

Attachment M. Phone Reminder for NPHII Assessment

TELEPHONE REMINDER

Begin phone calls on day 22 [Date TBD pending OMB approval]

From: NPHII Project Officers

To: (Non-respondents only) Performance Improvement Managers or Principal Investigators in NPHII STLTs

Subject: NPHII Annual Assessment – FINAL REMINDER

SCRIPT: Scenario 1 – Respondent answers, caller initiates conversation

Hello, this is [NPHII Project Officer]. I'm calling to remind you about the NPHII Annual Assessment of Performance Management and Improvement Practices.

Have you received the information and link we sent out about the assessment?

IF YES – That's great. **Do you have plans to complete the assessment?**

IF YES – I'm glad to hear that. Just as a reminder, the online assessment tool closes on [Date TBD]. Thanks for your participation and support. **Do you have any questions for me?**

IF YES – Respond to questions or direct respondent to CDC contact, Anita McLees at 404.498.0316 or zdu5@cdc.gov. Thank respondent and say goodbye. [END CALL]

IF NO – Okay. If you do have questions later, please feel free to contact me at [Enter Project Officer's phone number] or our lead staff on the NPHII evaluation, Anita McLees, at 404.498.0316 or by email at zdu5@cdc.gov. Thank you. Goodbye. [END CALL]

IF NO – I would like to strongly encourage you to complete the assessment if possible, as it closes on [Date TBD]., It takes only about 20-25 minutes to complete the online survey. If you have any questions about the assessment or would like to discuss how to resolve any barriers to completing the assessment, please feel free to contact our lead staff on the NPHII evaluation, Anita McLees, at 404.498.0316 or by email at zdu5@cdc.gov. **Do you have any questions for me?**

IF YES – Respond to questions or direct respondent to CDC contact, Anita McLees at 404.498.0316 or zdu5@cdc.gov. Thank respondent and say goodbye. [END CALL]

IF NO – Okay. If you do have questions later, please feel free to contact me at [Enter Project Officer's phone number] or our lead staff on the NPHII evaluation, Anita McLees, at 404.498.0316 or by email at zdu5@cdc.gov. Thank you. Goodbye. [END CALL]

IF NO – I'm sorry you didn't receive the information. We must have the wrong contact information for you. If you wouldn't mind providing me with your email address, I'll have staff send you information about, and the link to, the assessment. Briefly, though, we are conducting the NPHII Annual Assessment of Performance Management and Improvement Practices. It takes approximately 20-25 minutes to complete the survey. The assessment is designed to collect information on progress made towards outcomes in key areas over the last project

period, including training and competencies associated with performance management and quality improvement, accreditation readiness activities, and performance management and quality improvement efforts undertaken with NPHII funding. The assessment closes on [Date TBD]. I hope you have a chance to respond to the assessment by then. **Do you have questions for me?**

IF YES – *Respond to questions or direct respondent to CDC contact, Anita McLees at 404.498.0316 or zdu5@cdc.gov. Thank respondent and say goodbye. [END CALL]*

IF NO – Okay. If you do have questions later, please feel free to contact me at [Enter Project Officer's phone number] or our lead staff on the NPHII evaluation, Anita McLees, at 404.498.0316 or by email at zdu5@cdc.gov. Thank you. Goodbye. [END CALL]

SCRIPT: Scenario 2 – Respondent does not answer, caller leaves voice mail message

Hello, this is [NPHII Project Officer]. I'm calling to remind you about the NPHII Annual Assessment of Performance Management and Improvement Practices. Our records indicate that you have not submitted a response to the assessment. I'd like to encourage you to respond by the close of business on [Date TBD], when the online assessment tool closes.

The assessment is designed to collect information on progress made towards outcomes in key areas over the last project period, including training and competencies associated with performance management and quality improvement, accreditation readiness activities, and performance management and quality improvement efforts undertaken with NPHII funding.

If you have questions or concerns about the assessment, please contact me at [Enter Project Officer's phone number]. Or you can contact our lead staff on the NPHII evaluation, Anita McLees. You can reach him at 404.498.0316 or by email at zdu5@cdc.gov. Thank you. Goodbye. [END CALL].