

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

**TITLE OF INFORMATION COLLECTION:** Stakeholder Information Needs and Satisfaction with National Quality Strategy Outreach Activities

**PURPOSE:** The National Quality Strategy (NQS) seeks feedback from self-identified stakeholders (see respondent description below) on the awareness and perceptions of the Strategy’s aims, priorities and efforts to improve the quality of health and health care for all Americans. The online survey described in this request would provide needed input on the extent to which outreach activities and products are meeting current needs for stakeholders, and collect ideas for other resources which would help advance NQS aims and priorities.

**DESCRIPTION OF RESPONDENTS:** Respondents will be stakeholders for the NQS including health care providers, purchasers, and payers; representatives from Federal, state, and tribal government; and industry organizations involved in population health and health care. The NQS team has collected approximately 1,750 email addresses of self-identified stakeholders as a result of registration rosters from three recent webinars. Anticipating an average industry response of one-third for online surveys, a total of 600 people are expected to participate, the majority of whom would have participated in a webinar. . In addition, 9,000+ people are signed up for NQS posts from the GovDelivery listserv, and these people will also be invited to respond to the survey.

Analysis of 1761 unique email addresses from webinar registrants by domain extensions is presented in the table below.

Registrants for NQS Webinars by Domain Extension

Domain Extension	Number	Percent
.gov or .mil	256	12
.us	37	2
.com	637	36
.org	613	36
.edu	163	9
Other	75	4
Total	1761	100

These proportions of webinar registrants were used to calculate burden hours

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

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

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [x] 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? [ ] Yes [ ] No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [x] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or organizations	600	0.17 hr (10 minutes)	100 hrs
<b>Totals</b>	<b>600</b>		<b>100 hrs</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$4,686.00, which includes 1) \$4,340 in instrument development, fielding, and analysis, and 2) \$346 (6 hours at the GS-14 level) in project management and oversight.

**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?  
[x] Yes [ ] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

We will create a single “customer” list of survey invitation recipients containing names and email addresses from the webinar registrants and GovDelivery listserv. We will send an email announcement containing a link to the survey to this audience along with two reminder emails.

The Agency for Healthcare Research and Quality (AHRQ), the parent agency for the National Quality Strategy, may offer additional support in distributing the survey.

### **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
  - Mail
  - Other, Explain
2. Will interviewers or facilitators be used?  Yes  No

### **List of Attachments**

**Attachment A**--National Quality Strategy Stakeholder Survey of Awareness, Information Needs and Satisfaction