

Attachment A: Live Phone Follow-up Survey (English)

Live Phone Follow-up Survey

<p>In order to verify your identity, we gave you a code for you to remember. What is that code word? [The code word is CDC-INFO. If can't recall] Do you remember the name if the organization that asked you to participate in a survey? [If not handy] Are you able to get it? We can only</p>	<p>Introduction</p> <p>Hello! A few weeks ago someone in your household agreed to take part in a 15 minute survey. Are you that person?</p> <p><i>If the person answering the telephone is not the person who agreed to participate in the survey, reply:</i></p>
<p>proceed with survey if we verify identity with code word. [If not available] I'm sorry, but you need to have the code word to participate. Thank you for your interest in our survey. Good</p>	<p>would be a good time to reach the other adult in your household?</p> <p><i>If the person answering the telephone says they are the person who agreed to participate in the survey, reply:</i></p> <p>[If yes]</p> <ul style="list-style-type: none"> • Remember, we are definitely <u>not</u> selling anything. • Your responses will be strictly confidential and will not be identified with you in any way. • This survey is being conducted by E.M.T. Associates, Inc. an independent survey research <p>Public reporting burden of this collection of information is estimated to average of 7 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-XXXX)</p>
<p>[If yes] Great can skip question you want to answer stop at any time you're ready, we'll begin.</p>	<p>firm. We are not connected with CDC-INFO. [Note: If the respondent asks for more information about CDC-INFO, reply</p> <p>CDC-INFO is a single phone number for the public to freely access information on a variety of health topics, including diseases, environmental hazards, inoculations, congenital conditions, emergency response, and so on. Previously, this was available through separate toll-free numbers. They are being combined to provide one face to the public, with one access number. If you have any questions about the survey, you may contact the study director, Dr. Elizabeth Harris at (800) 368-0056 (800-EMT-0056)</p> <p>If you'd like, we can send you a summary if the survey results.</p>
<p>[If not available now] When is a good time for me to call you back?</p>	

QUESTIONS

Familiarity with CDC-INFO

1. Was that the first time you contacted CDC-INFO?

1.	Yes
2.	No
3.	<i>Refused to answer</i>

2. How did you find out about CDC-INFO? [*Check all that apply*]

1. Advertisement on TV or Radio	
2.	TV ad
3.	Radio ad
4. Advertisement <u>NOT</u> on TV or Radio	
5.	Billboard
6.	Bus ad (outside or inside)
7.	Flyer
8. School	
9.	Preschool
10.	Elementary School
11.	Middle School
12.	High School
13.	College
14. Health care provider	
15.	Hospital
16.	Doctor/other health care professional
17.	Other health care hotline
18.	Social Worker
19. Media	
20.	Phone book or Information line (411)
21.	Internet search
22.	Other web site
23.	CDC-INFO Website
24.	Newspaper story
25.	Radio announcement or news story
26.	TV announcement or news story
27.	Friend/family member
28.	Other: _____
29.	Don't recall
30.	<i>Refused to answer</i>

Usefulness of CDC-INFO

3. Was it easy to actually reach a representative?

1.	Yes
3.	No
3.	<i>Refused to answer</i>

[If the respondent does not answer question 3 as “Yes,” probe]

4. I would appreciate it if you could tell me more about the difficulties you experienced in reaching a representative.

1.	Confused about what selection to choose
2.	Took too long to get through automated system
3.	Put on hold for a long time
4.	Other (specify) _____
5.	Refused to answer

Knowledge Change

5. What did you learn from your call to CDC-INFO that you did not know before?

1.	Nothing [<i>skip to Q9</i>]
2.	Where to get additional information
3.	The need for testing
4.	Where to go for testing
5.	Need to seek medical attention
6.	Symptoms of disease
7.	Risk reduction/ Prevention strategies
8.	Immunization schedule
9.	Other (specify) _____
10.	<i>Refused to answer</i>

Attitude Change

6. Did what you learn make you want to change any behaviors?

1.	Yes
2.	No [<i>skip to Q9</i>]
3.	Not sure
4.	N/A [<i>what caller learned was not related to behavior</i>]
5.	<i>Refused to answer</i>

