNet) and AHRQ WebM&M sites to invite feedback from our audience on how the sites are being used as a resource on patient safety, along with the extent to which they are meeting the needs of their users. A secondary objective is to use the results to consider future enhancements to the sites.

TOTAL ANNUAL BURDEN APPROVED: 3,383 Hours Per year

BURDEN USED TO DATE: 339 hours.

BURDEN THIS REQUEST: 167 hours.

FEDERAL COST: The estimated annual cost to the Federal government is \$11,343.15 _____.

IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?

_____ YES _____ NO _____ x N/A

OBLIGATION TO RESPOND:

VOLUNTARY
_____ REQUIRED TO OBTAIN OR RETAIN BENEFITS
_____ MANDATORY

HOW WILL THIS SURVEY BE OFFERED?

WEB SITE
_____ TELEPHONE INTERVIEW
_____ MAIL RESPONSE
_____ IN PERSON INTERVIEW
_____ OTHER: _____

CONTACT INFORMATION:

NAME: Erwin Brown

TELEPHONE NUMBER: 301.427.1652

EMAIL ADDRESS: ebrown@ahrq.gov