7. [If “yes” or “not sure” to above] I would appreciate it if you would tell me more about what changes you are thinking about. Would you feel comfortable sharing that with me? If not, we can go to the next question. [Mark all that apply]

1.	Increase exercise, sports or physical activity
2.	Lose weight
3.	Change diet or eating habits
4.	Quit smoking / reduce amount smoked or reduce tobacco use (smokeless tobacco)
5.	Exercise better hygiene
6.	Get counseling
7.	Start taking medications
8.	Plan to see a doctor
9.	Reduce risky sexual behaviors
10.	Get tested
11.	Change eating habits
12.	Get immunized
13.	Other: (specify) _____
14.	<i>Refused to answer</i>

Behavior Change

8. Have you actually changed any behaviors?

1.	Yes
2.	No
3.	Not yet, but planning to
4.	<i>Refused to answer</i>

Comfort with the CSR/HSR

[**Note to interviewer:** If the respondent talked with more than one representative and is unsure which one to comment on, tell the respondent: “Please choose the representative you want to talk about the most.”]

9. Thinking about the person you spoke with at CDC-INFO, how **polite** was the Representative? [Read options to respondent]

1.	Very polite
2.	Somewhat polite
3.	Not very polite
4.	Not at all polite
5.	<i>Refused to answer</i>

10. How satisfied are with the **way he or she interacted** with you during the call?
[Read options to respondent]

1.	Very satisfied
2.	Somewhat satisfied
3.	Somewhat dissatisfied
4.	Very dissatisfied
5.	<i>Refused to answer</i>

Trust in CDC-INFO

11. How **knowledgeable** was the person you spoke with? [Read options to respondent]

1.	Very knowledgeable
2.	Somewhat knowledgeable
3.	Not sure
4.	Not very knowledgeable
5.	Not knowledgeable at all
6.	<i>Refused to answer</i>

12. How helpful was the person you spoke with at CDC-INFO? [Read options to respondent]

1.	Very helpful
2.	Somewhat helpful
3.	Not sure
4.	Not very helpful
5.	Not at all helpful
6.	<i>Refused to answer</i>

13. Overall, how satisfied are you with the quality of the health care information provided by CDC-INFO? [Read options to respondent]

1.	Very satisfied
2.	Somewhat satisfied
3.	Neither
4.	Somewhat dissatisfied
5.	Very dissatisfied
6.	<i>Refused to answer</i>

14. Do you consider CDC-INFO to be a reliable source of information? [Read options to respondent]

1.	Definitely yes
2.	Probably yes
3.	Don't know/not sure
4.	Probably not
5.	Definitely not
6.	<i>Refused to answer</i>

Overall Satisfaction with CDC-INFO

15. Thinking about your entire call experience, how **satisfied** are you with CDC-INFO? Are you: *[Read options to respondent]*

1.	Very satisfied
2.	Somewhat satisfied
3.	Neither
4.	Somewhat dissatisfied
5.	Very dissatisfied
6.	<i>Refused to answer</i>

16. *[If less than “very satisfied” to above]* I would appreciate it if you would tell me about the reason you are not completely satisfied. *[Mark all that apply]*

System Issues		Publication Issues	
1.	Hard to reach a live operator	21.	No publication available
2.	On hold too long	22.	CSR would not take publication order
3.	No one spoke language	Other	
4.	Poor telephone connection	34.	Doesn't want to report satisfaction until services are received
CSR Issues		35.	Lost information from CDC-INFO
5.	Call took too long	36.	Other (specify):
6.	CSR couldn't find answer to question	37.	<i>Refused to answer</i>
7.	CSR wouldn't answer question		
8.	CSR didn't understand what I needed		
9.	CSR referred respondent to another hotline		
10.	CSR hard to understand (didn't speak clearly)		
11.	CSR was disrespectful/rude		
12.	CSR was impatient		
13.	Not enough information provided (partial answer to question)		
14.	Unclear information provided		
15.	Too much information provided		
16.	Information was too technical to understand		
17.	Information not relevant to question		
18.	Information not current/most recent		
19.	Sent to website		
20.	Could've looked up same information on website		

17. Judging from your experience with CDC-INFO, would you call again?

1.	Yes
2.	No
3.	<i>Refused to answer</i>

18. Would you recommend CDC-INFO to a friend?

1.	Yes
2.	No
3.	<i>Refused to answer</i>

19. Have you recommended CDC-INFO?

1.	Yes
2.	No
3.	<i>Refused to answer</i>

20. Who would you have called if CDC-INFO was not available? [*Check all that apply*]

1.	Doctor's office
2.	Don't Know
3.	Community health center
4.	Walk-in clinic
5.	Hospital emergency room
6.	Telephone health line (specify)_____
7.	Other: (specify)
8.	Other hospital service
9.	<i>Refused to answer</i>

Thank you very much! Do you have any questions for me in regard to this survey?

CDC-INFO can be reached at 1-888-CDC-INFO, 1-888-232-4636. Thanks again!

[Note to Interviewer: If the respondent would like a copy of the survey results, write his or her email or address down on a piece of paper and submit it to Dr. Harris. Do not record the respondent's contact information in the Access database]

* *[Note to Interviewer: Please write any general comments that are NOT improvement related. Include positive comments here.]*

Attachment B: Live Phone Follow-up Survey (Spanish)

Live Phone Follow-up Survey

Introduction

Hola! Hace unas semanas alguien en su hogar estuvo de acuerdo en participar en un cuestionario de 7 minutos de duración. Es Ud. esa persona?

If the person answering the telephone is not the person who agreed to participate in the survey, reply:

Cual sería la mejor hora para encontrar a la persona que estuvo de acuerdo en participar en el cuestionario?

If the person answering the telephone says they are the person who agreed to participate in the survey, reply:

Con el fin de verificar su identidad se le dió una clave la cual se le pidió recordar. Podría darme la clave?

[The code word is CDC-INFO. If can't recall] Se acuerda del nombre de la organización que le pidió participar en el cuestionario?

[If not handy] Sería mucha molestia pedirle que buscara la clave? Solo podemos proceder con el cuestionario después de que su identidad haya sido verificada con la clave.

[If not available] Lo siento, pero necesita tener la clave par poder participar. De todas maneras gracias por su interés en el cuestionario. Adiós.

[If yes] Magnífico! Ud. puede omitir cualquier pregunta que no desee responder o terminar este cuestionario en cualquier momento. Si esta listo, empecemos!.

[If not available now] Cuando sería el mejor momento para volverlo a llamar?

De acuerdo a gravámenes en informes públicos el promedio para recaudar ésta información es de 7 minutos por respuesta, lo cual incluye el tiempo utilizado para revisar instrucciones, buscar fuentes de datos ya existentes, recaudar y conservar datos necesarios, y completar y analizar la recaudación de la información. Una recaudación de información no debe llevarse a cabo o ser auspiciada por una agencia al menos que dicha recaudación lleve consigo un número actual de control OMB válido. De igual modo una persona no debe responder una recaudación de información si dicha recaudación no presenta un número actual de control OMB válido. Por favor sírvase enviar comentarios con respecto al estimado de este gravamen o de cualquier otro aspecto de ésta recaudación de información, también se pueden incluir sugerencias en cómo reducir este gravamen a CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74 Atlanta, Georgia 30333. ATTN: PRA (0920-XXXX)

gravamen a CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74 Atlanta, Georgia 30333. ATTN: PRA (0920-XXXX)

[If yes]

- Dejeme recordarle que definitivamente no le estamos vendiendo nada.
- Sus respuestas seran estrictamente confidenciales y no seran relacionadas con usted de ninguna manera.
- Este cuestionario esta siendo conducido por E.M.T. Associates, Inc. Una agencia independiente de investigaciones. Nosotros hemos sido contratados por CDC-INFO para llevar a cabo este cuestionario.

[Note: If the respondent asks for more information about CDC-INFO, reply]

CDC-INFO es un número telefónico individual para uso del público y brinda acceso a información sobre diversos temas de salud. CDC-INFO es financiado por el Centro para el control y prevención de enfermedades. Si tiene alguna pregunta acerca del cuestionario. Ud puede comunicarse con la directora de este estudio, Doctora Elizabeth Harris al (800) 368-0056 (800-EMT-0056).

Questions

Familiarity CDC-INFO

1. Fue la primera vez que llamó a CDC-INFO?

1.	Yes
2.	No
3.	<i>Refused to answer</i>

2. Cómo se enteró de CDC-INFO? [*Check all that apply*]

1. Advertisement on TV or Radio	
2.	TV ad
3.	Radio ad
4. Advertisement <u>NOT</u> on TV or Radio	
5.	Billboard
6.	Bus ad (outside or inside)
7.	Flyer
8. School	
9.	Preschool
10.	Elementary School
11.	Middle School
12.	High School
13.	College
14. Health care provider	
15.	Hospital
16.	Doctor/other health care professional
17.	Other health care hotline
18.	Social Worker
19. Media	
20.	Phone book or Information line (411)
21.	Internet search
22.	Other web site
23.	CDC-INFO Website
24.	Newspaper story
25.	Radio announcement or news story
26.	TV announcement or news story
27.	Friend/family member
28.	Other: _____
29.	Don't recall
30.	<i>Refused to answer</i>

Usefulness of CDC- INFO

3. Fue fácil lograr hablar con un representante?

1.	Yes
2.	No
3.	<i>Refused to answer</i>

[If the respondent does not answer question 3 as “Yes”, probe]

4. Apreciaría mucho si me dijera las dificultades que experimentó al tratar de hablar con un representante.

1.	Confused about what selection to choose
2.	Took too long to get through automated system
3.	Put on hold for a long time
4.	Other (specify) _____
5.	<i>Refused to answer</i>

Knowledge Change

5. Aprendió algo nuevo como resultado de su llamada a CDC-INFO?

1.	Nothing [<i>skip to Q9</i>]
2.	Where to get additional information
3.	The need for testing
4.	Where to go for testing
5.	Need to seek medical attention
6.	Symptoms of disease
7.	Risk reduction/prevention strategies
8.	Immunization schedule
9.	Other (specify) _____
10.	<i>Refused to answer</i>

Attitude Change

6. Cambio algo en su conducta/comportamiento como resultado de esta nueva información?
La nueva información hizo que cambiara algo en su comportamiento/conducta?

1.	Yes
2.	No [<i>skip to Q9</i>]
3.	Not sure
4.	N/A [<i>what caller learned was not related to behavior</i>]

5.	<i>Refused to answer</i>
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7. [If “yes” or “not sure” to above] Apreciaría mucho si me dijera que cambios esta pensando hacer. Pero si no se siente cómodo compartiendo esta información con nosotros, podemos continuar con la siguiente pregunta. [Mark all that apply]

1.	Increase physical activity
2.	Lose weight
3.	Change diet or eating habits
4.	Quit smoking / reduce amount smoked or reduce tobacco use (smokeless tobacco)
5.	Exercise better hygiene
6.	Get counseling
7.	Start taking medications
8.	Plan to see a doctor
9.	Reduce risky sexual behaviors
10.	Get tested
11.	Change eating habits
12.	Get immunized
13.	Other: (specify) _____
14.	<i>Refused to answer</i>

Behavior change

8. Ya hizo algun cambiado en su comportamiento/conducta?

1.	Yes
2.	No
3.	Not yet, but planning to
4.	<i>Refused to answer</i>

Comfort with the CSR/HSR

[**Note to interviewer:** If the respondent talked with more than one representative and is unsure which one to comment on, tell the respondent: “Por favor escoga el representante del cual quiere hablar más.”]

9. Por favor piense en la persona con la que habló en su llamada a CDC-INFO, Que tan cortez fue el representante? [Read options to respondent] **Diria usted:**

1.	Muy cortez
2.	Algo cortez
3.	No fue muy cortez
4.	Descortez
5.	<i>Rehusa a contestar</i>

10. Que tan satisfecho esta con la manera que el representante interactuó con usted durante la llamada? [Probe: Esta usted satisfecho con la manera en que usted fue tratado] [Read options to respondent] **Diria usted:**

1.	Muy satisfecho
2.	Algo satisfecho
3.	Algo insatisfecho
4.	Muy insatisfecho
5.	<i>Rehuso a contestar</i>

Trust in CDC-INFO

11. Tuvo la persona con quien habló un buen conocimiento sobre la informacion que usted pidió? ? [Probe: Diria que la persona mostro familiariad con la información. Hablaba la persona con seguridad?]

Que tan instruida o experta era la persona con quien habló [Read options to respondent]

Diria que la persona fue:

1.	Muy instruida
2.	Algo instruida
3.	No se
4.	No muy instruida
5.	Inculata
6.	<i>Rehuso a contestar</i>

12. Que tan servicial fue la persona con quien habló en CDC-INFO? [Read options to respondent] **Diria que la persona fue:**

1.	Muy servicial
2.	Algo servicial
3.	No muy servicial
4.	Desagradable
5.	<i>Rehuso a contestar</i>

13. En general, que tan satisfecho esta con la calidad de la información sobre salud que CDC-INFO le brindó? [Read options to respondent] **Diria que la persona fue:**

1.	Muy satisfecho
2.	Algo satisfecho
3.	Ninguno
4.	Algo insatisfecho
5.	Muy insatisfecho
6.	<i>Rehuso a contestar</i>

14. Considera usted a CDC-INFO como un recurso de información en el cual puede confiar?
 [Read options to respondent] **Diria usted:**

1.	Definitivamente si
2.	Probablemente si
3.	No se/No estoy seguro
4.	Probablemente no
5.	Definitivamente no
6.	<i>Rehusa a contestar</i>

Overall Satisfaction with CDC-INFO

15. Por favor piense en su llamada en general. Que tan satisfecho esta con CDC-INFO?
 [Read options to respondent] **Diria usted:**

1.	Muy satisfecho
2.	Algo satisfecho
3.	Ninguno
4.	Algo insatisfecho
5.	Muy insatisfecho
6.	<i>Rehusa a contestar</i>

16. [If less than “very satisfied” to above] Apreciaría mucho si me dijera la razón de su insatisfacción. [Mark all that apply]

System Issues		Publication Issues	
21.	Hard to reach a live operator	21.	No publication available
22.	On hold too long	22.	CSR would not take publication order
23.	No one spoke language	Other	
24.	Poor telephone connection	34.	Doesn't want to report satisfaction until services are received
CSR Issues		35.	Lost information from CDC-INFO
25.	Call took too long	36.	Other (specify):
26.	CSR couldn't find answer to question	37.	<i>Refused to answer</i>
27.	CSR wouldn't answer question		
28.	CSR didn't understand what I needed		
29.	CSR referred respondent to another hotline		
30.	CSR hard to understand (didn't speak clearly)		
31.	CSR was disrespectful/rude		
32.	CSR was impatient		
33.	Not enough information provided (partial answer to question)		
34.	Unclear information provided		
35.	Too much information provided		
36.	Information was too technical to understand		
37.	Information not relevant to question		
38.	Information not current/most recent		
39.	Sent to website		
40.	Could've looked up same information on website		

17. A juzgar por su experiencia con CDC-INFO, llamaría otra vez?

1.	Yes
2.	No
3.	<i>Refused to answer</i>

18. Recomendaria CDC-INFO?

1.	Yes
2.	No
3.	<i>Refused to answer</i>

19. Ya ha recomendado a CDC-INFO?

1.	Yes
2.	No
3.	<i>Refused to answer</i>

20. A quién hubiese llamado si CDC-INFO no estuviera disponible? [*Check all that apply*]

1.	Doctor's office
2.	Don't know
3.	Community health center
4.	Walk-in clinic
5.	Telephone health line (specify) _____
6.	Hospital emergency room
7.	Other hospital service
8.	Other: (specify) _____
9.	<i>Refused to answer</i>

Muchas gracias! Tiene usted alguna pregunta con respecto a este cuestionario?

**Para comunicarse con CDC-INFO llame al 1-800-CDC-INFO, 1-800-232-4636.
Nuevamente, muchas gracias!**

* [**Note to Interviewer:** Please write any general comments that are NOT improvement related. Include positive comments here.]